

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (25 November 2020)

'Your NHS Needs You': People across Norfolk and Waveney urged to join COVID-19 Vaccine Team

The NHS in Norfolk and Waveney is on the hunt for thousands of vaccinators and support staff to help protect millions of people from COVID-19 quickly when a safe and effective vaccine becomes available.

By bolstering its workforce the NHS will be able to offer the public potentially life-saving protection from coronavirus in a range of locations, focusing on the most at-risk groups first, whilst at the same time keeping A&Es, elective surgery, GPs and community services going.

Matthew Winn, Chief Executive, Cambridgeshire Community Services NHS Trust (which is co-ordinating recruitment to Covid Vaccine Teams across Cambridgeshire, Peterborough, Norfolk and Waveney) said:

"When we get a safe and effective vaccine, we are determined to deliver it to eligible people across Cambridgeshire, Peterborough, Norfolk and Waveney as quickly as possible.

"But it's also crucial that we keep vital services running at the same time, so we need local people to join our vaccination teams, either as vaccinators or support staff, or as volunteers. Whether you are retired, furloughed or actively seeking a way back into work – we would love to hear from you."

"We'll be offering posts on a flexible basis so that people can fit helping out around other work, caring and family responsibilities. So if you want to play your part in this historic effort, please find out more today; your NHS needs you."

Roles we are seeking to fill across Norfolk and Waveney include:

- Clinical Operational Supervisors
- Registered Practitioners
- Immunisers
- Front of house receptionists
- Post-vaccination Observation Support Volunteers

While we don't expect a COVID-19 vaccine to be widely available until January 2021, some work could commence from December 2020. If December is too soon for you, don't be put off – as the vaccination programme will run into the Spring.

Parliament recently changed the law to allow a wider group of people to undertake training to deliver vaccines e.g. paramedics, physios, pharmacists, dental professionals, and healthcare scientists. In all cases, appropriate training, supervision and PPE will be provided to ensure the safety of staff, volunteers and our patients.

Vaccinators and supporting staff and volunteers will potentially work across a range of different vaccine facilities, with local plans to be finalised when the details of approved vaccines are available and a decision on which groups should be the first to get it has been made by the Government.

If you're interested in opportunities available across Norfolk and Waveney, we'd love to hear from you. You can find out more by:

- visiting NHS Jobs at <https://bit.ly/2IXLDwI> where you can also apply on line, or
- contacting our HR Team via hr.ccs@nhs.net



Got questions about the COVID-19 vaccines being developed?

The Government has asked the NHS to be ready to deliver a vaccination programme for England from December so that those who need it most will be able to access vaccinations as soon as they are available.

Detailed planning is underway, building on the expertise and strong track record the NHS already has in delivering immunisations like the annual flu vaccination programme, to ensure that a COVID-19 vaccination programme does not impact on other vital services.

Nationally, the NHS is working closely with a number of partners across Government, each with their own roles and responsibilities. Our plans will be finalised based on decisions made by those bodies, including when and what vaccines are approved and who should receive them.

We've set-up a page with the answers to some frequently asked questions about the work being done to develop a COVID-19 vaccine, which we'll be updating regularly – take a look: www.norfolkandwaveneyccg.nhs.uk/covid-19-vaccination-programme.

Remember to let the fresh air in

Most coronavirus cases are transmitted indoors.

Opening windows to allow fresh air into enclosed spaces can help reduce the spread of the virus indoors.



Mental health phone line helps 25,000 callers in seven months

More than 25,000 callers to a mental health phone line launched seven months ago have received immediate help from Norfolk and Suffolk NHS Foundation Trust (NSFT).

NSFT, in partnership with Clinical Commissioning Groups, established the 24-hour service to provide immediate support to anyone experiencing mental health difficulties.

Anyone in need can dial 0808 196 3494 and be connected to trained staff at the Trust.

One caller to the helpline commented: "I have been extremely impressed with the service and as someone who finds going into A and E, or other alternative crisis environments, very distressing I have found that the support they can offer over the phone has changed my entire experiences of my crises.

The staff are always understanding and are always able to spot my distress even though it is not always stereotypically displayed."

Since April 2020, a total of 12,473 callers to the helpline have received mental health support via telephone or video consultation, face to face assessment, referral to specialist mental health services or signposting to another specialist or voluntary sector service.

Stuart Richardson, chief operating officer at NSFT said: "It is vital that people in mental health crisis are able to access specialist support without delay. Our first response service enables people to do just that.

"If you or someone you care about is experiencing mental health difficulties, please know you are not alone. We are here for you 24 hours a day, 365 days a year."

The service does not replace 999. Anyone in mental health crisis who requires serious or life threatening emergency mental or physical care, should dial 999 immediately.

Free flu vaccinations rolled out to over 50s from December

People aged 50 to 64 will get free flu vaccine from 1 December as part of the expanded flu vaccination programme this winter, the government has announced. Individuals will be able to get the free flu jab from their GP or pharmacist.

All patients aged 50 to 64 years will be eligible for a free flu vaccine. If you are within this age group, your GP practice will contact you to tell you how to book your appointment. There is no need to call the practice until then; please leave the phone lines free for other patients.

New QEH Sandringham Unit open for treatment to first patients

The Queen Elizabeth Hospital in King's Lynn opened a new elective surgical facility, which will lead to a much-improved experience for patients and their families as the hospital heads in to its busiest months of the year.

The Sandringham Unit provides the hospital with a dedicated elective surgical facility and means the Trust can restart its elective surgical programme.

The Surgical Pre-Assessment team completed their move into the Sandringham Unit on 28 October and this new dedicated facility means that all patients will now go to one place for their surgical pre-assessment bringing this important service under one roof.

Initially 12 extra beds will open at the Sandringham Unit (soon expanding to 25 beds), and the two additional surgical theatres will help the Trust to cope with the demands that winter and the second wave of COVID-19 may bring.

Kari Caley, who was one of the first patients to use the new facilities, was impressed with the new service and commented: “The Sandringham Unit was really lovely and the staff were very caring and welcoming – overall I’m happy”.

As well as extra space and capacity, the hospital has also welcomed over 70 new members to the Trust, following the transfer from BMI to QEH.

Denise Smith, Chief Operating Officer for QEH, said: “We are so pleased to open the new Sandringham Unit. This is fantastic news for our patients, their families and our staff. We are delighted to have a dedicated surgical centre which will open all year round for our local population.

“The acquisition of the Sandringham Hospital is a really important strategic development for the Trust and one which will hugely benefit our patients and local community.”

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.

NHS
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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.

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