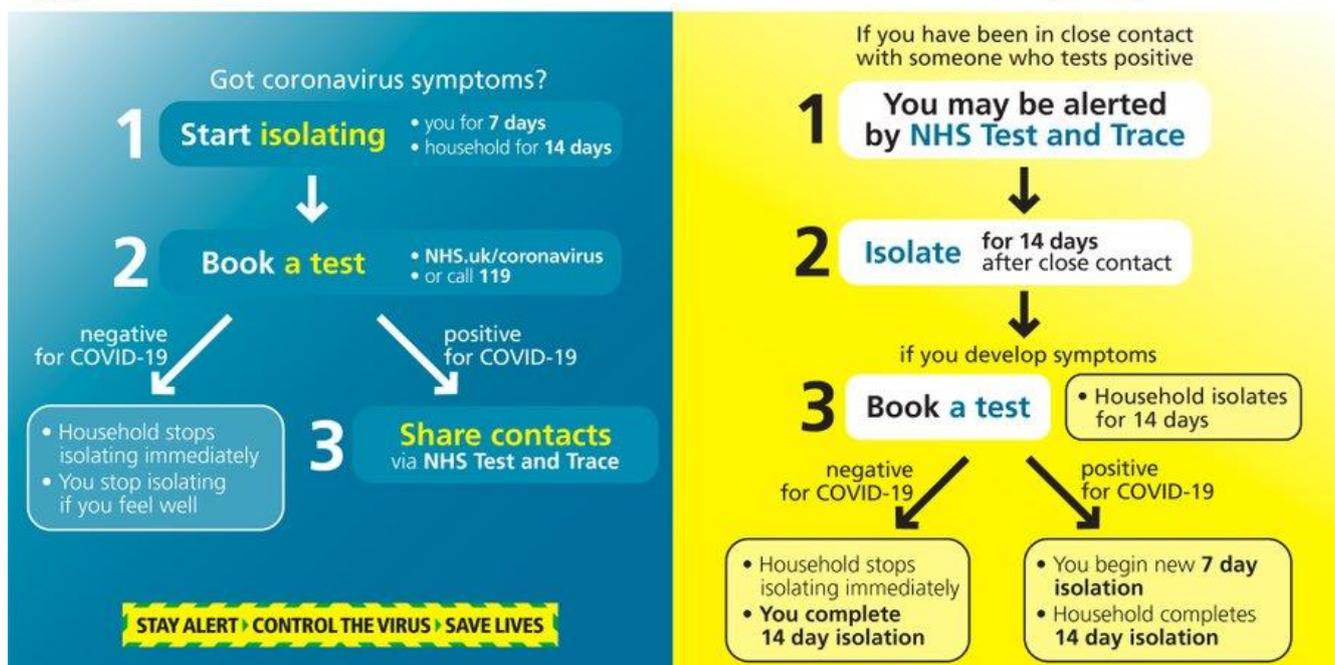


Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (8 June 2020)

Test and trace

- The national NHS Test and Trace service has been launched. 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](#).
- We are continuing to work on our local plan mentioned in the last update, which will focus on identifying and containing potential outbreaks in places such as housing complexes, workplaces, care homes and schools. This will be developed over the next few weeks and we'll include more detail in future updates.

HM Government



Local testing available for key workers, including care home staff

- A new coronavirus testing site is now open at the Postwick Park and Ride site on the eastern edge of Norwich.
- It is part of a network of “regional” testing sites across East Anglia, which complements local testing sites across Norfolk and Waveney.
- Key workers and their household members with coronavirus symptoms can ask for a test to see if they have the virus by choosing any of the options now available:

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.
 - **All other essential workers, including care home staff:** Ask your employer/line manager to email 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.

Local antibody testing

- On 29 May we started local antibody testing (using Abbott testing kits). The blood test is used to find out if someone has had COVID-19.
- We're at the beginning of our antibody testing programme and started by testing hospital staff and inpatients, and we're now offering staff from GP practices tests too.
- The test will progressively be offered to more NHS and care staff, including those in primary, community, and mental health care (this includes community pharmacists). Clinicians will also be able to request the tests for patients in social care settings if they think it's appropriate. We're communicating with local organisations and staff as we rollout the test to more people.
- Antibody tests differ to virus swab (PCR) tests, which test to see if you currently have the virus. A positive antibody test will tell you whether you've previously had the virus that causes COVID-19 and that your body has produced an immune response.
- If you receive a positive antibody result it does not mean that you're immune, or that you cannot pass on the virus to others. It also does not mean that you can ignore social distancing measures.
- Our understanding of the virus will grow as new scientific evidence and studies emerge. COVID-19 is a new disease, and our understanding of the body's immune response to it is limited. We do not know, for example, how long an antibody response lasts, whether the antibodies produced are effective in neutralising the virus, or whether having antibodies means a person cannot transmit the virus to others.
- While the results of an antibody test will not allow people to make any changes to their behaviour, such as easing social distancing measures, the testing programme will provide information on the prevalence of COVID-19 in different regions of the country and help us better understand how the disease spreads.

