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Joined Up Care  
Derbyshire

# Stakeholder Bulletin

24 April 2020

## Novel Coronavirus (COVID-19): Derby and Derbyshire stakeholder bulletin #4

Dear partners

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

It is with great sadness that we learned on Monday night of the death of Mr Manjeet Singh Riyat, who was an Emergency Medicine Consultant at Royal Derby Hospital and had contracted COVID-19. Mr Riyat was the first A&E consultant in the country from the Sikh community and was instrumental in building the Emergency Medicine Service in Derbyshire over the past two decades.

On Thursday we learned of the death of Ann Shepherd, who was the incredible age of 80 but was still working as a mental health counsellor at the Moir Medical Centre in Long Eaton where she had worked for 26 years. Ifti Majid, chief executive of the Derbyshire Healthcare NHS Foundation Trust, said: 'Ann always made time for members of her team. I understand that even after her provisional diagnosis of Covid-19, Ann would call to check if colleagues were OK and if they need any support. Ann is a very sad loss to the trust and those she worked alongside at Moir Medical Centre. My thoughts are with Ann's family, her many friends and colleagues at this very sad time.'

This sad news follows on from the announcements of the deaths of Mr Amged El-Hawrani, an Associate Clinical Director and Ear, Nose and Throat Consultant at Queen's Hospital Burton, Tamworth and Lichfield, who sadly passed away on 28th March, and Gladys Mujajati, a member of the Derby City Community Mental Health Team who lost her fight with COVID-19 last week. These are all devastating losses and our thoughts are with the families and friends of Manjeet, Amged and Gladys, as well as the numerous families across the country who have lost their loved ones to COVID-19 this year.

At the Wednesday 15 April Downing Street briefing, Professor Chris Whitty, Chief Medical Officer for England commented that "we are not yet at the point where we can say confidently and safely we are past

the peak” and that is one of the reasons the Government has decided to maintain the lockdown and urge us all to follow the advice to stay home, protect the NHS and save lives.

That said, I ended last week backing Professor Whitty’s call for really ill people to seek NHS help as it is so important that people with urgent or potentially life-changing medical emergencies to use the NHS as they normally would. The public have without a doubt been fantastic in their efforts to reduce pressure on the NHS for less urgent matters, but it’s really critical for people to realise that if they’re having a medical emergency which could be life-threatening, the NHS is open for business, and they should go to hospital or contact NHS 111 where necessary.

The process of planning for the future as we continue to deal with the present challenges that the COVID-19 pandemic presents is underway. Locally our absolute priority is to ensure that we continue to focus on providing the best treatment we possibly can to our COVID-19 and non COVID-19 patients whilst also reviewing and understanding the impact of our emergency response over recent weeks and what we are able to learn from it as we move forward.

Many services have been stopped or reduced during the pandemic period for a range of reasons to help keep up-to-date with any service changes, Joined Up Care Derbyshire will soon have an area of their [website](#) dedicated to bringing you all the latest health service information for Derby and Derbyshire in one place during the coronavirus pandemic.

Returning to the challenges presented to us today. Our revised capacity modelling suggests that the peak of critical care activity is likely to be late April into May and as a health and care system - by “system” I mean all the organisations involved in providing health and care to the people of Derby and Derbyshire – we continue to prepare for that time. Our community services are central to this effort and much work has taken place to organise services in line with the national community services prioritisation guidance to ensure we can meet the demand for onward care following a stay in an acute hospital.

Yesterday (Thursday 23 April) marked the beginning of Ramadan for Muslims across the world and the Muslim Council of Britain has published [online guidance](#) to help millions cope with the restrictions of lockdown during the fasting month which ends on Saturday 23 May.

Finally, don’t forget that you can show your appreciation for all those who are out there making an unbelievable difference to our lives in these challenging times by simply clapping your hands at 8pm along with millions of others. [#clapfourcarers](#)

If you have any questions following this bulletin or would like to ask about a topic please email us at: [ddccg.enquiries@nhs.net](mailto:ddccg.enquiries@nhs.net). If this email isn’t displaying correctly you can view it in your browser [here](#).

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

## Items included in this update

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- Update for Derby and Derbyshire
- Local services update
- Health services
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## National update

### Supporting the NHS and care workers

There was a focus on the care sector at the Downing Street briefing on Wednesday 15 April and the new emerging message was to stay at home and support the NHS **and** care workers. We are all very much encouraged to clap for our carers too. There was further comment that despite the difficulties of COVID-19, care workers are giving people tremendous levels of care, love and dignity at the end of their life. Work is also underway to enable people to say goodbye safely.

