

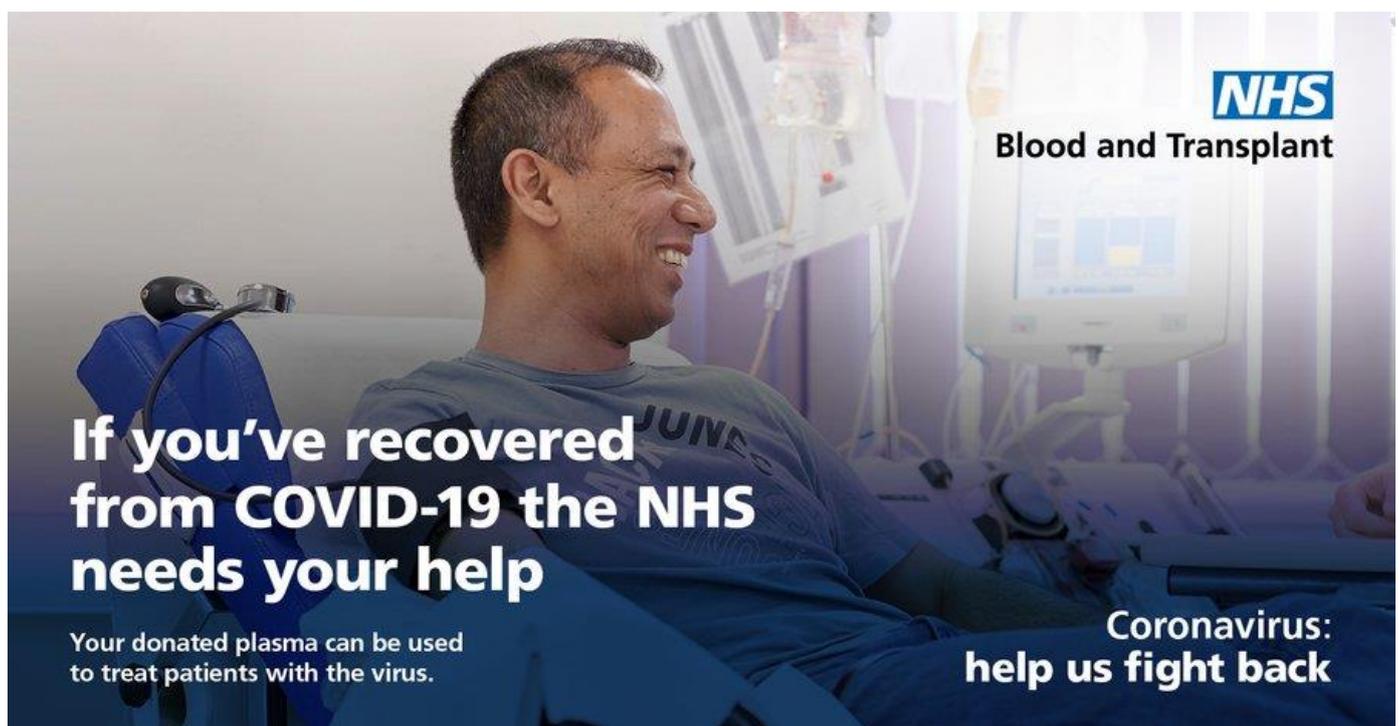
## Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (8 July 2020)

### Local Outbreak Control Plans published

- All areas of the country have written Local Outbreak Control Plans setting out how public services are working together support people, businesses and communities, and how they will manage any local outbreaks of coronavirus.
- It's essential that people's health is protected as much as possible and our local plans describe the actions everyone can take to stay safe. They also set out how we will support people in the event of testing positive. Being well informed about the number and location of COVID-19 positive cases will enable us to take actions to reduce the spread of infection in the places where we live, learn, work and enjoy ourselves.
- If you would like to find out more about the work being done locally to prevent the spread of COVID-19 and to manage any outbreaks, read our Local Outbreak Control Plans:
  - Norfolk's plan: [www.norfolk.gov.uk/controlplan](http://www.norfolk.gov.uk/controlplan).
  - Suffolk's plan: [www.suffolk.gov.uk/coronavirus-covid-19/suffolks-response/](http://www.suffolk.gov.uk/coronavirus-covid-19/suffolks-response/).

