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Joined Up Care
Derbyshire

Stakeholder Bulletin

30 April 2020

Novel Coronavirus (COVID-19): Derby and Derbyshire stakeholder bulletin #5

Dear partners

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

This week has seen the Prime Minister return to work after recovering from coronavirus and in his Monday morning briefing outside 10 Downing Street he reaffirmed his commitment to social distancing and lockdown and said that now was the time of greatest risk to the work that has been done. He urged the public to continue to follow government advice and said that the public debate around easing the lockdown could "begin in the next few days" but added that we are "still some way off getting any easing of the lockdown".

On Tuesday we joined the minute's silence along with millions of others to honour key workers who have lost their lives due to coronavirus and thank those who continue to do vital work despite the circumstances. Please do remember that if you wish to reach out for support during this difficult time, there are a wide range of avenues available to help you, and we include some of these below in our 'advice, support and guidance' section.

The NHS has launched a [new campaign this week](#) urging people to get care when they need it. The NHS 'Here to help' campaign follows new findings that the coronavirus pandemic has resulted in a decrease in people accessing NHS services for a range of conditions that are not related to coronavirus. Seeking medical help is one of the four reasons that people can safely leave home, in line with government guidance it is vitally important that if people have serious conditions or concerns they seek help. [We provide more information on this in the 'national' section below.](#)

As well as encouraging people to seek help for urgent health needs, over the coming weeks the NHS will take steps to encourage people to use other vital services. This links with the work we have been doing over the last couple of weeks and we talk more about this in the 'Derby' and 'Derbyshire' section below.

As you will know from previous bulletins, many services have had to be stopped or reduced during the pandemic period for a range of reasons. To help you keep up-to-date with any service changes, Joined

Up Care Derbyshire now has [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 and there is more information on this below.

On Tuesday the Office for National Statistics released figures which show that a third of all coronavirus deaths in England and Wales are now happening in care homes. We talk about this development more below but I can confirm that we will be putting additional capacity from the CCG and system into support for this sector of care and will be taking a long-term strategic approach to help manage the emerging situation rather than a simple, short-term fix. More information on this is included below in the 'national' and 'Derby and Derbyshire' sections.

If you would like to show your appreciation for all those who are out there making an unbelievable difference to our lives in these challenging times, please feel free to join me at 8pm to [#clapfourcarers](#) along with millions of others in what has become a very special weekly ritual.

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.

Chris

Chris Clayton
Chief Executive Officer
NHS Derby and Derbyshire CCG

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National update

The NHS is open for business – new campaign to encourage service use – Here to help

The coronavirus pandemic has resulted in a decrease in people accessing NHS services for a range of conditions that are not related to coronavirus. Surveying found that 15% of people would not attend hospital during the pandemic if they or a member of their family needed urgent care and 45% have some concerns. 44% were concerned with catching the virus and bringing it home to loved ones, 41% were worried about contracting it and 29% were concerned about being a burden on hospital services.

The NHS 'Here to help' campaign has been created to help address this issue by reassuring people that it's ok to use NHS services and that they won't be a burden on the NHS. The key campaign messages are:

- If you need medical help, the NHS is still here for you.
- If you need medical help from your GP practice, contact them either online, by an app or by phone to be assessed.
- If you need urgent medical help, use the NHS 111 online service. If you cannot get help online, call 111.
- If it's a serious or life-threatening emergency, call 999
- If you are told to go to hospital it is important that you go to hospital.
- You should continue to attend your appointments, unless you have been told not to attend.

Social distancing, lockdown and testing

The Prime Minister returned to work on Monday, with an address to the population outside 10 Downing Street. His key point was to emphasise that we must not take any steps now which undermine the hard work of all of us in staying at home, observing social distancing measures and helping to stop the spread of the disease.

Over the weekend, Foreign Secretary Dominic Raab, who has been standing in for the Prime Minister while he recovered from coronavirus, said that social distancing would remain for "some time" in the UK and rather than a complete lifting of all measures, he said the country would end up "moving to a new normal".

He suggested social distancing measures already being seen in food shops and other businesses that have remained operating could also be expanded to non-essential businesses if they were to reopen.

The Secretary of State for Health and Social Care, Matt Hancock, led last Thursday's Downing Street briefing making a series of announcements in relation to testing. He confirmed that 20,000 households have been asked to take part in coronavirus tracking study and that a vigorous programme of test, track and trace would soon commence. The programme would see 18,000 people hired to help track infections, 3,000 of which would be clinical personnel. He also announced that from Friday 24 April all essential workers and their households would have the ability to book tests at [gov.uk](https://www.gov.uk).

