



## COVID-19 briefing 7 May 2020

The Frimley Health and Care briefing aims to provide you with the latest information on the measures we are putting into place across Frimley Health and Care to respond to the impact of Covid-19 on our local health and care services and provide you with a key issues update of what is happening across the system.

We are working together across our organisations and with the NHS England team to ensure our communications are consistent and timely. For the latest local position on Covid-19 please visit this link <https://www.gov.uk/coronavirus>

### Today's update covers:

1. **Bank Holiday services**
2. **Help us help you get the treatment you need**
3. **Second Phase of NHS Response to Covid-19**
4. **Midwifery services praised and maternity support**
5. **Stop Look Care**
6. **Domestic Abuse support**
7. **Communications**

### 1/ **Bank Holiday services**

This early May bank holiday (Friday, May 8th) many of your local health services will be available in a way that they might not have been in previous years.

GP services will be available, although they may be provided by a service other than your normal surgery. Contact your surgery online or by phone to be assessed and you will either be directed to another nearby service or you will receive an assessment. If you need a face-to-face appointment you will be advised on this.

Many local pharmacies will be open for at least three hours - with some being open longer. Please check the [NHS website](#) or the pharmacy's own website for details. For more information relating to pharmacies, [click here](#).

## Bank Holiday opening hours...



OPEN



NHS

- NHS dental practices are providing urgent telephone advice and triage. If you have a regular dentist you should call them as a first step. Please do not visit the practice. The dentist will assess your situation over the phone, including giving advice and, if needed, prescriptions for painkillers or antibiotics which can then be collected from or delivered by a local pharmacy.
- If you don't have a regular dentist and need urgent dental advice, go online [111.nhs.uk](https://www.nhs.uk) or call NHS 111.
- Please do not visit A&E departments with dental problems.
- This advice is the same for any day of the week.





NHS dental practices are providing urgent telephone advice for people. If you have a regular dentist, contact them first by phone - DO NOT visit the practice. You will be assessed and advised how to proceed. If you don't have a regular dentist, go online to [111.nhs.uk](https://111.nhs.uk) or call NHS 111.

## 2/ 'Help us to help you' campaign

The public information campaign 'help us to help you' has been rolled out to persuade people to contact their GP or the 111 service if they have urgent care needs, 999 in emergencies, and to attend hospital if they are told they should.

Clinical Chief Officer for the **Frimley Collaborative Dr Andy Brooks**, talks about the importance of people not delaying getting urgent treatment if needed. Click [here](#) to watch.

For further information and to find further information on this campaign as it rolls out please do to our Frimley Health and Care website:

<https://www.frimleyhealthandcare.org.uk/news/posts/2020/april/the-nhs-is-here-for-you/>



Dr Anant Sachdev is a GP and Clinical Lead in East Berkshire who plays a leading role in regional **cancer care**. He is advising people not to hesitate to get checked, as new research has revealed that nearly half of the public who responded to a national survey said they were concerned about seeking help during the coronavirus pandemic. Click the [link](#) to watch Dr Sachdev tell us more.

Dr Sachdev said: "It is totally understandable that people may fear entering a GP or hospital setting due to the current pandemic.

"However, it is really important that if anyone has a symptom that they are worried about, such as changes in bowel or bladder habits or weight and appetite, indigestion or difficulty in swallowing, nagging cough, breathlessness or hoarseness, or a lump, they must contact their GP practice as soon as possible.

"If cancers are detected earlier then lives can be saved. Waiting to get help could have serious consequences. I'd like to reassure people that NHS staff are working hard to make sure people can get cancer checks and treatment safely so there is no need to delay."

Online consultations mean people do not necessarily need to go to GP surgeries for



check-ups, while COVID-free cancer hubs have been set up to provide surgery along with independent sector hospitals who have signed an unprecedented deal with the NHS.

### 3/ **Second Phase of NHS Response to Covid-19**

This week the NHS received a letter from Simon Stevens, Chief Executive of NHS England, setting out the response for the next phase of Covid-19 in the NHS and with our system partners.

The letter acknowledges how the response to Covid-19 has enabled us in the past six weeks to go from looking after zero such patients to caring for 19,000 confirmed Covid19-positive inpatients per day. Alongside this, the majority of patients the Health Service has continued to look after have been receiving care for other important health conditions, whilst every coronavirus patient needing hospital care, including ventilation, has been able to receive it.

Sadly, we know that coronavirus looks set to be with us for some time to come, and are therefore now entering the second phase in the NHS's response. We continue to be in a Level 4 National Incident and the pressure on many of our staff will remain unprecedented.

We are going to see increased demand for Covid19 aftercare and support in community health services, primary care, and mental health and General practice will need to continue to proactively contact their high-risk patients with ongoing care needs. This includes those in the 'shielding' cohort to ensure they are accessing needed care and are receiving their medications.

NHS England is now asking all NHS local systems and organisations working with regional colleagues to step up non-Covid19 urgent services as soon as possible over the next six weeks.

Given the scale of the challenges we face, there remains considerable uncertainty as to the timing and extent of rebound in emergency demand. This means we need to retain our demonstrated ability to quickly repurpose and 'surge' capacity locally and regionally, should it be needed again.

We are also talking this opportunity to reflect on how we can 'lock in' beneficial changes that we've collectively brought about in recent weeks. This includes further rapid scaling of new technology-enabled service delivery options such as digital consultations.

### 4/ **Midwifery services praised and maternity support**

England's top midwife has praised NHS maternity teams for providing high quality care in the face of the most significant challenge to ever face the health services, and urged new and expectant families to continue to come forward for routine checks and urgent advice.