### If you've recovered from COVID-19, the NHS needs your help

- The NHS needs more COVID-19 convalescent plasma donors. Plasma donation is safe, easy, and could save lives. If you've had coronavirus, you can donate at the Cambridge donor centre. Find out more here: <http://nhsbt.nhs.uk>.



**NHS**  
Blood and Transplant

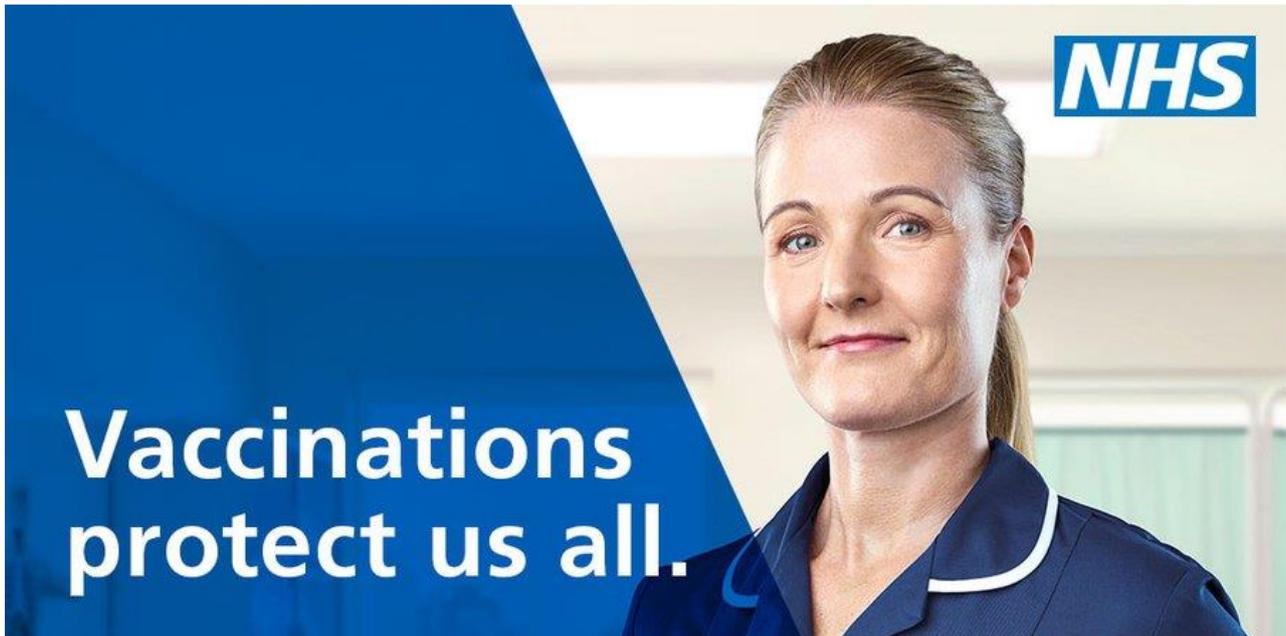
**If you've recovered from COVID-19 the NHS needs your help**

Your donated plasma can be used to treat patients with the virus.

**Coronavirus: help us fight back**

## Getting routine vaccinations could save your child's life

- The NHS in Norfolk and Waveney is urging people to attend routine vaccination appointments to help protect you and your child against serious and potentially deadly diseases and stop outbreaks in the community.
- Local health leaders have assured people that it is safe to visit GP practices for vaccinations, with measures in place to reduce the risk from coronavirus.
- NHS teams are continuing to work hard to help people to manage illness linked to coronavirus, but essential vaccinations for babies, pre-school children and adults are continuing as normal. Routine vaccinations can be booked through your GP practice.



- If the person needing a vaccination has coronavirus symptoms, or is self-isolating because someone in the household is displaying symptoms, please contact your GP practice to reschedule. If you or a member of your household develops coronavirus symptoms, you should follow government guidance and reschedule your appointment.

