

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (22 June 2020)

Patients and visitors asked to wear face masks when visiting hospital, or sites run by our mental health trust or community health providers

- New national guidelines mean patients and visitors going to hospital are expected to wear a face covering, which could be a scarf or homemade mask. Please note that as well as patients and visitors going to our three hospitals in Norfolk, people going to sites run by Norfolk and Suffolk Foundation Trust, Norfolk Community Health and Care, and East Coast Community Healthcare are also asked to wear a face covering.
- Face coverings can be bought or homemade – take a look at this [guide](#) on how to make your own.
- Many appointments and outpatient consultations will continue to be conducted over the telephone or by video call. But if you do have to go in person, you will also be encouraged to keep a physical distance from other people as you move through the building, wash your hands regularly and use the alcohol gel dispensers.



- Visiting continues to be restricted, so please check whether you are allowed before you go to visit someone in hospital, or if you are planning to go with someone for an appointment.
- The Norfolk and Norwich University Hospital has produced the guide on the next page to explain the changes they have put in place to keep you safe when you attend an outpatient appointment.

Changes to Outpatient appointments



1

2

Welcomed by a member of staff

Use the hand sanitiser



3

4

Wear a face covering or mask

Have your temperature taken



5

6

Go to the reception desk

Chairs are socially distanced

New virtual social group launches for new and expectant parents

- New parents and parents-to-be from across Norfolk are being invited to join a new online group designed to offer vital peer support while helping them safeguard their mental health and wellbeing.
- Wellbeing Norfolk and Waveney, which is run by Norfolk and Suffolk NHS Foundation Trust in partnership with Mind and Relate, held the first Perinatal Social Group session via Zoom on Saturday, 6 June.

- It is designed to give parents-to-be and new parents who might be experiencing stress, anxiety or depression useful advice on looking after their wellbeing and what to expect as a parent, as well as tips on techniques such as mindfulness.
- Those taking part will then be able to enjoy an informal coffee and chat to give them the chance to develop relationships and offer each other mutual peer support during a time when meeting face-to-face is difficult due to the coronavirus pandemic.
- Catherine Ashby, Wellbeing Team Leader for West Norfolk, said: “Being a parent can be incredibly rewarding but it can also be overwhelming, daunting and isolating at times. On top of this, the coronavirus pandemic has brought even more challenges, as new and expectant parents are unable to access their usual social circles for all-important support.
- “Anyone can experience emotional difficulties following the birth of a baby, but it’s important to remember that does not mean you can’t care for your baby. Please also remember that you are not alone, and that stress, anxiety and depression are very common. At the same time, we know it can be difficult to ask for help, which is why we have set up this new social group.
- “We would encourage anyone in Norfolk who is expecting or has recently had a baby and feels they could benefit from support to join us for a relaxed, informal and fun session which will help them safeguard their own health while making new friends.”
- Future sessions will be advertised on social media and at www.wellbeingnands.co.uk/norfolk/. To book your space, please email socialsandvolunteering@wellbeingnandw.co.uk and you will be sent a password to join the group.

Women urged to attend potentially life-saving cervical screening appointments despite the coronavirus pandemic

- Women in Norfolk and Waveney are being urged to attend routine screening appointments for cervical cancer despite the coronavirus pandemic.
- Some women may have missed or will have delayed responding to screening invites, but the NHS in Norfolk and Waveney is keen to get all women back into screening as swiftly and as safely as possible.
- Going for your routine cervical screening is still vitally important and it can be life-saving. It offers the greatest protection against cervical cancer, with smear tests preventing 75% of cervical cancers.
- The number of women attending cervical screening in the UK is falling and this has been accelerated during coronavirus. However, early diagnosis is key to improving survival rates.
- When cancer is diagnosed at an early stage there is a much greater chance of being able to treat it successfully – often with less invasive procedures and fewer long-term side effects.
- Dr Linda Hunter, cancer lead for the Norfolk and Waveney Health and Care Partnership, said: “Due to the coronavirus pandemic some women may have missed or will have delayed responding to screening invites.
- “We are working closely with all our partners to swiftly and safely re-introduce women to cervical screening and to ensure there is capacity and systems in place to be able to respond to the increased demand. Screening is important for the earliest detection of abnormal cells so we urge all women to book their screening appointment when they receive their invitation.”
- Dr Hunter added: “We know that 1 in 4 women don’t take up their smear invitations. If you are one of these then I really urge you to reconsider as this could be a life-saver.”
- If you have questions or concerns, visit: <http://jostrust.org.uk/csaw>

