

Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (14 October 2020)

Take action to prevent the spread of COVID-19

COVID-19 cases in Norfolk and Waveney are rising. This table shows how many cases there are per 100,000 people in different parts of Norfolk and Waveney. While the rates are still significantly lower than in other parts of country, they are rising and it is important that we all take action to prevent the spread of the virus.

Area	Cases per 100,000 population – seven days to 01/10/20	Cases per 100,000 population – seven days to 08/10/20
Breckland	20	35.7
Broadland	22.2	31.3
East Suffolk	30.9	38.9
Great Yarmouth	99.7	56.4
King's Lynn and West Norfolk	24.4	44.3
North Norfolk	10.5	30.5
Norwich	27	82.5
South Norfolk	31.2	36.2
England	100.7	149.9

Our hospitals, like others around the country, are also seeing an increase in the number of people being admitted with COVID-19. The overall number of people in our hospitals with COVID-19 remains low when compared to earlier in the pandemic and compared with other areas of the country right now, but we know that as the number of people with the virus increases so will the number of patients admitted to hospital with COVID-19.

Help us help you to keep you and your family safe by washing your hands regularly, using face coverings to cover your nose and mouth, especially when indoors and other confined spaces, and keeping your distance from the people around you. Remember you are currently only allowed to meet with a maximum of six people at a time, including children of any age, from outside your household, either indoors or outdoors.

All these measures will help stop COVID-19 from spreading. We can all do our bit to help protect our families and communities.



Changes to visiting arrangements at our hospitals

To help reduce the spread of COVID-19, our hospitals have reintroduced some visiting restrictions. Before you visit a family member or friend, make sure you check the hospital's website or call for the latest details:

[Norfolk and Norwich University Hospital](#)

[Queen Elizabeth Hospital](#)

[James Paget University Hospital](#)

People's experience of health and care services during the COVID-19 pandemic

Over the past few months we have used a range of methods to find out about local people's experiences during the COVID-19 pandemic. We've written one report that collates and summarises the findings from all of that work.

Our key findings are:

1. People's experiences of the COVID-19 pandemic and lockdown were very mixed. Whilst most experienced ups and downs, there was agreement that it has been tough for people managing their physical and mental health and wellbeing since the start of the pandemic.
2. Health services were felt to have managed reasonably well in the pandemic, given the pressures they are under. Many people had engaged with health services during the outbreak, with most reporting positive experiences.
3. People's experience of receiving adult social care during the pandemic were more mixed. For some people, the changes in how they received their care made them feel anxious or more isolated, while others said they enjoyed the changes and the use of technology to provide tailored online support and social activities.
4. Looking to the future, the three goals of the Norfolk and Waveney Health and Care Partnership were felt to be cohesive and comprehensive, and sensible areas of focus. More broadly, people wanted to see the partnership prioritising support for those with mental health conditions, as well as focussing on the delivery of social care.

Read the [report](#).

Update on our flu vaccination programme

Getting a flu vaccination helps to protect you and your family, as well as ease pressure on the NHS as it continues to respond to the COVID-19 pandemic this winter.

GP practices and pharmacies have begun vaccinating people against flu. The majority are able to use their own premises and have adapted them so that they meet the social distancing and infection prevention and control measures required to safely care for patients.

A small number of GP practices in Norfolk and Waveney are using other venues where this is not possible or practicable. For example, One Norwich practices held their first flu clinic at Norwich City Football Ground last Thursday and other surgeries, such as the Coastal Partnership practices, have created their own drive-throughs using gazebos.

As always, the flu vaccine is being delivered and administered in a phased approach. GP practices and local pharmacies are prioritising patients in 'at risk' groups who are eligible to receive a free flu vaccination.

As flu levels generally do not begin to rise until December, people do not have to rush to get vaccinated in September or October, as the vaccination programme continues right up until and into the flu season.

All practices are contacting patients eligible for a free vaccination by letter, telephone or text to offer specific time appointments rather than the usual drop-in sessions. You do not need to contact your GP practice if you are eligible for a free flu vaccination – they will contact you.

On Friday, 9 October the Department of Health and Social Care (DHSC) announced how GP surgeries will be able to access additional supplies of influenza vaccine. We anticipate that this additional stock will start arriving in GP surgeries shortly. Pharmacies are expecting information from the DHSC informing them of how to access additional stock very soon.

A list of groups eligible for a free flu vaccination can be found [here](#).

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
Norfolk and Suffolk
NHS Foundation Trust



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.

A colorful graphic for Kooth. It features a yellow background with a blue banner at the top. The Kooth logo is in the top left. Below it, the text reads 'Lost your routine? We'll be here when you need us'. A list of services is provided: Discussion Boards, Kooth Magazine & Help Articles, Free Counselling, and Journal & Self-Help Tools. On the right, there is an illustration of a hand holding a pink calendar, with a clock and a silhouette of a person's head in the background. At the bottom right, it says 'Sign up for free at Kooth.com'.

Norfolk and Waveney COVID-19 alert level

Norfolk and Waveney are in the medium COVID-19 alert level. This poster explain more about what that means and what local people can do to help prevent the spread of the virus:

VERY HIGH

HIGH

MEDIUM

HM Government

NHS

LOCAL COVID ALERT LEVEL

MEDIUM

Social Contact Rule of six indoors and outdoors, in all settings.	Weddings and Funerals Up to 15 guests for weddings and up to 30 guests for funerals. 15 for receptions, wakes and related ceremonies.	Overnight Stays Overnight stays permitted subject to social contact rules.	Working from home guidance Work from home where possible.
Shopping and Retail Open.	Leisure and gyms Open.	Hospitality Open with some restrictions including 10pm closing time and table-service only.	Entertainment and tourist attractions Open, except nightclubs and adult entertainment.
Education Schools, FE colleges open. Universities must reflect wider restrictions.	Healthcare Services Open.	Residential Care Open to external visitors with additional precautions, subject to individual care provider guidance.	Travel and Transport No travel restrictions within area. Avoid travel into Local COVID Alert Level Very High areas where possible.
Sporting Activity Organised sport / licensed physical activity allowed in outdoor settings. Indoor organised sport must follow social contact rules (other than youth or disabled sport).	Worship Open, subject to social contact rules.	Childcare Registered and wraparound childcare open. Supervised activities permitted in private homes. Children's groups permitted.	Youth Clubs and Activities Permitted.

There are three simple actions we must all do to keep on protecting each other:

- Wash hands** keep washing your hands regularly
- Cover face** wear a face covering in enclosed spaces
- Make space** stay at least 2 metres apart - or 1 metre with a face covering or other precautions

For more information and detailed guidance visit:
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

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