

## Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (5 August 2020)

### Chair of NSFT appointed to lead NHS drive to reduce health inequalities

- Marie Gabriel, Chair of Norfolk and Suffolk NHS Foundation Trust (NSFT), has been appointed as the Chair of the newly created NHS Race and Health Observatory (RHO).
- The Observatory has been set up by NHS England and the NHS Confederation in response to the COVID-19 pandemic to investigate the impact of race and ethnicity on people's health. Hosted by the NHS Confederation, it will identify and tackle the specific health challenges facing people from black, Asian and ethnic minority (BME) backgrounds with the aim of reducing health inequalities and improving outcomes and access to care.
- Marie will fulfil the role on a part-time basis alongside her existing position at NSFT. She has stood down from two of her other roles to enable her to take on the new role.
- "I am absolutely delighted to have been appointed as Chair of the NHS Race and Health Observatory and am really looking forward to playing a key role in helping to develop the organisation," said Marie.
- "Ensuring that everyone – regardless of their race, ethnicity, background or any other factor – can receive fair and equitable access to high quality health services has long been a passion of mine. I hope that I can play my part in achieving this by working with colleagues at the Observatory to provide guidance and develop practical recommendations which will help the NHS address the health inequalities experienced by BME communities, and ultimately improve their access, outcomes and experience when receiving care.
- "I remain committed to NSFT and look forward to continuing to work closely with staff, service users, carers and Governors in Norfolk and Suffolk as we further improve access to care and the quality of services we provide."
- Jonathan Warren, Chief Executive of NSFT, said: "On behalf of the Board, I would like to congratulate Marie on her appointment to this fantastic national post. Her role at the Observatory will give her a genuine opportunity to make positive changes which will improve care and outcomes for members of the BME community.
- "It will also bring additional benefits for our Trust by placing us at the forefront of the equality and diversity agenda while strengthening our relationship with the NHS Confederation, which is a key influencer of health and care policy."
- The Observatory will bring together experts from this country and internationally and will offer analysis and policy recommendations to improve health outcomes for NHS patients, communities and staff.
- It is increasingly clear that COVID-19 is having a disproportionate impact on black, Asian and minority ethnic people and communities. The Governing Body of NHS Norfolk and Waveney CCG examined this and how our NHS services are meeting their equality and diversity requirements at their most recent meeting. You can listen to the discussion on the [CCG's YouTube channel](#) (this item starts at 12 minutes and 30 seconds).

## Don't forget your face covering when visiting your local hospital or GP practice

- Face coverings must now be worn in all NHS healthcare settings in line with Government advice, including GP practices.
- Under [new rules announced by the Government](#) face coverings must be worn in shops, supermarkets, shopping centres, train stations and other indoor locations. They should also be worn in NHS settings, including hospitals and GP surgeries.
- This could be a disposable or reusable mask-type covering, or a scarf or other suitable fabric that fits securely around the side of the face.
- Exemptions for face coverings apply to very young children, disabled patients and those with breathing difficulties. Exemption cards are available to download [here](#).
- GP practices have already changed the way they are doing things to make it safer for patients to come into the surgery. Staff wear appropriate personal protective equipment (PPE) including face masks and wherever possible social distancing guidelines are maintained.
- Most appointments are still happening over the phone or using video consultation, but patients are being seen face to face for urgent appointments, and routine screenings for things like childhood vaccinations or cervical smear tests.
- People are still asked to call ahead and not go to their GP practice unless advised.
- Our three hospitals have also all updated their visiting arrangements – find out more here about what you need to do if you want to visit someone and the arrangements they have in place to keep patients, visitors and staff safe:
  - [Norfolk and Norwich University Hospital](#)
  - [James Paget University Hospital](#)
  - [Queen Elizabeth Hospital King's Lynn](#)

## Social distancing and self-isolating – two things you can do to keep people safe



HM Government

NHS

**Keeping apart.**

**Keeps us safe.**

Social distancing is still important for all of us.

