

## Update on what the NHS in Norfolk and Waveney is doing (27 May 2021)

### 1,007,691 COVID vaccinations have been administered in Norfolk and Waveney in the biggest vaccination drive in health service history

Latest national published figures (data up to Sunday 16 May) show that 74% of people aged over 16 in Norfolk and Waveney have received their first dose, compared to 67% of adults in England. This puts us third out of the 42 health and care systems in England. Some 45% of people aged over 16 in Norfolk and Waveney have received two doses of COVID-19 vaccine, compared to 38% of adults in England. This puts us fifth out of the 42 health and care systems.

In the week to 23 May, 59,261 doses were given of which 22,804 were first doses and 36,457 were second doses. It comes as the NHS announces that people aged 32 plus can book their life-saving COVID-19 jab, as the biggest and fastest vaccination programme in NHS history continues rolling out to people in their thirties.

Texts inviting people to book a vaccination will be sent to those aged 30. Younger people are expected to be invited over the next few days and weeks. It is really important that younger people have the vaccination when it is offered to them as the disease can have serious implications for some.

Appointments can be booked through the national booking service by visiting [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or ringing 119. If people can't find an appointment at a vaccination site close to where they live they are being asked to keep checking the national booking system for the latest local vaccination slots as these are being regularly updated. The advice is still not to contact their local GP practice.

In total, the NHS nationally has now delivered 48.5 million doses of the jab, and more than one third of adults have had both doses, meaning they have maximum protection from the virus. On the advice of the government and Joint Committee on Vaccination and Immunisation (JCVI), people aged 50 and over and the clinically vulnerable are having their second doses brought forward to counter the spread of the Indian variant. Nobody needs to contact the NHS and people will be told to rebook if they need to.

When invited, people can book at one of the vaccination centre, pharmacy or general practice sites across the country that are available through the national booking service. Text invitations appear as an alert from 'NHSvaccine', including a web link to the NHS website to reserve an appointment.

People who cannot go online can call the service on 119 instead to book their jab. Vaccinations are now being administered at more than 1,600 sites across the country, including mosques, museums and rugby grounds, meaning the vast majority of the people live within 10 miles of at least one vaccination service.

Data is updated every Thursday afternoon and a further update will be available on social media channels and via a short update later today.

### The Norfolk and Waveney Health and Care Partnership has been awarded £345,000 of funding to support children and young people with a learning disability, autism or both, who are at risk of admission to a specialist hospital

The funding has been awarded after a bid was submitted to NHS England and Improvement for resources to support some of Norfolk and Waveney's children and young people who have complex care and support needs.

The funds will pay for five Transforming Care Navigators who will support and guide families, children and young people and help them to navigate the education, social care and health systems. By getting the right help and support at the right time, it is hoped this will improve outcomes for these children and young people and reduce the risk of a hospital admission.

The bid was co-produced with families and young people with the following partners:

- Norfolk County Council
- Suffolk County Council
- Family Voice Norfolk
- Suffolk Parent Carer Network
- NHS Norfolk and Waveney Clinical Commissioning Group

The NHS Long Term Plan pledges that by 2023/24 children and young people with a learning disability, autism or both with the most complex needs will have a designated keyworker (also known as a navigator).

Initially, this support will be provided to children and young people who are inpatients or at risk of being admitted to hospital. Support will also be extended to children with a learning disability and/or autism with the most complex care and support needs, including those who have additional needs including children in care and adopted children, and children and young people in transition between services.

Norfolk and Waveney has been successful in its bid to become an early adopter site in 2021/22.

Dr Sarah Flindall, GP Partner at East Norfolk Medical Practice and NHS Norfolk and Waveney Clinical Commissioning Group, Clinical Advisor for Children, Young People and Maternity, said: "Norfolk and Waveney has a number of ambitious transformation programmes in progress and there is a commitment to achieve better outcomes for children and young people and to improve support for families. This was a multi-agency bid with strong partnership working and we are delighted to have been chosen as an early adopter of this programme.

"The last 18 months have been particularly difficult for families, especially for those with children and young people with complex needs. The COVID-19 pandemic has placed additional pressure on families, with access to certain support services and short breaks being paused due to national restrictions. The closure of schools during the pandemic has also led to heightened anxiety for many young people.