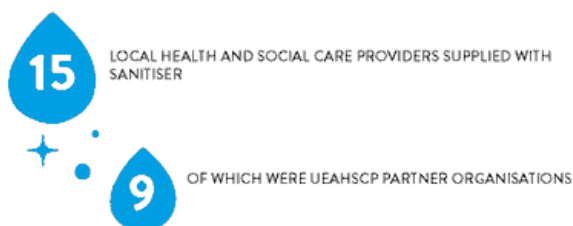
Graeme Brammall, from Cromer in Norfolk, helps in the fight against COVID-19

- You'll have heard on the news about a new treatment which could help patients recovering with COVID-19. The first results have been released by the researchers on the RECOVERY trial, the Dexamethasone arm of the study demonstrated that [low dose Dexamethasone reduces deaths by up to one-third in hospitalised patients with severe respiratory complications of COVID-19](#).
- This finding is a huge step in the fight against COVID-19, and highlights the importance of research in providing vital evidence to support patient care.
- The teams at NNUH, JPUH and QEH all ran the trial and a Norfolk patient, one of over 10,000 patients nationally who took part in the study, has shared his story with the National Institute for Health Research (NIHR), who part fund and support the delivery of the trial. You can [read his story on the NIHR website](#).

UEA's successful hand sanitiser project comes to an end

- After 12 weeks of lab work, the final batch of hand sanitiser created on University of East Anglia's (UEA's) campus has been safely bottled, with close to 4,000 litres having been distributed to key workers across the region.
- Since March, a team of 14 technicians from UEA's Faculty of Science, led by Laboratory Manager Judith Mayne, have been volunteering to produce the sanitiser and it is estimated that the sanitiser will have cleaned 1.3 million pairs of hands since the project started.
- The initiative was led by UEA Health and Social Care Partners (UEAHSCP), the research partnership hosted by UEA whose main function is to increase collaboration between health and social care organisations in Norfolk, Suffolk and North East Essex.

UEAHSCP HAND SANITISER PROJECT BY NUMBERS



Mental health support available

- It's important that we look after our mental wellbeing during this time – for tips and advice visit www.everymindmatters.co.uk.
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.

- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via www.Kooth.com. The service provides support or advice on any topic, including managing your feelings during the pandemic.



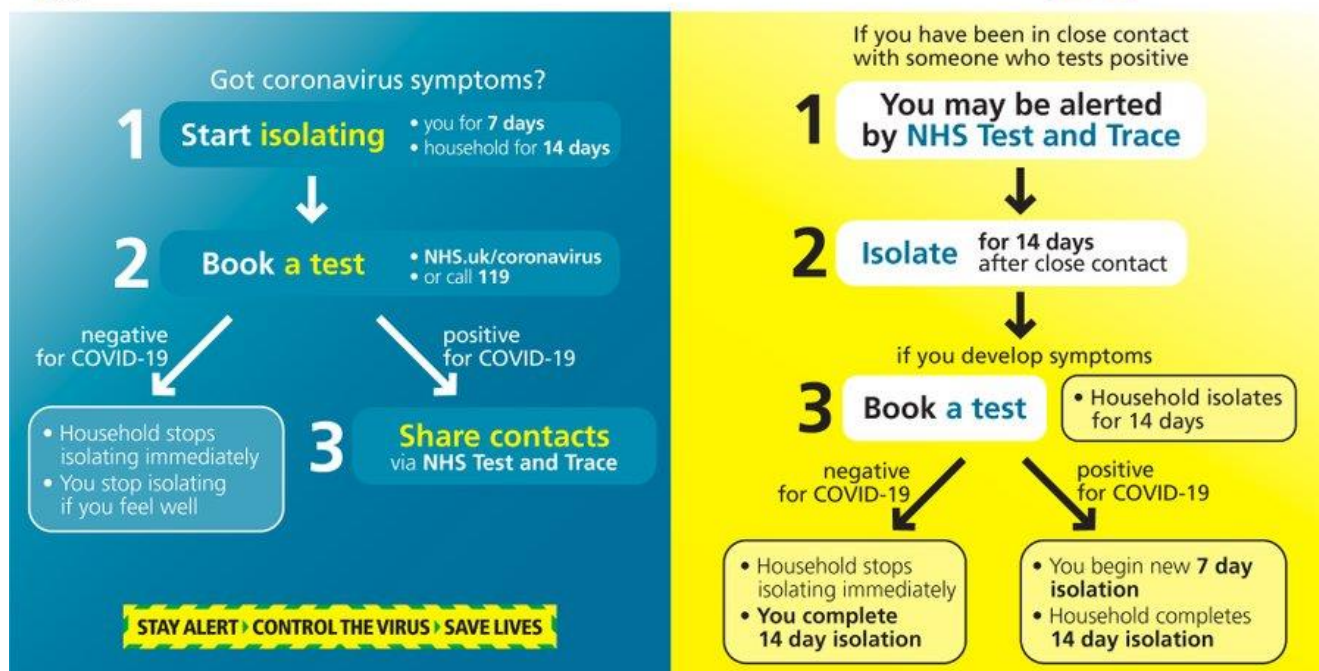
First Response
Call: 0808 196 3494
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.