STAY ALERT  
CONTROL THE VIRUS  
SAVE LIVES

This advertisement features a woman walking on a city street, maintaining distance from others. The background shows a street scene with buildings and other pedestrians. The NHS logo is visible in the top right corner.



HM Government

NHS

Test and Trace

**Self isolate.**

**To keep me safe.**

If you're told you've been in close contact with someone who has tested positive, it is critical that you self-isolate at home for 14 days to protect others.

STAY ALERT  
CONTROL THE VIRUS  
SAVE LIVES

This advertisement features an elderly man sitting at a table, looking directly at the camera. The background is a blurred indoor setting. The NHS logo and 'Test and Trace' text are in the top right corner.

## Pioneering Covid Protect project paused

- Covid Protect is a pioneering initiative developed by the NHS in Norfolk and Waveney, set-up to support and protect people most at risk from COVID-19. The project has had a big impact, with early indications suggesting the 23,000 people who engaged in the project have had better health outcomes, such as fewer admissions to hospital.
- Over the last few months, our call handlers made over 23,000 calls to patients – the team was made-up of volunteers from the CCG, CSU, NNUH, JPUH, NSFT, West Social Prescribing team and the Red Cross.
- In total there have been around 250,000 interactions with the project – the majority of these have been patients regularly logging-on to a secure website to tell us about their health, wellbeing and if they needed any support.
- Over the course of the project 7,000 alerts were sent directly to GPs, our virtual clinical teams and meds teams, who helped patients with getting medication and addressing any health issues. The project also helped identify 5,000 people who needed help with non-medical and social needs, for example people who were at risk of running out of food soon.
- In line with the pausing of the national shielding programme, we decided to pause Covid Protect from 1 August too. We are in the process of thoroughly evaluating the project and learning from how it worked, before we set-up Norfolk and Waveney Protect, or NoW Protect. The new project will adopt a similar proactive approach to providing care for people and we'll share more details in a future update.

## Life at NNUH: inside the Critical Care Complex

- Staff working in critical care at the Norfolk and Norwich University Hospital have given an insight into what it has been like during the pandemic. Deborah Easby, Critical Care Consultant, describes the challenges of not having relatives on the unit at their loved-ones bedsides. While Toni Bladon, Physiotherapist, explains how rewarding it is to help rehabilitate someone who's been on a ventilator.
- Read more [here](#).

## People's experiences of health and care services over the past few months

- Healthwatch Norfolk and Healthwatch Suffolk have both asked local people to share their experiences of health and care services during the pandemic. Their findings will be used to help health and care services improve how they care for people in future, including if there is another wave or a local outbreak of coronavirus.
- Here are the findings for [Norfolk](#) and [Suffolk](#).

## ReSPECT: Improving your care in an emergency



- ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment. The ReSPECT process creates a personalised recommendation for your clinical care in emergency situations where you are not able to make decisions or express your wishes.
- Your ReSPECT form should be available immediately to health professionals called to help you in an emergency, whether you are at home or being cared for elsewhere. Professionals

such as ambulance crews, out-of-hours doctors, care home staff and hospital staff will be better able to make quick decisions about how best to help you if they can see your ReSPECT form in an emergency.

- We want to do more to make sure that people know about ReSPECT. You can help us by completing our survey, which will help us to understand how much people already know about it and what the most helpful messages are to spread understanding about the importance of planning for your emergency care and treatment.

### How you can get involved in developing a vaccine for COVID-19

- A new [NHS COVID-19 vaccine research registry](#) has been set up to enable people across the UK to sign up for information on the new Covid-19 vaccine studies which we are expecting in the Autumn. This will help speed up scientists' search for people willing to be involved in vaccine studies, and potentially lead to an effective vaccine against coronavirus being identified and made available to the UK public earlier. Interested individuals can sign up [here](#).

### 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.

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