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Joined Up Care
Derbyshire

Stakeholder Bulletin

22 May 2020

Novel Coronavirus (COVID-19): Derby and Derbyshire stakeholder bulletin #8



Dear partners

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

Last Thursday, the health and care system in Derbyshire submitted a full outline of our plans to NHS England and NHS Improvement to step up non-covid, urgent services and on Monday I spoke to BBC East Midlands Today about these plans. The submission reflects only what is needed to be done in the next six weeks as we look to restore key services and it does not yet start to take into account the broader work we have started on our plans for longer term recovery, both at system and CCG levels. You can read a summary of the submission [here](#). We anticipate that we will soon receive a letter from NHS Chief Executive Sir Simon Stevens with more detail about the "recovery" phase.

At the Downing Street briefing on Tuesday, Angela McLean, the UK Ministry of Defence's chief scientific adviser, said the number of deaths is falling consistently across all sectors and that is a "cause for relief" despite the heartbreak for those who have lost loved ones. While this is reassuring to hear, the BBC reported last Thursday (14 May) that A&E visits are at a record low. We are very concerned that patients may not be accessing the NHS for care because they either don't want to be a burden or because they are fearful about catching the virus. Everyone should know that the NHS is here to help and it is vitally important that if people have serious conditions or concerns they seek help.

There have been a significant number of national updates this week and we provide more detail on this

below.

As always, 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 [#clapforourcarers](#) 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

Symptom update

On Monday, Chief Medical Officer, Professor Chris Whitty added a loss of, or change in, your normal sense of smell or taste to the UK's list of coronavirus symptoms that should lead to self-isolation. This symptom joins a new continuous cough and a high temperature.

Testing

Also on Monday, Secretary of State for Health and Social Care Matt Hancock announced that everyone aged five and over in the UK with symptoms can now be tested for coronavirus. We have been working to understand the impact of the announcement on our local processes. All the Government information on testing can be found [here](#).

World Health Organisation (WHO) inquiry into the global response to the coronavirus pandemic

On Tuesday World Health Organization (WHO) member states agreed to set up an independent inquiry into the global response to the coronavirus pandemic. The resolution, approved without objection by the WHO's 194-member annual assembly meeting virtually in Geneva, also allows for the inquiry to look into the health body's own role.

NHS here to help

For first time official figures were released at last Thursday's Downing Street briefing showing how other areas of the NHS have been affected by the pandemic. They showed that:

- There has been a 7.4% drop in urgent cancer referrals
- 97,602 fewer patients had routine surgery – down by a third
- A&E attendance at lowest since records began in 2010 with 1.9m fewer visits to A&E compared to April last year

To echo the point in the introduction to this bulletin, these figures highlight just how important it is for people with serious conditions or concerns to seek help if they need it.

National advice – stay alert to stay safe

Following the Prime Minister's address to the nation on Sunday 10 May, the national advice continues to be: stay alert, control the virus, save lives. During this phase of the pandemic, the Government advises that we:

- Stay home as much as possible
- Work from home if you can
- Limit contact with others
- Keep your distance if you go out
- Wash your hands
- Self-isolate if you or anyone in your household has symptoms

More information is available [here](#) and you can download a very helpful FAQ on what you can and can't do in accordance with the amended rules [here](#).

Guidance relating to social distancing is available [here](#) and guidance on making and wearing face coverings is available [here](#).

Washing your hands

On the subject of washing hands, [a study by UK researchers](#) suggests that washing your hands at least six to 10 times a day makes catching infections such as coronavirus much less likely. The study looked at data, from 2006-09, on viruses structurally very similar to the pandemic strain circulating now.

Care homes and community

Figures released on Tuesday indicate that the number of deaths linked to coronavirus in care homes in England and Wales has fallen for a second week in a row. As we said in last week's bulletin, while these figures are encouraging work to support care homes and hospices continues to be an extremely high priority for us and the country.