## New optometry service launched in Norfolk and Waveney

- A new optometry service to treat patients during coronavirus has been launched. The new COVID-19 Urgent Eyecare Service (CUES) means that people can access urgent eye care during the coronavirus pandemic.
- The service, commissioned by NHS Norfolk and Waveney Clinical Commissioning Group (CCG), is provided by local accredited optical practices. The service can be accessed by anyone who is registered with a GP practice within Norfolk and Waveney.
- The service means people can access urgent eye care in locations closer to home, utilising existing trained practitioners in optical practices.
- Dr Anoop Dhesi, local GP and Chair of NHS Norfolk and Waveney CCG, said: "This service will mean that patients get the help that they need, quickly and closer to home by visiting dedicated opticians instead. Previously, patients would have had to visit their hospital or GP practice. The new service means that patients can access the help they need directly without having to see a clinician first.
- "Typical problems patients may have needed to seek help for include but are not limited to red or painful eyes, a sudden change in vision or flashes and floaters. Should patients experience

any problems with their eyes or vision we would encourage them to find their nearest optical practice.”

- Patients can self-present or be referred to the service by their GP, pharmacist, or via the 111 service. Patients must telephone their chosen optical practice in advance to book an appointment. All participating practices can be found at <http://primaryeyecare.co.uk/find-a-practice>.

### Recovery College expands its service

- Courses to help those on the road to recovery from mental health issues are being opened up to a wider audience to give more people the chance to access them.
- The Recovery College, which is run by Norfolk and Suffolk NHS Foundation Trust (NSFT), has been running successful webinars since the COVID-19 pandemic, but was keen to engage service users and the wider community with a similar set-up to its class-based courses.
- “The webinars have been really well received,” said Breanne Cook, recovery project manager. “They have also given people the chance to get used to an online service where they can be anonymous before we launch the more interactive Zoom sessions.”
- She said participants would be able to join small discussion groups, share online information and take part in tasks, just as if they were in a classroom.
- Breanne added: “We are keen to open these courses to other people in the community who may be experiencing mental health challenges but do not meet the threshold to come under NSFT care.”
- Courses on the timetable will include How to Tell Your Story, Moving On, Wellness Planning and Safety Planning. A full programme is on the NSFT website.
- Find out more here: [www.nsft.nhs.uk/Get-involved/Pages/Recovery-College.aspx](http://www.nsft.nhs.uk/Get-involved/Pages/Recovery-College.aspx).

### New Intensive Care Course developed

- A new online 3-D learning resource for doctors, nurses and other health professionals has been developed by teams at the James Paget University Hospital and the University of East Anglia to prepare for a potential second wave of COVID-19 admissions.
- The aim of the course is to prepare hospitals for a potential second wave of COVID-19 admissions to ICU and critical care services. The course incorporates a range of features designed to serve as a helpful introduction for non-critical care staff to orientate themselves prior to, or when returning to, the critical care setting.
- In order to orientate clinical staff, the resource includes a 360-degree virtual tour of a typical ICU ward with demonstrations of the technology and equipment used for the care of patients. Realistic 360 video has been created using cutting edge filming technology to be viewed on a computer screen, with plans to make the footage viewable using a 3D VR headset.
- The educational topics cover patient care; resuscitation; airway and respiratory management; circulation; patient assessment; technical skills and psychological care.
- Find out more here: [www.jpaget.nhs.uk/news-media/news-events/2020/june/new-intensive-care-course-developed](http://www.jpaget.nhs.uk/news-media/news-events/2020/june/new-intensive-care-course-developed).

## Mental health support available

- It's important that we look after our mental wellbeing during this time – for tips and advice visit [www.everymindmatters.co.uk](http://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](http://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](http://www.justonenorfolk.nhs.uk).