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At the Downing Street briefing on Thursday 16 April, Foreign Secretary, Dominic Raab, stated that the Cabinet and COBRA\* had considered advice concerning the lockdown from SAGE\*\*. He confirmed that while the measures in place appeared to have been successful, SAGE say it's a mixed and inconsistent picture. While the rate of infection in the community is improving, overall the infection rate isn't as far down as it needs to be.

The conclusion was that any change to social distancing now would risk significant increase in cases and threaten a second peak. This would undo the successes brought about through social distancing and therefore the lockdown measures would remain in place, on scientific advice, for a further three weeks.

Mr Raab stated that there are five tests that would have to be met before they would consider adjusting the current social distancing measures:

- Be confident that the Government could protect NHS' ability to cope and provide sufficient critical care and specialist treatment
- See a sustained and consistent fall in daily deaths
- Have reliable data that rate of infection is decreasing to manageable levels across the board
- Be sure that operational challenges, like the supply of PPE and testing, were addressed to meet demand
- Be confident any adjustments will not risk a second peak that will overwhelm the NHS

\*Civil Contingencies Committee that is convened to handle matters of national emergency or major

\*\*The Scientific Advisory Group for Emergencies (SAGE) provides scientific and technical advice to support government decision makers during emergencies.

### **National advice - 'Stay home for your family. Don't put their lives in danger'.**

The national advice continues to be to stay at home, protect the NHS and save lives. For more information click [here](#).

### **Nightingale Hospitals**

Two NHS Nightingale Hospitals have opened since last week's bulletin. Prince William opened the Nightingale hospital at the National Exhibition Centre in Birmingham on Thursday 16 April and Captain Tom Moore opened the Nightingale hospital in Harrogate on Tuesday (more about this below).

### **Testing in care homes**

Last week the government announced that all care home residents and staff with COVID-19 symptoms will be tested for coronavirus. This has been in place in Derbyshire since before Easter. More information is provided below in the update for Derby and Derbyshire.

### **Statistics**

As of 9am BST on 22/04/2020, the Department of Health and Social Care confirmed that 411,192 people have been tested, of which 133,495 tested positive, 99,137 of which were in England.

## **Update for Derby and Derbyshire**

### **Local preparedness**

The local NHS and its partners continue to prepare 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 review data to understand the current COVID-19 response within critical care, to start to understand the impact of the pandemic on other health conditions and NHS work, along with the ongoing, emerging discussions about where we have learned things within our system and service response that we should hold onto and aim to take into the future. Our work on future planning will reengage the Joined Up Care Derbyshire delivery boards and they have been asked to begin to think about their remobilisation to lead this work.

### **Statistics**

As at 2pm on 22/04/2020 there were 413 confirmed cases in Derby, and 969 confirmed cases in Derbyshire. A total of 379 deaths of Derby and Derbyshire patients have sadly been confirmed via the daily national announcements.

\*Figures for the period 17-21 April are subject to validation at the time of writing so this figure is subject to change.

### **Personal Protective Equipment (PPE)**

Our PPE cell (the group dedicated to this area of work) is linking with partners to spot and sort any issues with PPE, including the inclusion of DHU Health Care in the mutual aid scheme and the auditing of current PPE stocks to support a robust mutual aid process across the system. The PPE cell is coordinating equipment for practices, hospices and care homes and supporting providers to access routine or emergency PPE.

On Tuesday 14 April over 17 million PPE items were delivered to 179 trusts and organisations, including:

- 10 million gloves
- 2 million aprons
- Over 250 thousand surgical masks
- 780 thousand eye protectors

### **Care homes**

We have been testing patients discharged to care homes ahead of the government guidance we received on Wednesday 15 April. This doesn't delay discharge but helps to ensure the safety of patients, carers and staff. Care home staff are able to access our staff testing solution in Beeston.

This week we have received a letter from colleagues at NHSE/I outlining the latest guidance and clarifying processes as we support care homes and in conjunction with other agencies, including Public Health England. We are in the process of cross-referencing the detail of the letter – including references to PPE and notification of COVID-19 cases - with our existing guidance and procedures.

The Care Homes cell continues to deliver a comprehensive offer of support for care and below are some examples of the work that is taking place:

- A multiagency operation group meets daily to identify areas of immediate and emerging concern and potential sources of support to care homes and domiciliary care agencies.
- The development of 'virtual' nurse support to care homes where existing nurses are unable to work.
- Utilisation of testing for care staff where large numbers in one care home are self-isolating leaving the home significantly understaffed.
- A microsite - hosted by Derbyshire County Council on behalf of NHS Derby and Derbyshire CCG and Derby City Council – has been developed to support care homes and domiciliary care agencies.
- A 24/7 end of life telephone support line has been established offering advice and guidance to care homes and domiciliary care agencies.
- A direct route to a NHS 111 clinician has been established.