New online support for families of children with additional needs

- A new online course has been developed to support families of children with additional needs in Norfolk and Waveney.
- The Positive Behaviour Support (PBS) online course helps families to understand the messages their child is trying to communicate and offers some practical skills and strategies that can be used to help manage behaviours that challenge.
- The PBS video sessions, normally available through face to face workshops for families of children awaiting assessments by specialist teams, have been produced during the Covid-19 outbreak to offer support to all families.
- The videos have been produced by Family Action, Norfolk Community Health and Care Trust (NCH&C), Norfolk SEND Partnership and Norfolk Children and Young People's Services (CYP).
- Parents can find out more and access any or all six video sessions at times convenient to them at www.justonenorfolk.nhs.uk/pbs.

Support for children and adults with autism during the pandemic

- The Norfolk All-age Autism Partnership Board has formally launched '[My Autism, Our Lives, Our Norfolk](#)', a five-year strategy that sets out the county's ambition to transform the support autistic people, their families and carers can access.
- The Norfolk Autism Partnership Board, known as the NAPB, is a collaboration between autistic people, their parents/carers, voluntary and statutory organisations, working together to co-produce and implement a local autism strategy.
- The NAPB would like to find out more about how children and adults with autism have coped with the coronavirus lockdown and what support and advice they need as the lockdown is eased. Most importantly, the Board are keen to hear about the impact on mental health, anxiety and behaviour, and what services have been helpful over this period. They are also keen to find out what might help support people over the coming months.
- The information from this survey will help to make sure that autistic adults, children and their families in Norfolk get the help and support they need.
- Visit www.smartsurvey.co.uk/s/NAPBcovid19survey by 29 June to take part in the survey.

New helpline for people with diabetes

- It's Diabetes Week and we want you to know that if you are concerned about your diabetes this week or any week, the NHS is here to help — contact your GP practice or diabetes team.
- A dedicated helpline has been introduced to advise people living with diabetes who need help with insulin throughout the coronavirus pandemic — the NHS is here to help.



NHS

If you have insulin-treated diabetes, need immediate clinical advice and can't access your usual care team, the NHS Diabetes Advice helpline is here to help.

0345 123 2399

The helpline is open Monday to Friday from 9am to 6pm.

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

The advertisement features a woman in a blue NHS uniform talking on a mobile phone. The text is overlaid on a semi-transparent white box.

QEH worker reunited with daughters after nine weeks apart

NHS, social care and other key workers have done so much to care for their patients, service users and community in the pandemic – here's just one example the lengths they've gone to:

- A frontline worker, redeployed to support The Queen Elizabeth Hospital in King's Lynn's response to COVID-19 has been reunited with her family after nine weeks apart.
- The emotional reunion between Suzie Vaughan, 43 and her two daughters, Bella, 9 and Hettie, 7 was captured on video and has now gone viral on social media.
- The girls, who had been staying at their auntie's since the beginning of the outbreak, cried happy tears and hugged their mum when they were reunited with her after nine weeks apart.
- Suzie, an Operating Department Practitioner (ODP), has been relocated to work on COVID ITU and COVID A&E. She said: "It was a difficult decision to make, but I wanted to keep the girls safe. I was able to put more hours in at work and help the patients who needed it most. It's been a tough time being away from them, but seeing the girls again was the best feeling ever!"
- Suzie has worked at the Trust for over three years and as an ODP for 22 years and is usually based on the Arthur Levin Day Surgery Unit.
- Caroline Shaw, Chief Executive at the Queen Elizabeth Hospital King's Lynn said: "Like many of our staff, Suzie has put the needs of our own family aside to help support our patients and our Trust.
- "Without the dedication of people like Suzie and the support of our local community we would not have got through the last few weeks so I want to say once again, thank you to our staff for everything, thank you to our local community for all the support and in particular thank you to Bella and Hettie for letting us borrow their mum – she has done an amazing job and we are so proud of her."
- The video has been watched over 2.6 million times. [Watch the viral video here.](#)

Mental health support available

- It's important that 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.



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.

kooth
Lost your routine? We'll be here when you need us

- Discussion Boards
- Kooth Magazine & Help Articles
- Free Counselling
- Journal & Self-Help Tools

Sign up for free at Kooth.com

People's experience of care

- Healthwatch in Norfolk and in Suffolk are asking for people to share their experience of accessing information, care and support during the coronavirus outbreak. People are being asked to complete a survey which can be found at www.healthwatchnorfolk.co.uk/hwn-covid-19-survey, or <https://healthwatchesuffolk.co.uk/news/covidsurvey>.