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Stakeholder Bulletin

9 April 2020

Novel Coronavirus (COVID-19): Derby and Derbyshire stakeholder bulletin #2

Dear partners

This is the second of our regular briefings to keep you updated on the NHS response to Coronavirus (COVID -19) in Derby and Derbyshire.

From 8am on Monday 6 April, the CCG moved to Level 4 in our Business Continuity escalation. Significant roles have been identified that require additional CCG staffing resources or planning that are outside of our business as usual processes. Moving to Level 4 in our Business Continuity escalation means we can undertake the planning work and redeployment of staff in to these and other roles. This also means that a further set of CCG functions and tasks will stop, in line with our assessments.

We are now in the full swing of work to put in place solutions to maximise capacity within NHS services and minimise demand by keeping people out of harms way. There is a full partnership group taking the modelling forward to understand what beds – and crucially what types of beds – we will need to treat patients with respiratory illness as a result of COVID-19.

It is a significant effort but we are making good progress and closing the gap between our existing capacity and the capacity we will need on a daily basis in the coming days. We are still working towards the Easter weekend being the peak of inpatient activity, but we are also expecting new modelling that will tell us if this remains the case.

Anticipating the predicted inpatient peak this weekend, our GP Practices will be open on Good Friday and Easter Monday to help us manage demand for services. Please see below for more details. Alongside this we have worked with our providers to support some CCG colleagues with clinical qualifications who have volunteered for redeployment back into clinical services. Also, testing is being rolled out to acute trust staff and family members as this helps us to understand where staff may be off work and self-isolating but who have not been infected with the COVID-19 virus. This will make a huge difference to maintaining the workforce as the pressure on care increases.

As we head towards the Easter weekend we will be very grateful if you could continue to support the

messages around staying at home and in particular help us to tackle misinformation by promoting the official sources of information: <https://www.gov.uk/coronavirus>.

If you have any questions following this bulletin or would like to ask about a topic please email us at: ddccg.enquiries@nhs.net.

With best wishes and stay safe.

Kind regards,
Dr Chris Clayton
Chief Executive Officer
NHS Derby and Derbyshire CCG

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[GP practices and community pharmacies will be open on the Easter bank holidays](#)

To help manage the demand for services during the anticipated peak for coronavirus-related inpatient activity, our GP practices will be open and patients can continue to ring their practice as normal on Good Friday and Easter Monday, 8am-4pm. Community pharmacies will be open 2pm-5pm unless other local arrangements are in place.

Personal Protective Equipment (PPE)

The guidance on PPE from the Chief Medical Officer arrived on Monday 6 April and has been helpful in clarifying PPE use in a range of circumstances. System partners are now deploying this updated guidance across their services as appropriate and the CCG is supporting the national roll out of PPE provision to our major providers with a local operation to ensure smaller providers such as care homes and hospices are receiving appropriate supplies.

Latest local situation

On Wednesday 8 April 2020 there were 300 confirmed cases in Derby, and 555 confirmed cases in Derbyshire. A total of 152 deaths of Derby and Derbyshire patients have sadly been confirmed via the daily national announcements.

The national approach - public urged to stay at home over Easter weekend

With the Easter weekend and hot weather approaching the national advice continues to be to stay at home, protect the NHS and save lives, specifically:

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home
- Do not meet others, even friends or family as you can spread the virus even if you don't have symptoms.

At the time of writing Downing Street confirmed that the review into the UK's coronavirus restrictions planned for next Monday will now take place at a later date.

This week has seen the first patients admitted to the new Nightingale Hospital in east London - although it is important to note that this is not because limits had been reached at other sites in London.

As of 09:00 BST on Tuesday, the Department of Health and Social Care confirmed that 213,181 people have been tested, of which 55,242 tested positive.

NHS launches mental health hotline for staff tackling COVID-19

The NHS has launched a mental health hotline as part of a package of measures to support the NHS' 1.4 million staff as they help people deal with the coronavirus.

NHS staff will be able to call or text a free number staffed by thousands of specially trained volunteers, to receive support and advice for the pressures they face every day during the global health emergency.

A staff wellbeing resource is also available on the Joined Up Care Derbyshire [website](#) which may be of equal use to our wider stakeholders and partners so please feel free to access it.