Test and trace

- The national NHS Test and Trace service is now up and running. You can check out our graphic below to see how the system works, and if you might be affected. You can also read more about the service [here](#).



Local testing available for key workers, including care home staff

- A new coronavirus testing site is now open at the Postwick Park and Ride site on the eastern edge of Norwich.
- It is part of a network of “regional” testing sites across East Anglia, which complements local testing sites across Norfolk and Waveney.
- Key workers and their household members with coronavirus symptoms can ask for a test to see if they have the virus by choosing any of the options now available:

Local testing service based at hospitals for key workers

- The three local sites for key workers in Norfolk and Waveney are at:
 - The James Paget University Hospital
 - The Centrum Centre, near the Norfolk and Norwich University Hospital

- The Queen Elizabeth Hospital, King's Lynn
- The service is by appointment only. Appointments for these locations cannot be booked using national booking routes, they must be booked using our local system:
 - **NHS acute hospital staff:** Use your organisation's existing booking arrangements.
 - **All other NHS employees:** Email NHScovidtesting@nuh.nhs.uk.
 - **All other essential workers, including care home staff:** Ask your employer/line manager to email NorfolkRegistercovidtesting@nuh.nhs.uk with their name, job title and contact number. The registration team will contact them to register your organisation so you can then book an appointment. Your employer will be given a unique reference number and the contact details for your triage.

New testing at the Postwick Park and Ride in Norwich

- Key workers and members of the public with symptoms of coronavirus can be tested at this location. Appointments must be booked via the [national booking system](#) for key workers and their household members and via the [NHS website](#) for members of the public. Further guidance is available [here](#).
- The Postwick site sits alongside the existing network of testing sites around the UK including other regional testing centres at Ipswich, Peterborough and Stansted.
- When booking a test via the national routes, available appointments will be shown at all regional testing centres across the country. If a regional testing centre local to you is not shown, this means all appointments are booked for the day, and you should try the next day to book an appointment.
- There are also mobile testing units running in towns across Norfolk and Waveney. The locations and appointment times for these are also shown when they become available.



NHS
Test and Trace

**CORONAVIRUS
GOT SYMPTOMS?
GET TESTED NOW**

PLAY YOUR PART.
PROTECT YOUR FRIENDS AND FAMILY.
Do not leave home. Find out how to get a test at
nhs.uk/coronavirus or call 119

STAY ALERT › CONTROL THE VIRUS › SAVE LIVES

People's experience of care

- Healthwatch in Norfolk and in Suffolk are asking for people to share their experience of accessing information, care and support during the coronavirus outbreak. People are being asked to complete a survey which can be found at www.healthwatchnorfolk.co.uk/hwn-covid-19-survey, or <https://healthwatchesuffolk.co.uk/news/covidsurvey>.