### **Staff testing**

Derbyshire has moved quickly to extend the COVID-19 staff testing programme for key workers and these

are defined as anyone who is critical to the provision of health, care and other services. In addition to NHS staff working in our hospitals, community trusts, GP practices, care homes and hospices, the programme is extended to include public service key workers, such as police and fire, across Derby and Derbyshire. More information is available [here](#).

**“We’re all in this fight together”**

[A day in the life of a Derby doctor risking his life on the frontline.](#)

Dr Komal Raj, GP partner at Wilson Street Surgery in Derby and clinical lead for the Derby City Alliance has been central to the development of the East Midlands’s first appointment-only ‘hot hub’ COVID-19 facility which opened at the University of Derby’s Kedleston Road site w/c 6 April. You can find out more about what a typical working day now looks for him in [this article](#) on Derbyshire Live (published 10 April).

#### **Working at Swadlincote's COVID-19 assessment hub**

13 years ago since wearing full Personal Protective equipment (PPE), Swadlincote GP Dr Mark Rooney spoke to [Derbyshire Live](#) about life working at Swadlincote's Covid-19 assessment hub.

## Local services update

Many of our local services have changed to enable us to respond to the pressures and challenges created by the coronavirus pandemic.

To help you keep up-to-date with any changes, Joined Up Care Derbyshire will soon have an area of their [website](#) dedicated to bringing you all the latest health service information. The website will be updated daily to provide information as quickly as possible.

If you would like to access the individual websites of our hospital and community NHS partners, these are listed below:

[University Hospitals of Derby and Burton NHS Foundation Trust](#)

[Chesterfield Royal Hospital NHS Foundation Trust](#)

[Derbyshire Community Health Services NHS Foundation Trust](#)

[Derbyshire Healthcare NHS Foundation Trust](#)

[East Midlands Ambulance Service NHS Trust](#)

[DHU Health Care](#) (provider of the NHS 111 telephone helpline for the East Midlands as well as the out of hours GP services in Derbyshire and Leicestershire).

#### **NHS Volunteer Responder referrals**

NHS healthcare professionals and social care staff can now refer people for help from NHS Volunteer Responders through an [easy-to-use weblink](#). The service is for patients who need to self-isolate due to health reasons and need support with shopping, collecting medication and transport to and from medical appointments. The volunteers will also call patients regularly for chats to try to prevent feelings of social isolation.

## Health Services

### Hospitals

Sadly, as confirmed via daily national announcements, a total of 379 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 379 patients died from COVID-19.

### General practice

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 how they are operating at this time. If that is not possible, then calling the practice is the next best option.

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Earlier this month, NHS England and NHS Improvement issued [advice](#) for those seeking help with dental problems in the East Midlands now that dental surgeries are closed for routine face to face appointments.

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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](#).

## Partner information

### Derbyshire Community Health Services NHS Foundation Trust

Families can now share letters and photos via email to their loved ones in hospital to help them stay in touch at community hospitals run by Derbyshire Community Health Services NHS Foundation Trust. For more information [click here](#).

### East Midlands Ambulance Service NHS Trust

Fire service colleagues from the six fire and rescue services across the East Midlands will be joining EMAS to commence training to support the response to COVID-19.

If the need arises in the coming weeks, fire service personnel will work alongside EMAS Urgent Care

colleagues and will carry out support tasks such as driving urgent care vehicles and the safe moving and handling of patients. [For more information click here](#)

### Derbyshire Healthcare NHS Foundation Trust

Derbyshire Healthcare NHS Foundation Trust has launched a [new letter-writing scheme](#) to aid communication with patients on their wards.

## Support, guidance and advice

### Support for the most vulnerable

If you need help with things like getting food or medicine or just need someone to have a chat with and you don't have a trusted carer, friend or family member to help you, call the Community Response Hub – run by the Council in partnership with local voluntary organisations – who will be able to help you. Contact them on:

If you live in Derby:

Derby Covid Community Response Hub - open: 9.00am to 6pm – everyday

Tel: 01332 640000

Email: [covidsupport@communityactionderby.org.uk](mailto:covidsupport@communityactionderby.org.uk)

If you live in Derbyshire:

Derbyshire Community Response Unit - open: Monday to Friday 9am to 5pm; Saturday 9am to 1pm

Tel: 01629 535091

Email: [ASCH.CommunityResponseUnit@derbyshire.gov.uk](mailto:ASCH.CommunityResponseUnit@derbyshire.gov.uk)

[Online registration form](#)

Earlier this month the government published some specific [guidance for carers of friends or family](#) during the coronavirus outbreak. If you are caring for someone who is deemed to be extremely vulnerable, take extra precautionary measures by only providing essential care and ensure you follow the [NHS hygiene advice](#) for people at higher risk.