# Frimley Health and Care



Frimley Health and Care's Medical Director and Director of Midwifery also urged new and expectant families to continue coming forward for routine checks and urgent advice.

Speaking of the maternity teams at Wexham Park and Frimley Park hospitals, Medical Director, Lalitha Iyer, and Director of Midwifery, Emma Luhr, said: "Since the NHS put itself on the highest level of alert over coronavirus on 30 January, Frimley midwives and maternity services have helped to bring an estimated 2,307 babies into the world, including twins.

"Midwives have adapted their services, including using technology like telephone and video appointments and home blood pressure monitoring. They have set up brand new community hubs in Bracknell, Aldershot and Slough in addition to the existing hubs in Fleet and Maidenhead and are continuing to provide women with all of the care that they need.

"We are really pleased and impressed that women and families continue to have positive experiences with a range of great resources available to support them. It is essential that women continue to access routine and urgent care as needed and not hesitate to contact their midwives for any queries they may have."

Emma added: "I recently took part in a live Facebook question and answer session which was supported by our **Maternity Voices Partnership (MVP)**. This was such a success that there will be more similar sessions planned. The MVP has also co-produced messages that are on our website page making sure everyone has the most up to date information during these challenging times."

While some mothers-to-be continue to receive support and attend appointments, health leaders are concerned that fear of contracting coronavirus is leading to many women not attending routine appointments, or not getting in touch with their midwife or maternity team as quickly as they usually would with any concerns.

If you are expecting a child and live in East Berkshire, Surrey Heath or North East Hampshire and Farnham, then there are many useful links at your fingertips which contain a wealth of **useful maternity information**, support and advice:

Visit <https://www.frimleyhealthandcare.org.uk/maternity/>

Why not download the new Frimley app library which contains apps such as Baby Buddy! <https://www.frimleyhealthandcare.org.uk/our-work/helping-you-to-stay-well/wellbeing-apps-and-digital-tools/>





Please find links to the following leaflets from Frimley Health and Care:

- [Coronavirus: Planning your birth](#)
- [Coronavirus: Parent information for newborn babies](#)

[Click here](#) to see how we are celebrating our local maternity teams.

## 5/ **Stop Look Care**

Care Workers across East Berkshire, North East Hampshire and Farnham and Surrey Heath are better-equipped to keep the people they care for healthier for longer, thanks to a range of new material now available online.

STOP LOOK CARE is a framework designed to support health and care workers across Frimley Health and Care Integrated System. It enables them to feel confident in the care that they are delivering, supporting care plans, monitoring them and/or recognising signs of deterioration in a person's wellbeing.

The traffic light-themed materials provide an action route as well as useful information on some of the key conditions to watch out for, from severe infection (sepsis) to dehydration and urinary tract infections. They advise on the steps that can be taken to keep people in good health and to prevent them from developing more serious illnesses.

If a person being cared for at home becomes unwell the STOP LOOK CARE framework can help carers to identify deterioration sooner and advises on which service to refer to or contact, depending on the circumstances. As well as guides for individuals to use, there is also a presentation pack that care home or domiciliary care organisations can use for training sessions.

STOP LOOK CARE aims to reduce unnecessary hospital admissions for avoidable health conditions or injuries, to reduce ambulance call outs and hospital attendances and to prevent readmission to hospital. It is also intended to make care more personal to each resident and prolong their independence.

[The materials and more information on STOP LOOK CARE can be found here.](#)





## 6/ Domestic Abuse support

We know that this is a difficult and worrying time for everyone – but particularly so for adults and children living with abuse, and the professionals working hard to support them. Measures to tackle COVID-19, including self-isolation and homeworking can be particularly difficult for those experiencing or feeling at risk of domestic abuse. Since the start of the pandemic we have seen the reported number of cases rise between 3-5% in our communities.

Anyone can experience domestic abuse. [The UK government's definition of domestic abuse](#) is “any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.”

Domestic abuse is unacceptable in any situation, no matter what stresses a person is under. Please take action if you or anyone you know of is at risk of, or experiencing domestic abuse.

**If you or someone else is in immediate danger please call 999 and ask for the police. Silent calls will work if you are not safe to speak – use the [Silent Solution](#) system and call 999 and then press 55 when prompted.** If you can't use a voice phone, you can register with the **police text service** - text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger. [Find out more.](#)

**For people experiencing domestic abuse (taken from Safe Lives a charity dedicated to ending domestic abuse)**

It's important to know that you are not alone. Even if you are unable to leave your home at the moment, you can still access support through one of the [helplines](#).

Read [the Save Lives guide for staying safe during COVID-19](#) for victims and survivors or [download the PDF](#).

Support is available from [Women's Aid's online chat service](#), open from 10am-12pm Monday-Friday.

Children and young people can also access support through [The Hide Out](#), [Young Minds](#) and [Child Line](#).

## 7/ Communications - Are you following Frimley Health and Care social media accounts?

Can't wait for our briefings to hit your inbox? Stay up to date with our latest information by following us on social media...



# Frimley Health and Care



Frimley Health and Care website: [www.frimleyhealthandcare.org.uk/](http://www.frimleyhealthandcare.org.uk/)

Twitter - @FrimleyHC [twitter.com/FrimleyHC](https://twitter.com/FrimleyHC)

Facebook – Frimley Health and Care Integrated Care System

<https://www.facebook.com/FrimleyHealthandCare>

HM Government

**CORONAVIRUS**

**STAY HOME TO HELP US SAVE LIVES**

**ACT LIKE YOU'VE GOT IT,  
ANYONE CAN SPREAD IT.**

**STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES**

**NHS**