Volunteer Responders

NHS England and NHS Improvement is encouraging health and social care professionals to use NHS Volunteer Responders to refer people who are vulnerable and at risk for support in their communities. NHS Volunteer Responders can help with:

- medicine and grocery deliveries
- lifts to appointments
- checking-in with vulnerable and at risk people through telephone support

To refer, health and social care professionals need to use this link:

<https://www.goodsamapp.org/NHSreferral>

Local preparedness

As we described in the bulletin last week, the local NHS and its partners are continuing to prepare for and respond to the Coronavirus situation through the Local Resilience Forum (LRF) for Derbyshire. The LRF is the multi-agency partnership made up of representatives from local public services including the emergency services, local authorities, the NHS and others. We continue to monitor progress against the modelling and finalise our plans for what is required beyond the peak of the virus.

Our hospitals

Sadly, as confirmed via daily national announcements, a total of 152 patients at Derbyshire's Hospitals who had tested positive for COVID-19 have died. It should be noted that this is not the same as saying that 152 patients died from COVID-19.

Non-emergency, planned 'elective' surgeries at hospitals have been postponed and to protect staff, patients and visitors strict visiting restrictions have been put in place. Specific visiting information is available on the hospital's websites.

General practice

Local GP surgeries have changed the way in which they are delivering care to patients due to the Coronavirus pandemic. Routine face to face appointments with GPs have been suspended on national guidance, with patients still being treated either over the phone or by using skype or other digital technology where available. This means patients who need a face-to-face appointment can still be treated as a priority.

These measures have been put in place to limit the spread of the disease and to protect our patients, and our staff. Practices are working together to deliver care to patients whilst managing high rates of staff absence due to self-isolation and staff with medical problems being unable to work in the normal way.

If anyone needs to get in touch with their local GP practice, they are advised to visit their practice website in the first instance to understand how best to contact them and understand how they are operating at this time. If that is not possible, then calling the practice is the next best option.

NHS 111 service

Patients who are concerned that they may have coronavirus or may have come into contact with someone who has should utilise the NHS 111 online service in the first instance as this helps to manage the unprecedented call volumes the NHS 111 service is currently experiencing. The online service has created dedicated pages for coronavirus that tells patients what they should do based on their particular circumstances. These can be accessed at: <https://111.nhs.uk/service/covid-19>

Find your nearest NHS service

If you want to find your GP practice, or nearest NHS Service, use [this search facility](#).

Extremely vulnerable patients

This week people who have been identified as being at high risk of severe illness if they catch Coronavirus, have been advised to remain at home for a minimum of 12 weeks unless a healthcare professional suggests otherwise. Support is available to anyone in this group if they require it either by visiting www.gov.uk/coronavirus-extremely-vulnerable or calling 0800 028 8327.

Service changes

We are inevitably making and planning changes to the way services operate to focus on the management of COVID-19. Many of these changes are still in the planning and we will be making regular announcements to alert everyone to changes.

Staff testing for COVID-19

A free testing programme for COVID-19 is being rolled out. It is initially aimed at identifying NHS frontline staff in critical care, emergency care departments and ambulance services and other high priority groups who are self-isolating at home and may be able to return to work.

Primary Care colleagues are now being invited for testing at a facility in Nottingham, with a prescribed number of testing slots available for GPs, other staff and family members each day.

People with Personal Health Budgets

We have more than 2000 PHBs in Derbyshire, many for patients with wheelchairs. All PHB holders in receipt of direct payment or Third Party managed PHBs have been contacted by our Commissioning Support Unit to confirm that they are all safe and well and have contingency plans in place. They have ongoing contacts scheduled and contact details of a care coordinator/the Continuing Healthcare Team.

What you can do to help

Help us to save lives by reinforcing key messages in this bulletin with your key contacts. In particular, this should include the essential message that everyone must stay at home to help stop the spread of

coronavirus. This includes people of all ages – even if they do not have any symptoms or other health conditions.

Please use your social media accounts to share only official messages from Government and NHS websites and accounts. There is a lot of misinformation about coronavirus being shared online, which is causing confusion about the virus and how it spreads.

Contact

If you have any feedback, or questions, please email us at: ddccg.enquiries@nhs.uk. We are sure you will understand that we are very busy, but we will endeavour to respond to all queries within 72 hours.