From Wednesday coronavirus testing became open to all care home residents and staff, anyone over 65 and everyone who must leave home to work. The expansion means millions more people in England are now eligible.

Care homes

On Tuesday the Office for National Statistics released figures which show that a third of all coronavirus deaths in England and Wales are now happening in care homes. During Tuesday's Downing Street

...ing the Secretary of State for Health and Social Care, Matt Hancock, confirmed that from Wednesday, (29 April) the Government will be publishing the number of deaths in hospital and those in care homes and community. This wasn't possible before and will add to our understanding and inform the judgements made.

Restoration, recovery and historic debt

At Monday's Downing Street briefing, Matt Hancock, Secretary of State for Health and Social Care, confirmed that the restoration of some NHS services would begin, starting with the most urgent, including cancer. On Wednesday we received further guidance on this from NHS England. Colleagues across the system are digesting the content of the guidance and through the Capacity and Planning Cell we are now working to develop a system view of the restoration and recovery work required as we move through and out of the pandemic period. This will continue to be informed by the capacity planning intelligence that has been gathered to understand how our capacity across services can start to be returned to other clinical work in services where we have paused activity.

At Monday's briefing, Mr Hancock also confirmed that the Government has written off £13.4bn of historic NHS debt to allow the health service to focus on the response to coronavirus crisis.

'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](#).

Nightingale Hospitals

The 8th of the ten Nightingale hospitals opened on Monday. NHS Nightingale hospital in Bristol was opened by the Earl of Wessex in a virtual ceremony. Prince Edward was joined by Health Secretary Matt Hancock and NHS Chief Executive Sir Simon Stevens to carry out the opening via video link.

Statistics

As of 9am BST on 29/04/2020, the Department of Health and Social Care confirmed that 632,794 people have been tested, of which 165,221 tested positive, 115,859 of which were in England.

Update for Derby and Derbyshire

Local response

The local NHS and its partners continue to prepare and respond to the Coronavirus situation through the Local Resilience Forum (LRF) for Derbyshire.

In the coming weeks the NHS will take steps to encourage people to use other vital services – such as cancer screening and care, maternity appointments and mental health support – as they usually would, by demonstrating how frontline teams are delivering them safely. Over the last couple of weeks we have been working with the broader health and care system in Derbyshire to understand how we will move from the initial reactive phase where we have been managing the outbreak of the pandemic, to a place where are starting to understand how services which have been paused or adapted will be restored as part of what will be a 'new business as usual'. As described above in the above section we are anticipating further guidance on the approach to 'restoration' and 'recovery' and this work will be led by the Capacity and Planning Cell.

As stated above, on Tuesday the Office for National Statistics released figures which show that a third of all coronavirus deaths in England and Wales are now happening in care homes. We have a proportion of our care homes who have reported outbreaks of COVID-19, and they are receiving direct assistance. On Tuesday the Health Secretary also confirmed that from Wednesday 29th April, the Government will be publishing the number of deaths in hospital and those in care homes and community. This wasn't possible before and will add to our understanding and inform the judgements made. We will be putting additional capacity from the CCG and system into support for this sector and are working closely with our Primary Care and Quality teams to understand where additional support would best be deployed. We will be taking a long-term strategic approach to help manage the emerging situation rather than a simple, short-term fix.

In the meantime there is a range of support in place to support care homes via the dedicated Care Home Cell, which involves relevant system partners and is co-ordinating and overseeing the response across agencies. We provided detail on this in last week's bulletin which is available to download [here](#).

PPE, staff and patient testing

Our local providers are reporting that they have sufficient PPE. Our PPE cell (the group dedicated to this area of work) continues to work with partners to spot and sort any issues with PPE and there is a mutual aid process in operation across the system.

Our staff testing processes continue to work smoothly as we amalgamated staff from all organisations into a single testing process last week. Providers are reporting much better experience with accessing tests, although there remains an ongoing issue with receiving quick results from the labs which we are working to resolve. [There remains capacity in Derbyshire's approach for more staff to come forward for testing](#). 139 staff were referred for testing on Tuesday, with 93 testing slots filled.

Testing of non-elective patients is also being brought on stream, along with trials of random staff and patient testing in trusts. There are six pilot sites in the East Midlands, one of which is Derbyshire Healthcare NHS Foundation Trust.

We are working increasingly with colleagues from the military to support the work of the PPE and Staff Testing Cells. This support is available across the country and we are wishing to release our strategic capacity to focus on future planning and other areas now that the set up phases are completed and are becoming 'business as usual' in delivering this important work.

Statistics

As at 2pm on 29/04/2020 there were 466 confirmed cases in Derby, and 1,195 confirmed cases in Derbyshire. A total of 450 deaths of Derby and Derbyshire patients have sadly been confirmed via the daily national announcements.