"This funding will enable us to recruit a team of five Transforming Care Navigators who will support some of our most complex children, young people and their families to ensure they can get the right services and support at a time that's right for them."

Allan Cadzow, Corporate director of Children and young people's services at Suffolk County Council said: "We are really pleased to receive this funding and to be a part of this programme. This funding will support some of the most vulnerable children in the community and will help to ensure children and young people get the right help and support at the right time, improving their outcomes and reducing their risk of hospital admissions."

Family Voice Norfolk commented: "We welcome anything that helps parent carers, children and young people to navigate often complicated systems of care and support. All families with children with special educational needs and/or disabilities (SEND) at times need help of this kind, but it is particularly important at times of stress for families, when multiple agencies may be involved."

## **Investment in local mental health services**

The CCG has received the green light from NHS England and Improvement to go ahead with a programme of work to join up organisations providing community mental health (MH) services across the health and social care system in the area.

The Norfolk and Waveney Health and Care Partnership is using mental health transformation funds to improve services for adults and older adults. The funding of just over £2 million to spend in 21/22, will be used to improve access to services for adults with moderate to severe mental health conditions including eating disorder, those in need of mental health rehabilitation and those with a personality disorder. Increased funding will be available for the next 2 years to address the social causes that impact on mental health, tackle inequalities and support people to live better in the community.

The money will be used to fund new roles e.g. dedicated mental health practitioners and recovery support workers based in primary care networks and GP practices, and part-fund well-being hubs enabling earlier and easier access to mental health support. Changing existing services to work differently is also a key focus and the model will include health and social care, the voluntary sector and local government (housing). The design of the model is being developed with people who are already using these services to ensure that their needs and priorities shape the model.

This new investment will support GPs and the development of a wider community-based team to care for people closer to home. This new investment will allow us to offer faster support and guidance for patients. They will be supported to look after their own needs with support from experts based in their local communities. We know that it is easier for people to access services via their GP and this partnership approach will look to address the wider causes of mental ill health, such as housing, employment and social connections. We're delighted to be able to announce such good news for the local area.

Dr Ardyn Ross, GP and Mental Health Clinical Lead for the CCG, said: "Acceleration of our staff recruitment programme and the development of service plans will begin immediately. Additional developments include the opening of our wellbeing hubs across Norfolk and Waveney where people will be able to drop in, without an appointment, to discuss their health and wellbeing and any issues that are affecting their mental health. This will include those experiencing significant mental distress. We are committed to meeting the mental health needs of anyone in Norfolk and Waveney in an open and practical way. This investment is an important step."

Dr Adam Morris, interim chief executive at Norfolk and Suffolk NHS Foundation Trust (NSFT) said: "We know that the pandemic has had a severe and lasting impact on the mental health of many people in Norfolk and Waveney.

"Supporting people's mental health needs many organisations to work together. We are looking forward to working with service users, GPs and our voluntary and community organisations to do that. This investment will help us all improve the experience of people who use our services. Bringing safe, effective and responsive mental health services closer to where people live and work."

You may have also seen that Norfolk and Suffolk NHS Foundation Trust have launched an extensive engagement exercise on developing a joint Suicide and Self-Harm Prevention Strategy to guide Trust services over the coming years. NSFT are seeking views and guidance from service users, carers, staff, partners and third sector organisations. Please take a few moments to find out more and [complete this short survey](#).

**If you need urgent medical care this Bank Holiday, think NHS 111**

The NHS in Norfolk and Waveney is reminding people that healthcare services, including the minor injuries unit and the walk-in centre, will continue to support patients over the bank holiday weekend.

The best way to get the medical help needed is to think NHS 111 first. People should phone NHS 111 or visit [111.nhs.uk](http://111.nhs.uk) for anything that feels urgent, or if they are unsure what to do. They

will be directed to the most appropriate place and even book a time slot for a GP consultation or A&E if necessary. In life-threatening emergencies dial 999.

People should check their medicine cabinet has the basics, like antiseptic cream, plasters, antacid, and painkillers. Many pharmacies are open over bank holidays and weekends so people are being urged to make the most of the pharmacist's clinical skills and expertise rather than wait for minor health concerns to get worse.

Pharmacists are qualified healthcare professionals who can offer advice on how to manage a range of minor health concerns, such as, coughs and colds, sore throats, tummy troubles, aches and pains, and many more. They will also direct to the right service.