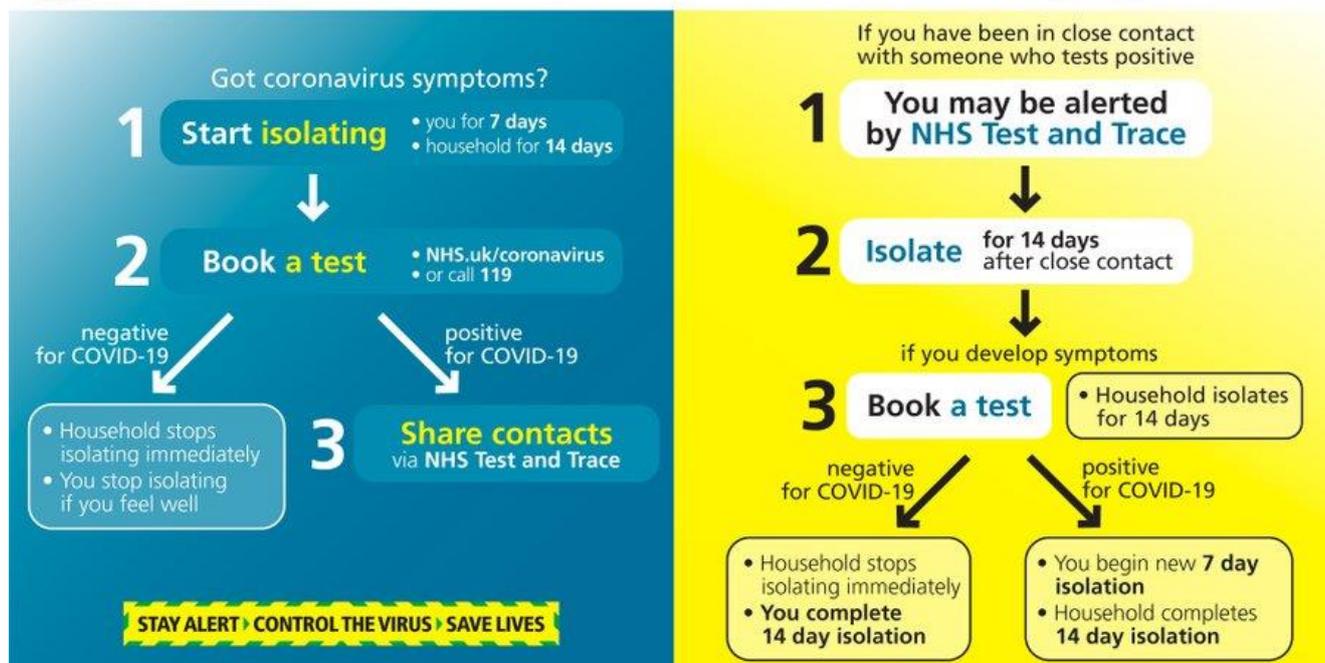
### First Response Call: 0808 196 3494 (Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.



## Test and trace

- The national NHS Test and Trace service is now up and running. You can check out our graphic below to see how the system works, and if you might be affected. You can also read more about the service [here](#).



## Local testing available for key workers, including care home staff

### Local testing service based at hospitals for key workers

- The three local sites for key workers in Norfolk and Waveney are at:

- The James Paget University Hospital
- The Centrum Centre, near the Norfolk and Norwich University Hospital
- The Queen Elizabeth Hospital, King's Lynn
- The service is by appointment only. Appointments for these locations cannot be booked using national booking routes, they must be booked using our local system:
  - **NHS acute hospital staff:** Use your organisation's existing booking arrangements.
  - **All other NHS employees:** Email [NHScovidtesting@nuh.nhs.uk](mailto:NHScovidtesting@nuh.nhs.uk).
  - **All other essential workers, including care home staff:** Ask your employer/line manager to email [NorfolkRegistercovidtesting@nuh.nhs.uk](mailto:NorfolkRegistercovidtesting@nuh.nhs.uk) with their name, job title and contact number. The registration team will contact them to register your organisation so you can then book an appointment. Your employer will be given a unique reference number and the contact details for your triage.

### **New testing at the Postwick Park and Ride in Norwich**

- Key workers and members of the public with symptoms of coronavirus can be tested at this location. Appointments must be booked via the [national booking system](#) for key workers and their household members and via the [NHS website](#) for members of the public. Further guidance is available [here](#).
- The Postwick site sits alongside the existing network of testing sites around the UK including other regional testing centres at Ipswich, Peterborough and Stansted.
- When booking a test via the national routes, available appointments will be shown at all regional testing centres across the country. If a regional testing centre local to you is not shown, this means all appointments are booked for the day, and you should try the next day to book an appointment.
- There are also mobile testing units running in towns across Norfolk and Waveney. The locations and appointment times for these are also shown when they become available.