Economy

On Tuesday, UK Chancellor Rishi Sunak said that the country is facing "a severe recession the likes of which we have not seen" and the World Bank warned that up to 60m people will be pushed into extreme poverty by the pandemic. These are stark reminders of how the pandemic is affecting every part of our lives and why it is important for you to see [what help or support might be available to you](#) from Government at this time.

Statistics

As of 9am BST on 20/05/2020, the Department of Health and Social Care confirmed that 1,996,648 people have been tested, of which 248,293 tested positive (including tests carried out by commercial partners which are not included in the national totals). 145,808 positive cases were identified as being in England.

Update for Derby and Derbyshire

Local response

The local NHS and its partners continue to respond to the Coronavirus situation through the Local

Resilience Forum (LRF) for Derbyshire.

Operating model for urgent and planned services

The NHS has created unprecedented surge capacity to treat and care for patients with a confirmed COVID-19 infection. The challenge now facing the NHS as it begins the second phase of its response to the outbreak is to maintain the capacity to provide high quality services for patients with COVID-19, whilst increasing other urgent clinical services and important routine diagnostics and planned surgery.

An [operating model has been provided by NHS England](#) across five key areas to define national expectations and principles:

1. Careful planning, scheduling and organisation of clinical activity
2. Scientifically guided approach to testing staff and patients
3. Excellence in Infection Prevention and Control (IPC)
4. Rigorous monitoring and surveillance
5. Focus on continuous improvement

Health and care providers are currently reviewing their plans against each of these areas to ensure an aligned system approach.

New guidance on Infection Prevention and Control (IPC)

A key objective in executing the second phase plans as outlined in the above item must be to minimise the transmission of COVID-19 infection within hospitals. The new guidance brings together all existing guidance on Infection Prevention and Control. Whilst the guidance is intentionally focussed on hospital settings, including acute, community and mental health, many of the principles will be relevant to other healthcare settings and connecting services, including ambulance, primary and community care.

Restoration and recovery

As mentioned in the introduction to this bulletin, the health and care system in Derbyshire submitted a full outline of our plans last Thursday to NHS England and NHS Improvement to step up non-covid, urgent services and you can read a summary of the submission [here](#).

Care homes

Our care homes cell (the group dedicated to this area of work) continues to work to ensure that care homes are receiving the required level of support to manage through the pandemic.

The Derbyshire Pharmacy Cell has now set out a plan in response to the National Call to Action to support Care Homes. The plan outlines how the pharmacy system can support the following actions to improve medicines related aspects for care home residents:

- facilitating medication supply to care homes, including end of life medication
- delivering structured medication reviews to care home residents via video or telephone consultation where appropriate
- supporting reviews of new residents or those recently discharged from hospital
- supporting care homes with medication queries, and facilitating their medicines needs with the wider healthcare system (e.g. through medicines ordering).

A detailed piece of work is also underway to ensure every care home in Derby and Derbyshire has access to a virtual/remote video GP lead consultation service using simple Wi-Fi connected equipment and easy to use software.

Staff and patient testing

The testing of key workers across the NHS, care homes and hospices and wider public services across Derbyshire continues to be one of our highest priorities and the two staff testing sites at Toyota (Burnaston) and ProAct stadium (Chesterfield) continue to be very busy.

As of Wednesday 13 May, Derbyshire County Council and Derby City Council began leading on care home testing as part of a national programme to test all care home staff and residents. This follows both local authorities becoming responsible for ordering emergency PPE for care homes on Tuesday 12 May.

As described in the national update we are currently working to understand the impact of Tuesday's

announcement that everyone aged five and over in the UK with symptoms can now be tested for coronavirus.

Statistics

As at 2pm on 20/05/2020 there were 566 confirmed cases in Derby and 1,593 confirmed cases in Derbyshire. A total of 577 deaths of Derby and Derbyshire patients have sadly been confirmed via the daily national announcements.

Breakdown of 1,501 Derbyshire confirmed cases: South Derbyshire: 225; NE Derbyshire: 301; High Peak: 196; Erewash: 171; Derbyshire Dales: 148; Chesterfield: 213; Bolsover: 149; Amber Valley: 190

Figures for 15 – 19 May are subject to change.

