

Novel Coronavirus (COVID-19): Leicester, Leicestershire and Rutland stakeholder bulletin #5

Issued on behalf of the NHS in LLR

Date of issue: 16th April 2020



This is the fifth in a series of regular bulletins to keep you updated on the NHS response to Coronavirus in Leicester, Leicestershire and Rutland.

We will try hard to ensure you have the latest information but as you are aware the situation is rapidly changing.

Through these bulletins we will keep you informed of developments and if you have any questions or would like to ask about a topic please email us at: PressOfficeLLRCCGs@leicestershire.nhs.uk

Also, please help us reach as many people as possible and share this bulletin with colleagues and your networks. At the end of the bulletin there are links to useful information.

Please continue to support the message on staying at home and in particular help us to tackle misinformation by promoting the official sources of information: <https://www.gov.uk/coronavirus>

Coronavirus cases in LLR

As at 15th April there were 992 cases in Leicester, Leicestershire and Rutland (LLR). 117 deaths at Leicester's Hospitals have sadly been confirmed.

Easter Bank Holiday – thank you

Leicestershire Police force has reported that the message to stay at home was well respected across the county and Rutland. We appreciate it was difficult not to socialise during a warm extended weekend but once again thank you for your support. As the daily Government briefings indicate, this is making a difference and ultimately saving lives and protecting the NHS.

Over the weekend, donations of food and wellbeing supplies, thousands of Easter eggs to give to Leicester Hospitals staff were received: Covid Colin, Easter eggs and food deliveries: NHS staff reveal how they are keeping up spirits up on coronavirus wards [\(Read more\)](#)

Non-coronavirus health needs: the NHS is there for you

Understandably the priority in the NHS over the last few weeks has been to respond to the Coronavirus outbreak. Part of this response has been to reorganise our services to ensure not only that we can care for people with Coronavirus but also continue to safely meet the needs of patients with non-coronavirus health care needs.

We have for example arranged services in the emergency department at Leicester Royal infirmary into red (patients with symptoms of coronavirus) and blue (patients without symptoms).

Remember you should still go in person:

- If you have a serious or life-threatening emergency, or if you feel very unwell.
- To attend appointments for ongoing treatment, unless you have been told not to

Otherwise, you should only visit your GP, hospital or other NHS care provider in person if you have been told to by a healthcare professional. This helps to keep you safe, keep others safe and protect the NHS.

Primary care is open for you

The coronavirus (COVID-19) outbreak means you should only leave your home if it's essential, but you must call your GP practice for advice and guidance if you are worried about your health.

It's also easy to get NHS help using your smartphone, tablet or computer. Please visit [Health at home](#) for information about online support including contacting your GP, ordering repeat prescriptions, managing long-term conditions and maintaining your mental and physical wellbeing

Many of you will already be aware that all LLR GP practices are moving to remote consultations wherever possible (online, phone and video) to protect patients and staff and minimise the risk of infection. The [Health at home](#) site describes how online, video and telephone consultations work for patients.

We understand that for some people this change in approach may be daunting but please do have a look at the information available on the [Health at home](#) website. We are looking at how we can capture the experience of patients using these different methods of GP consultations so look out for further information about this soon.

NHS Volunteers: referrals by health and care professionals

NHS Volunteer Responders was set up to help the NHS and the care sector during the COVID-19 outbreak to support those people most at risk from the virus to stay well.

A huge thanks to anyone from LLR who has joined the scheme. There was a fantastic response with over 750,000 people nationally signing-up to volunteer for tasks such as delivering food and medications, transporting patients to appointments, transporting NHS equipment and check-in and chats .

Under the scheme, GPs, hospital doctors, nurses, NHS 111 and community pharmacists, those working in local authorities and other professionals, will be able to refer people in to NHS Volunteer Responders and be confident that they have been matched with a reliable, named volunteer.

If you, or someone you know, needs support please do ask a health/care staff about referring you to the scheme. We are also encouraging our GPs and other health care professionals to make full use of the scheme. More details are available here: <https://www.goodsamapp.org/NHS>

Emergency dental support

People seeking help with dental problems should **not** visit a local NHS dental practice but instead phone their practice, between the hours of 9am -5pm, Monday to Friday, for information and advice on alternative arrangements in place. After 5pm weekday evenings, weekends and bank holidays people should contact NHS 111.

All dental practices are offering telephone or video-link consultations and can prescribe pain killers and antibiotics if needed. They will also be able to refer those patients in need of urgent treatment to a service where they can be seen. One hub for patients with Covid-19 symptoms (or those who are self-isolating) is open for the East Midlands and the further sites will be rolling out over the coming weeks. Initially for patients with Covid-19 symptoms requiring treatment, they must be available to travel.

People seeking help should **not** visit A&E departments or GP surgeries for dental care.

For safety some sites will be designated for patients with Covid-19 symptoms or those self-isolating and others for patients without symptoms. A small number of sites will treat only vulnerable or shielded patients. It is important for patients to be clear about whether or not they are symptomatic, self-isolating or in a vulnerable or shielded group.

We will continue to provide further updates on these services.

Medicine collections for shielded patients

Many more people than usual will be relying on others to collect their medicines due to shielding requirements. Community pharmacies are under considerable pressure and meeting the additional demand through deliveries of medicines may be difficult.

In the first instance if you have been identified as vulnerable and/or shielding we encourage you to arrange for collections from family, friends or someone else well known to you and who you can trust. If this support isn't available, we are recommending you should use the GoodSam app. Please visit <https://www.goodsamapp.org/NHS> for more details of the support available.

We would advise shielded patients to try the above approach first, before contacting the pharmacy for help.

Further information

You should have received a general information leaflet on what everyone must do to help stop the spread of coronavirus. There is also information on spotting the symptoms, advice for vulnerable groups, and information about government support for businesses and workers. This information is available in different languages and alternative formats. The information leaflet is also available by visiting [general information](#).

Mental wellbeing support and resources

Leicestershire Partnership's NHS Trust's website has details of [mental wellbeing support](#) during the pandemic. This includes local and national sources of support both online and offline including apps and SMS services.

We have also worked with CCGs to provide a short [downloadable guide](#) to local and national websites, helplines and apps and encourage you to print off copies that can be shared with service users who continue to have

Information for unpaid carers

Information for people who are caring, unpaid, for friends or family during the coronavirus outbreak can be found by going to: [Information for unpaid carers](#)

One Prepared

A reminder that the NHS, local councils, police and other bodies have jointly worked on a new local information hub for Covid-19. The website guides the public to the official sources of information, help and advice. To visit the site go to: <https://www.llrprepared.org.uk/one-prepared/>

#TenSecondTips for young people

Leicestershire Partnership NHS Trust (LPT)'s Youth Advisory Board (YAB) has launched a social media campaign to support the mental wellbeing of young people during the COVID-19 lockdown. #TenSecondTips videos highlight simple actions to promote positive mental wellbeing and have had close to 5,000 views so far. The tips, are provided by young people themselves, and by mental health clinicians and youth workers. Visit www.healthforteens.co.uk for more about Coronavirus and young people.