

## Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (14 April 2021)

### Community vaccination team hop on the bus to reach more people with lifesaving vaccine

The Norfolk and Waveney Health and Care Partnership has joined forces with Norse Group to launch a mobile vaccination bus service.

From today, a mobile vaccination team bus will visit specially chosen sites across Norfolk and Waveney; vaccinating people in areas where vaccine uptake has been lower than average or where virus transmission rates remain high.

Community venues, places of worship, large food production facilities, homeless hostels and Gypsy, Roma and Traveller sites are just some of the places that will benefit from convenient, on-site access to vaccinations.

The local NHS, County Council and district councils are also planning to provide future on-bus vaccinations to other individuals and communities that find visiting a permanent vaccination site more difficult through lifestyle or hesitancy in using mainstream health services.

NHS Norfolk and Waveney Clinical Commissioning Group (CCG) has commissioned the mobile vaccination model, working closely with Norfolk County Council's Public Health team.

Norse Transport and TFM Solutions (both part of the Norse Group) have provided the specially adapted bus, replacing seats and handrails with booths and equipment, and creating observation areas for people who need further medical treatment.

The on-board community vaccination team – including immunisers and support staff – is being provided by Norfolk Community Health Care NHS Trust. As well as making access to a vaccine easier and more convenient, their clinicians will take time to answer questions and address any concerns or hesitancy on board the bus.

Public Health teams and district councils are playing an instrumental role in the planning of locations and vital engagement with target communities to reassure and encourage uptake. Volunteers from aligned community groups will also help by providing peer and stewarding support.

Zoe Nash, Vaccination Programme Manager from Norfolk Community Health and Care, said: "This is a flexible, mobile vaccination service. Most appointments will be made by invitation, however, some time slots will be available to walk in patients, provided they are eligible within government guidelines."

"We know that we need to tailor the service to the specific communities we are serving – this is the opposite of one size fits all!

"We are committed to constantly learning and adapting so we can shape the service to meet the needs of those we want to reach out to. This may mean providing women only clinics, accommodating people with learning disabilities or sensory impairments and providing a supportive service to people with low level anxiety or mental health problems."

Melanie Craig, Chief Executive of NHS Norfolk and Waveney Clinical Commissioning Group, said: "Put simply, this bus will save lives. Vaccinating the maximum number of people possible is key to us all getting back to some sort of normality. The vaccination programme is essentially about reducing the harm and loss of life that COVID-19 causes, but it is also crucial in us keeping schools open, supporting business and the economy to thrive and improving people's health and wellbeing."



Find out more [here](#).

### Changes to hospital visiting

In line with the cautious relaxation of COVID-19 restrictions, our hospitals are making changes to visiting rules. You can find out more details by looking here:

- [Norfolk and Norwich University Hospital](#)
- [James Paget University Hospital](#)
- [Queen Elizabeth Hospital King's Lynn](#)

### People over the age of 45 are now eligible for a COVID-19 vaccine

People over the age of 45 are now eligible for a COVID-19 vaccine as the NHS vaccination programme continues to make strong progress.

Thanks to the thousands of people involved, the NHS has now offered vaccines to everyone aged 50 and over as well as millions of health and social care workers, unpaid carers and people at higher clinical risk across the country, and delivered over 27 million first doses.

Take-up of the vaccine has been exceptionally strong; five out of six people in the first nine priority groups have already chosen to take up the offer. This offer remains on the table, so if you are in these groups and haven't take it up yet, there is still time.

Now this important milestone has been reached, alongside making sure those who are due it can receive their second dose, the NHS is able to start offering first doses to people in the next eligible group.

Those over the age of 45 can book via the national booking system at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or by ringing 119 free of charge. Appointment availability can vary, depending on demand and vaccine supply, so please keep checking as appointments are regularly added. Alternatively, eligible patients can contact their GP practice to ask for an appointment.

