

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (30 September 2020)

NHS Reservist scheme launches in Norfolk and Waveney

The NHS in Norfolk and Waveney has launched a pilot as part of a national campaign to invite former health workers back into the system.

NHS Reservists is a national project delivered locally with all regions inviting back hundreds of supporters who expressed an interest in helping the NHS during the height of the COVID-19 pandemic.

The Norfolk and Waveney Health and Care Partnership has sent out a rallying cry to those supporters and anyone else interested in returning to the NHS in some capacity working across social, community care, or in local trusts during periods of high demand such as surges and vaccine campaigns, as well as supporting with other roles and tasks where and when required.

The reservist scheme gives great flexibility to returners as they will be committed to work 20 days a year and complete a minimum of five training days.

Professor Nancy Fontaine, Chief Nurse at the Norfolk and Norwich University Hospitals NHS Foundation Trust, said: “We had so many offers of support and we wanted to harness that in a more permanent way. We were able to re-deploy some 400 people back into the NHS locally during the height of the pandemic, and we recognise that there were hundreds of others waiting in the wings to join us.

“We now have a formal process in place with the NHS Reservist scheme and I look forward to welcoming back new colleagues. I urge anyone interested in becoming an NHS Reservist to get in touch with us.”

Find out more [here](#).

Protect your loved ones. Get the App.

The NHS COVID-19 App alerts people at risk of coronavirus, asking them to isolate before they potentially pass the virus on to others, as well as providing local area alerts and QR venue check-in.

The app will help the NHS understand if the virus is spreading in a particular area so local authorities can respond quickly to stop it spreading further and save lives. The app does this while protecting a user’s anonymity. Nobody, including the government, will know who or where a particular user is.

Download the NHS COVID-19 App today, the simplest way to help protect those we love.



Increasing our capacity to provide surgery and other planned care

There have been two important developments which will increase our capacity to provide surgery and other planned care. When the pandemic started we made more space in our hospitals to treat people with coronavirus, in line with national NHS guidelines. This meant that some other health services had to be paused and some treatments postponed. Most urgent and emergency treatments, such as cancer services, still went ahead.

We're now carrying out more 'routine' treatments and operations, but in a carefully managed way, with lots of measures in place to keep everyone safe, including rigorous infection and prevention control practices and the use of personal protective equipment.

Safely providing increased levels of planned care is a priority. Like every area of the UK, we expect it will take some time to clear the backlog of elective treatments. Patients are being seen and treated according to clinical need and in line with national guidance. These two developments at the NNUH and QEH will help us provide more planned care in the coming months:

Lord-Lieutenant opens NNUH new ward block

Lord-Lieutenant of Norfolk, Lady Philippa Dannatt MBE, has officially opened level one of the new £14m, 100-bed ward block at the Norfolk and Norwich University Hospital – the new Acute Medical Unit (I).

“This is a fantastic development, enabling us to treat extremely sick patients – which will be vital as part of our response to any expected second wave of the COVID-19 pandemic,” said Sam Higginson, CEO of the Trust.

AMU (I) will provide 34 additional assessment unit beds for our emergency patients. These include four six-bed bays, four rooms suitable for mental health patients and four standard side rooms. Each bay will have its own bathroom so patients don't have to leave their bay, which adheres to new infection prevention and control standards.

Level two will accommodate Ingham Ward a dedicated stroke unit with facilities for early rehabilitation. The third floor has been called “Intwood” and will be deployed in the future to meet our capacity requirements. It has been fitted out to the highest specification for 25 patients to meet future needs including negative pressure lobbies to side rooms and sufficient oxygen capacity to ventilate all 25 patients if needed.

Find out more [here](#).

QEH Board approve BMI Sandringham Hospital purchase

The Board of Directors and Governors' Council at the Queen Elizabeth Hospital King's Lynn have approved the purchase of the on-site BMI Sandringham Hospital. The acquisition will see the Trust purchase the building and transfer 76 BMI staff to the Trust.

The site will be used to create additional capacity at the Trust for planned NHS operations and procedures – allowing patients to access more timely care and treatment.

The purchase of the BMI Sandringham Hospital, located on the Queen Elizabeth Hospital site, will see the Trust increase the number of inpatient beds by 30 and gain an additional two theatres.

Find out more [here](#).

COVID-19 testing in Norfolk and Waveney

There is currently a high national demand for coronavirus (COVID-19) tests due to a number of factors including the return of schools and the demand for testing from international travellers.

If you don't have symptoms and have not been advised to take a test, don't get a test.