Local Services Updates

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 has an area of their [website](#) dedicated to bringing you all the latest health service information.

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 \(UHDB\)](#)

[Chesterfield Royal Hospital NHS Foundation Trust \(CRH\)](#)

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

[Derbyshire Healthcare NHS Foundation Trust \(DHcFT\)](#)

[East Midlands Ambulance Service NHS Trust \(EMAS\)](#)

[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

Our hospitals

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

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

Below is a reminder of 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 (if your practice is aligned with the order line). More information is available [here](#).

Urgent Dental Care Services for the East Midlands

People in need of the most urgent dental care can now access one of the 30 new urgent dental centres which are open in the East Midlands. More information is available [here](#).

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.

Find your nearest NHS service

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

Support, guidance, advice and wellbeing

Celebrating Eid al-Fitr safely during Coronavirus

Eid al-Fitr, the celebration at the end of Ramadan, is due to be marked by Muslims across the world on Sunday 24 May. With the UK having been in lockdown since 23 March and the holy month of Ramadan having been observed at home, the Muslim Council of Britain has [issued guidance](#) on how to celebrate Eid safely subject to the lockdown measures currently in place.

Personalised helpline for Filipino NHS staff launched

A new, dedicated NHS bereavement and trauma telephone support line for Filipino staff impacted by the coronavirus pandemic launched on Monday. The new care line follows wide engagement on the needs of Filipino colleagues across the NHS. The confidential, free to access line is available 7am – 11pm 24/7, along with a 24 hour text hotline. Helpline: 0300 303 1115, open 7am-11pm. Text: Frontline 85258 (24hr)

Cancer Research UK

More information about what you should do if you are worried you may have cancer or about how the coronavirus outbreak affects cancer treatment, care and support is available on the Cancer Research UK website [here](#). If you're worried you have cancer, you should still contact your GP and go for any tests you need.

Mental health awareness week #KindnessMatters

It's mental health awareness week this week and the theme for 2020 is 'kindness'. Kindness and mental health are deeply connected and never has it been more important to protect our mental health than during this pandemic period. Mental Health Awareness Week is hosted by the Mental Health Foundation and more information is available [here](#).

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

Support in relation to the COVID-19 virus is available on the Joined Up Care Derbyshire website [here](#).

Mental health support for children and young people

Joined Up Care Derbyshire has been working with a range of organisations who have come together to offer mental health support to children and young people during the COVID-19 pandemic.

Mental Health Helpline

0300 790 0596 (9am – midnight, 24/7)

Specialist Child and adolescent mental health services (CAMHS)

[North Derbyshire](#)

[South and City](#)

Free online counselling offer to support mental health and wellbeing, without the need for a referral. Kooth is for children and young people aged 11-18, and up to 25 for children in care. The Qwell service is for parents and carers whose children are under 18 years.

[Derby and Derbyshire Emotional Health and Wellbeing Website](#)

Professionals, members of the public, children and young people can find more information about the local services that are available to them.

We salute you

[Captain Tom Moore awarded knighthood for NHS fundraising](#)

Captain Tom Moore is to be knighted for his fundraising efforts after a special nomination from the prime minister. The war veteran raised more than £32m for NHS charities by completing 100 laps of his garden before his 100th birthday in April. The Prime Minister said the centenarian had provided the country with "a beacon of light through the fog of coronavirus".

Captain Tom Moore said he was "overawed" to find out he was being awarded a knighthood for his fundraising efforts and looking forward to being knighted by Queen Elizabeth. Though he did add that he hoped "she's not very heavy handed with the sword"!

What you can do to help

Help us to save lives by reinforcing key messages in this bulletin with your key contacts. This should include the updated Government message to stay alert to stay safe. Please use your social media accounts to share only official messages from Government and NHS websites and accounts as there is a lot of misinformation about coronavirus being shared online.

Download previous editions of this bulletin

You can download previous editions of this bulletin [here](#).

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.