Figures for 24 - 28 April are subject to change.

As of 29 April 2020, the information on coronavirus.data.gov.uk now includes the number of confirmed cases and deaths that did not occur in hospitals. However as of 30 April there is currently no separate breakdown available to identify cases and deaths that occurred in care homes and the community, other than the DCHS Trust deaths figure which was already available and which is currently 9 deaths.

Local services update

Your one-stop-shop to find information about key health service changes during the Coronavirus (COVID-19) pandemic.

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 now has 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.

The page went live on Monday and we have arranged for an A5 postcard to be sent to all Derbyshire residents to let them know about the website. A media release was also issued on Monday to help raise awareness and we're working with community groups to help promote the site through their networks and contacts.

We appreciate that many people will not have family or friends to help them access information from the website or may have difficulty finding the information they need. Our partners at Healthwatch Derbyshire are available by phone to help Derbyshire residents access the latest health and social care information, and to get assistance with locating health and social care information from the Joined up Care Derbyshire website. The number to call is 01773 880 786 and it is available Mon – Fri, 10am – 3.30pm. People are encouraged to leave a message if lines are busy for a call back.

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](#).

Health Services

Hospitals

Sadly, as confirmed via daily national announcements, a total of 450 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 450 patients died from COVID-19.

Non-emergency, planned 'elective' surgeries at hospitals have been postponed and to protect staff,

patients and where other testing requirements have been put in place. Specific testing information is available on the hospital's websites.

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.

Pharmacy options for patients in Derbyshire to order their repeat prescriptions

From mid-March, there was a significant increase in patient requests for repeat prescriptions. This has reduced over the last couple of weeks, however it may increase in the future again. Below is a reminder for options for patients to access and order their repeat prescriptions across Derbyshire:

- Online from GP Practices – patients can check out their practice's website for details of how to register. [How to order repeat prescriptions online](#)
- Using the free NHS App on a smartphone. Download the app [here](#).
- Via the Medicines Order Line (MOL). More information is available [here](#).
- Patients may also be suitable for electronic repeat dispensing (eRD). More information is available [here](#).

Access to dental services in the East Midlands

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.

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 call volumes the NHS 111 service is currently experiencing.

Find your nearest NHS service

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

Partner information

Derbyshire Spirit

This week Derbyshire County Council launched the Derbyshire Spirit campaign (#DerbyshireSpirit) to shine a light on how everyone is working together to look after our people and our place in these challenging times. The campaign shares [good news](#), tells the stories of Derbyshire's amazing key workers and signposts people to the help, advice and support that is available at this time.

Support, guidance and advice

[You are not alone – providing support for those experiencing domestic abuse](#)
[Muslim Council of Britain advice for Ramadan](#)

Derbyshire GP and GP Task Force Fellow, Dr Shehla Imtiaz-Umer, has created two 'top tips' for Ramadan videos:

- [Urdu](#)
- [English](#)

[Wellbeing, health advice and support for health, social care and community staff](#)

[Worried about Coronavirus? 10 tips to help](#)

[How to look after your mental wellbeing while staying at home](#)

[Shielding and protecting extremely vulnerable people](#)

[Guidance on vulnerable children and young people](#)

[Early years and childcare closures](#)

[Guidance for educational settings](#)

[Guidance for households with possible COVID-19 infection](#)

[Coronavirus \(COVID-19\) infection and pregnancy](#)

[Guidance on social distancing for everyone in the UK](#)

[Guidance for employers and businesses on coronavirus](#)

[Guidance for hostel or day centres for people rough sleeping](#)

[Beyond Words](#) – providing information about coronavirus for people who find pictures easier to understand than words

[New coronavirus guidance for people who buy care and support through a direct payment](#)

We Salute You

Captain Tom Moore and the great British public

Last week we featured Captain Tom Moore who raised £27m for NHS Charities Together by completing one hundred laps of his garden before his 100th birthday.

Since opening, the Nightingale hospital in Harrogate last Tuesday, Captain Tom has had a train named after him and been honoured with a 100th birthday postmark and an RAF flypast – he has even topped the charts beating Sir Tom Jones to become the oldest person to reach number one! His is an incredible story and the [BBC has been following it every step of the way](#).

This week we also salute the great British public who donated £28m to Comic Relief and BBC Children in Need as part of the BBC's Big Night In Appeal. The government have also pledged to match the donation £ for £.

The night featured an array of famous faces who offered some light relief and entertainment whilst celebrating and rewarding those going the extra mile to support their communities in these troubled times.

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.

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.