The Government advises that only people with symptoms of COVID-19 should book a test. These symptoms are a high temperature, a new continuous cough, or a loss or change to your sense of smell or taste. As soon as you experience COVID-19 symptoms you must book a test within five days and self-isolate for 14 days. Tests should be booked via www.gov.uk or by calling NHS 119.

If you have difficulty getting a test on day one of having COVID-19 symptoms, or the location or time are not convenient, be patient and try again a few hours later or the next day. More tests are made available throughout the day at www.gov.uk or by calling NHS 119.

Only people with pre-booked appointments will be accepted at regional testing centres or mobile testing units. However, if you have requested a home testing kit, this will be delivered to your nominated address for you to complete at home.

It's really important that if you are experiencing COVID-19 symptoms that you do not visit your GP surgery, hospital or pharmacy.



The image shows a mobile COVID-19 testing site. A worker in a green shirt and high-visibility vest is performing a test on a car. Another worker in a yellow shirt is visible in the background. The scene is outdoors with trees and a white tent. The NHS logo and 'Test and Trace' text are overlaid on the image.

HM Government

NHS
Test and Trace

CORONAVIRUS
GOT SYMPTOMS? GET TESTED NOW

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

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

Having a flu vaccination will help protect you, your family and your NHS

GP surgeries and community pharmacies have begun vaccinating people against flu. We are urging people in Norfolk and Waveney to have a flu vaccine this year to help protect themselves and their families and to ease pressure on the NHS this winter.

Here are some key messages we'd really appreciate you sharing:

- This year there will be a change to the way flu vaccinations are delivered as health teams need to factor in social distancing and infection prevention measures in order to continue to keep people safe. Vaccinations will be delivered in a phased way with different groups of patients being invited to have theirs at different times.
- Practices are contacting those eligible by letter, telephone or text to offer specific time appointments rather than the usual drop-in sessions. Please be patient – you don't need to contact your GP practice as they'll be in touch with you.
- Alternatively, you can contact a pharmacy for an appointment. Many local community pharmacies are offering bookable flu vaccination appointments for those who are eligible, please contact your pharmacy for details. Pharmacies are working with GP colleagues to ensure the best possible access to the vaccine for all eligible groups and may be able to offer evening or weekend appointments.

Find out more [here](#) about our flu vaccination programme and who is eligible for a free flu vaccination this year.

Norfolk and Waveney Protect flu project

Working with GP practices, the CCG has also identified and is contacting patients who do not normally have their flu vaccination, and is encouraging them to do so. We are targeting people who are 65 and over, on the shielded list and who did not have their flu vaccination last year.

Of the 1,494 patients the CCG has spoken to so far, 908 have said they want to be booked in for a vaccination. This approach is building on the success of Covid Protect, which also used population health management techniques, and provided support to those most at risk from COVID-19.

NNUH joins PHE COVID-19 immunity study

The Norfolk and Norwich University Hospital (NNUH) has joined Public Health England's national study investigating COVID-19 immunity.

The SIREN (SARS-CoV-2 Immunity and Reinfection Evaluation) study aims to find out whether previous coronavirus infection in healthcare workers results in future immunity to reinfection. Recruitment onto the study has opened at NNUH, to the end of September, and all staff are being given the opportunity to take part in this high priority study, which is led by Public Health England and supported by National Institute for Health Research (NIHR).

The study will last 12 months and involves a fortnightly blood test, self-administered nasal swab test and online questionnaire which together will be used to detect active COVID-19 infection, the presence of antibodies and assess an individual's exposure to the virus.

Understanding our body's response to COVID-19 is a critical step in beating the virus. That is why this research study, one of the largest on health care workers, is so important. The study will also explore how factors like ethnicity, age or gender affect the risk of infection and the extent of any immunity. Results of this large-scale study will contribute to national and international policies on prevention, control and management of the SARS-CoV-2 pandemic.

Find out more [here](#).

First Response line for professionals launches

- On Thursday, 1 October, Norfolk and Suffolk NHS Foundation Trust will be launching a new First Response Line for professionals.
- This phone number, going through to the same team that run the First Response 24/7 helpline for the public, is for professionals only.
- A dedicated line for professionals will ensure that those needing advice, when working with individuals who are experiencing mental health difficulties, can access help and support in a timelier way.
- The line is open to all healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues, police personnel and third sector partners.
- If you are a professional in any of the above categories, please use this number instead of the one you give to patients, so your call can be channelled correctly and answered quickly.
- The First Response Professionals Line is available on 0300 303 4418.

Mental health support available for the public

- 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.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: www.justonenorfolk.nhs.uk.

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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.