The government's [guidance](#) also provides practical information on matters such as finding alternative care quickly if you're unable to continue caring and on what to do if you or the person you care for has symptoms. [Read more](#).

For more information visit [www.carersuk.org](http://www.carersuk.org)

### #YouAreNotAlone | Campaign to raise awareness of support resources for those at risk of, or experiencing domestic abuse

A new public awareness raising campaign has been launched to raise awareness of support resources for those at risk of, or experiencing domestic abuse. The campaign, under the hashtag #YouAreNotAlone, aims to reassure those affected by domestic abuse that support services remain available during this difficult time.

The campaign is promoting the freephone, 24 hour National Domestic Abuse Helpline number – 0808 2000 247 – run by Refuge, and [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### Derbyshire Chaplaincy Service

Do you need a listening ear or support during these stressful times? There are two sources of support available to people living in Erewash:

- Derbyshire support line, 9.00 am - midnight- 0300 790 0596
- Derbyshire chaplaincy service - a listening ear for adults of all faiths or none. Call or text Paul on 07877883390 or email [paul@stpeterschurchderby.org.uk](mailto:paul@stpeterschurchderby.org.uk)

### Derbyshire LGBT+ - You Are Not Alone

Although face to face work is suspended, Derbyshire LGBT+ is continuing to offer support in as many creative ways as they can. They are supporting older and vulnerable members of the community by organising shopping and prescriptions and continue to offer support around issues such as hate crime, sexual health as well as general advice and guidance. For more information [click here](#).

## Wellbeing

### Wellbeing, health advice and support for health, social care and community staff

Wellbeing, health advice and support for health, social care and community staff in relation to the COVID-19 virus is available on the Joined Up Care Derbyshire website at: <https://joinedupcarederbyshire.co.uk/staff-support>

The site has information to help support [your mental and emotional wellbeing](#), to give details of [someone to speak to and self-care support](#), [leadership and supporting your team](#) and [support for life outside of work](#).

### Mental Health Support

Derbyshire County Council has recently updated their information on mental health and wellbeing support available to people in Derbyshire. For more information [click here](#).

### Every Mind Matters COVID-19 mental health campaign launches

The Duke and Duchess of Cambridge offered their support to the new [COVID-19 Every Mind Matters campaign](#). Public Health England's Every Mind Matters platform has launched new advice, focussed on looking after people's mental wellbeing during the coronavirus (COVID-19) pandemic.

## We Salute You

### Captain Tom Moore raises an incredible £27m for NHS Charities Together

Captain Tom Moore set out to raise £1000 for NHS Charities Together by completing one hundred laps of his garden before his 100<sup>th</sup> birthday, but along the way he captured the imagination of the nation and raised over £27m.

Following his incredible feat, the 99-year-old war veteran opened the new Nightingale hospital in Harrogate via video link on Tuesday. He was greeted with a standing ovation from NHS staff and military

personnel. [The BBC has been following his story.](#)

### **Student doctors and nurses praised for joining ‘NHS Army’ to tackle historic coronavirus threat**

Nearly 15,000 student nurses, midwives and medical students are poised to join frontline NHS teams as part of the nationwide [coronavirus fightback](#).

More than 12,000 second and final year nursing and midwifery students and 2,213 medical students have so far enrolled to provide care and support, with the first of these now beginning to take up roles on the front line.

### **Thousands of former NHS staff are back on the front line in the NHS fight against coronavirus**

Student doctors and nurses poised to join the frontline will be joined by [thousands of former staff](#) after coming out of retirement to support the coronavirus effort.

## 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](mailto: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.

#### **Disclaimer:**

While every effort has been made to ensure the contents of this bulletin are accurate and up-to-date you will appreciate that the situation relating to the coronavirus pandemic can change rapidly and so NHS Derby and Derbyshire CCG do not accept any responsibility of any omission as it is not deliberate. Nevertheless, we will appreciate provision of accurate information to improve our work. Where links are provided to external content, NHS Derby and Derbyshire CCG holds no responsibility for such content or accuracy.