In Norfolk and Waveney we continue to offer vaccinations to people who haven't yet received a first dose from cohorts 1-9 which includes:

- people aged 50 and over
- people at high risk from coronavirus (clinically extremely vulnerable)
- people who live with someone who is clinically extremely vulnerable/immunosuppressed (confirmation needed from GP and ID to show linked address)
- people who live or work in care homes
- health and social care workers
- people with a condition that puts them at higher risk (clinically vulnerable)
- people with a learning disability
- people who are a main carer for someone at high risk from coronavirus

The news came as health leaders reassured patients that the risk of any serious side effects is incredibly rare and urged anyone eligible who has not yet received their first dose of vaccine to come forward to be vaccinated.

Latest published figures (up to Sunday 4 April 2021) show that 66% of people aged over 16 in Norfolk and Waveney have received their first dose, compared to 59% of adults in England. This puts us fourth out of the 42 health and care systems in England.

Whilst 66% of people aged over 16 in Norfolk and Waveney have already received the vaccine, it is vital that those who are eligible for a vaccine and have not already booked an appointment are reminded and encouraged to do so.

### **Norfolk and Waveney COVID-19 vaccination programme continues to make sure no one is left behind**

A key focus of the COVID-19 vaccination programme across Norfolk and Waveney is to make it easy for people to get vaccinated and to ensure no one is left behind. Reaching out to some of our more vulnerable communities continues to be a vital part of the programme.

Roving vaccination teams have been working with homeless charities and organisations across the county to ensure individuals who are homeless are offered and receive their first and second doses. GP practices have worked tirelessly across Norfolk and Waveney to set up clinics 'on the go' to vaccinate individuals at hostels and other settings.

More recently, the COVID-19 vaccination programme team at a Harleston drop-in clinic worked with Emmaus in Norfolk and Waveney to provide first doses of the vaccination for formerly homeless individuals, also known as companions, that they work with. This is an example of how local health and care organisations, charities, third sector organisations, community and faith groups are working together to ensure some of our more traditionally hard to reach individuals have access to a vaccination.

Jo Andrews, Logistics Manager at Emmaus Norfolk and Waveney, said: "I can't thank local NHS teams enough for the help and support they provided to ensure our residents were able to receive a COVID-19 vaccination.

"The drop-in clinics and range of options available are a great example of how health and care organisations are working together to ensure as many people come forward for their vaccination to help protect themselves and others.

"Making contact and agreeing for our vulnerable community to be vaccinated was really easy and I would encourage anyone or any organisation that support individuals who are currently eligible for a vaccination to make contact so more people that may find it more difficult to access vaccination clinics can be vaccinated."

## Animations to help children and young people manage difficult emotions

Special animations designed to give children and young people coping techniques to help them manage difficult thoughts and emotions have been put together by the children, families and young people's mental health team in Norfolk.

The animations are based on dialectical behaviour therapy (DBT) and explain three different interventions.

**STOPP**, which helps young people to create space so that they can think about their emotional reaction to something which has happened.

**OA**, which stands for 'opposite actions' and helps change the intensity of emotions by encouraging young people to do the opposite of how they feel, for example by doing something active when they feel sad.

**TIPP**, which helps young people to manage when they feel overwhelmed by emotions.

The films have been created in partnership with London-based animation company Bad Studio with funding from NHS Improvement. They will be used alongside therapy to support children and young people with complex needs, as well as in group sessions and during webinars aimed at parents and carers. The films are also available online.

Ruth Turner, Principal Clinical Psychologist said: "We are really excited about this project, which we hope will make a real difference to young people by teaching them skills to help regulate their emotions as they move forwards with their lives.

"A lot of our support groups are now held online as a result of coronavirus, so we decided to commission these animations to make those sessions more engaging and fun. By presenting the techniques visually as well as verbally, we hope that they will resonate with more people and be easier for those with a variety of different learning styles to remember.

"We chose to focus on STOPP, OA and TIPP as young people told us these were the interventions they found most helpful. We have continued to work with them throughout the design process so that we can ensure the animations will meet their needs, and feedback so far has been very positive.

"We are now looking forward to rolling out the animations further so that they can help more young people to manage difficult emotions in their everyday lives."

The animations are available on the NSFT YouTube channel:

[Opposite Actions Technique](#)

[STOPP Technique](#)

[TIPP Technique](#)

## 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](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).