The NHS Walk-In Centre at Rouen House on Rouen Road, Norwich, is open between 7am and 9pm every day. The nurse-led centre can help with a range of minor illness and injuries, including minor cuts and wounds, strains and sprains, skin complaints etc. Triage is at the front door and then people are treated or signposted elsewhere if necessary.

The Minor Injuries Unit (MIU) based at Cromer Hospital on Mill Road is open seven days-a-week, including Bank Holidays, from 8am to 7.45pm. Patients can receive treatment for minor injuries such as minor wounds, burns or simple fractures. The unit is able to advise over the phone if an injury is suitable for the MIU, please call 01603 646230.

Janka Rodziewicz, CEO with OneNorwich Practices, said: "The NHS Walk-In centre in Rouen Road, Norwich, can treat many health problems, illnesses and injuries and offer advice. We are open from 7am-9pm, seven days a week, including bank holidays, and you don't need an appointment. Simply walk in!

"This service is open to all patients, whether registered with us, another GP Practice, not NHS registered at all, or from outside the area. We also offer telephone and video call appointments seven days a week. These can be booked by calling 01603 677500."

A list of pharmacies in Norfolk and Waveney that will be open over the Bank Holiday weekend can be found on the NHS website. If anyone has coronavirus symptoms, they should not attend any NHS services in-person – call NHS 111 if they need urgent care or don't know what to do.

Most people with coronavirus do not need to see a doctor but should follow NHS advice to self-isolate and treat symptoms with rest and sleep, drinking plenty of water and taking paracetamol.

A list of pharmacies that are open over the Bank Holiday can be found at <https://www.england.nhs.uk/east-of-england/nhs-england-and-nhs-improvement-east-of-englands-work/pharmacy-information/>

NHS Walk-in Centre at Rouen Road, Norwich <http://www.norwichwalkincentre.co.uk/>

Cromer Minor Injuries Unit <https://www.nnuh.nhs.uk/departments/cromer-minor-injuries-unit/>

## Case Study: Sian Taylor



Sian is a Registered Nurse, Critical Care Complex, NNUH

What led you to apply for nursing, and what do you love about the profession?  
My passion for nursing comes from that of a personal nature, as my father lost a short battle to cancer, and died the most dignified and peaceful death, at a wonderful hospice in Lincoln. The compassionate end of life care that he was offered, and the psychological support that myself and my family were offered, prompted me to pursue a career where I could give back what was offered to my family. I love that nursing has not only given me the chance to care for patients and their relatives, but has provided me with the opportunity to be a listener, an advocate, an educator, and a mentor. Nursing has enabled me to develop my academic skills by undertaking a Master of Science

degree, which has subsequently led to a successful appointment of Peer Reviewer for an international palliative care journal.

What have you learnt most about yourself as a nurse, and your profession, over the course of the pandemic? I have learnt that I am more resilient, strong, and determined than I ever believed I could be. I have witnessed more love, moral-support, and camaraderie within our department in the last year; than I have ever seen, in any department, ever before. The caring, compassionate, and empathetic nature of Nurses has become significantly more apparent during the pandemic and, I believe, I am part of a very special profession.

What is your message to people looking to start a career in nursing? In my honest opinion, nursing is not something that you can just do. The skills required to be a nurse, such as care, compassion, empathy, organisation, emotional intelligence, being adaptable to change, using initiative, and effective communication skills (oh, and a sense of humour, of course!), are things that a person may possess, but would need to develop an understanding of how to use these appropriately when caring for a patient, and their relatives, and working as part of a multidisciplinary team. Although I believe that nursing is the most rewarding and wonderful career a person could do, it can be physically and emotionally demanding. My advice would be to gain some experience in a hospital, or other healthcare setting, as a Healthcare Assistant (or similar), to understand the role, demands and challenges of a nurse.

What do you love about working at the NNUH? I completed my adult nurse training at the NNUH from 2013-2016 and during this time, and thereafter, it has provided me with great opportunities for education and career progression. I am very grateful for the endless support from the senior nursing team in the Critical Care Complex, who have supported me through personal health concerns, through a period of maternity leave, and through lots of 'I can't do this' moments since making the transition into Critical Care from oncology.

#### **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).