

# Healthwatch Norfolk COVID-19 resource pack

The latest information and advice  
about the coronavirus

Version two







# Introduction

During challenging times for individuals, families and health and social care professionals, it is important that the correct guidance is followed to keep the most vulnerable as safe as possible.

We published our first resource pack on 08/05/20, with the intention of signposting people in Norfolk to timely, accurate information about COVID-19. However, with guidance changing and new information coming to light every day, we want to make sure that readers are kept up to date with all the latest advice.

In version two of our COVID-19 resource pack, all the information that we have compiled is from the NHS, WHO (World Health Organisation), the Centre for Disease Control and Prevention (CDC), Public Health, UK Government sources, local authorities, NHS Trusts and other genuine sources.

**Please note: this information is correct as of 14/05/20.**

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## “Shielded” and high-risk groups

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and that they will recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease and specific cancers are more likely to develop serious illness. These people are most clinically vulnerable and still require ‘shielding’ to be protected from the virus.

Based upon information available to date, the UK Government has provided a list of those who are at higher risk of severe illness from COVID-19, these include:

- + People aged 65 years and older
  - + People who live in a nursing home or long-term care facility
- People of all ages with medical conditions, particularly if not well controlled, including:
- + People with chronic lung disease or moderate to severe asthma
  - + People with serious heart conditions
  - + People who are immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
  - + People with severe obesity (body mass index [BMI] of 40 or higher)
  - + People with diabetes
  - + People with chronic kidney disease undergoing dialysis
  - + People with liver disease

The Centre for Disease Control and Prevention (CDC) are also advising that other groups who are not ‘clinically vulnerable’ should take extra precautions. These include people with disabilities, women who are pregnant or breastfeeding, people experiencing homelessness, and certain racial or ethnic minority groups. [Full guidance can be viewed via the CDC website.](#)

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Therefore it is important that you practice good respiratory etiquette. For example; by coughing into a bent elbow, catching a cough or sneezing into a tissue and then disposing of the tissue immediately.

## **NHS Advice for people at high risk**

If you're at high risk of getting seriously ill from coronavirus, there are extra things you should do to avoid catching it. These include:

- + Not leaving your home. You should not go out to do shopping, visit friends or family, or attend any gatherings
- + Avoid close contact with other people in your home as much as possible

There are currently no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.

## **Advice for others on protecting the clinically vulnerable**

- + Wash your hands with soap and water often - do this for at least 20 seconds
- + Always wash your hands when you get home or into work
- + Use hand sanitiser gel if soap and water are not available
- + Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- + Put used tissues in the bin immediately and wash your hands afterwards
- + Avoid close contact with people who have symptoms of coronavirus
- + Only travel on public transport if you need to
- + Work from home, if you can
- + Avoid social activities such as going to pubs, restaurants, theatres and cinemas
- + Use phone, online services or apps to contact your GP surgery or other NHS services

# Symptoms of coronavirus and what to do if you have them

Symptoms can take between 2 and 14 days to appear, reported symptoms have ranged from mild to severe illness and in some cases death. The adults report having at least one of these symptoms:

- + High temperature - you feel hot to touch on your chest or back
- + New, continuous cough - coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough it may be worse than usual)
- + Loss or change to sense of smell or taste - this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

## Latest guidance says to call NHS 111 if:

- + You feel you cannot cope with your symptoms at home
- + Your condition gets worse
- + Your symptoms do not get better after 7 days

Children can be infected by the coronavirus, but they seem to get it less often than adults and it's usually less serious. Use the [111 online coronavirus service](#) if your child is 5 or over. Call 111 if they're under 5.

While the symptoms are similar, the NHS website advises to follow this guidance should you notice any of the following:

## Call 111 or your GP surgery if your child:

- + is under 3 months old and has a temperature of 38C or higher, or you think they have a fever
- + is 3 to 6 months old and has a temperature of 39C or higher, or you think they have a fever
- + has other signs of illness, such as a rash, as well as a high temperature (fever)



- + has a high temperature that's lasted for 5 days or more
- + does not want to eat, or is not their usual self and you're worried
- + has a high temperature that does not come down with paracetamol
- + is dehydrated - for example, nappies are not very wet, sunken eyes, and no tears when they're crying

### **Call 999 immediately if your child:**

- + has a stiff neck
- + has a rash that does not fade when you press a glass against it ([use the "glass test" from Meningitis Now](#))
- + is bothered by light
- + has a seizure or fit for the first time (they cannot stop shaking)
- + has unusually cold hands and feet
- + has pale, blotchy, blue or grey skin
- + has a weak, high-pitched cry that's not like their usual cry
- + is drowsy and hard to wake
- + is extremely agitated (does not stop crying) or is confused
- + finds it hard to breathe and sucks their stomach in under their ribs
- + has a soft spot on their head that curves outwards
- + is not responding like they usually do, or not interested in feeding or usual activities

If you have symptoms of coronavirus, you are required to stay at home for 7 days. If you live with someone who has symptoms, you'll need to stay at home for 14 days from the first day the person started showing symptoms.

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible and use different bathrooms if possible. If this is not possible, the ill person should use the bathroom last after others have done so. Wash all surfaces down and maintain regular handwashing.



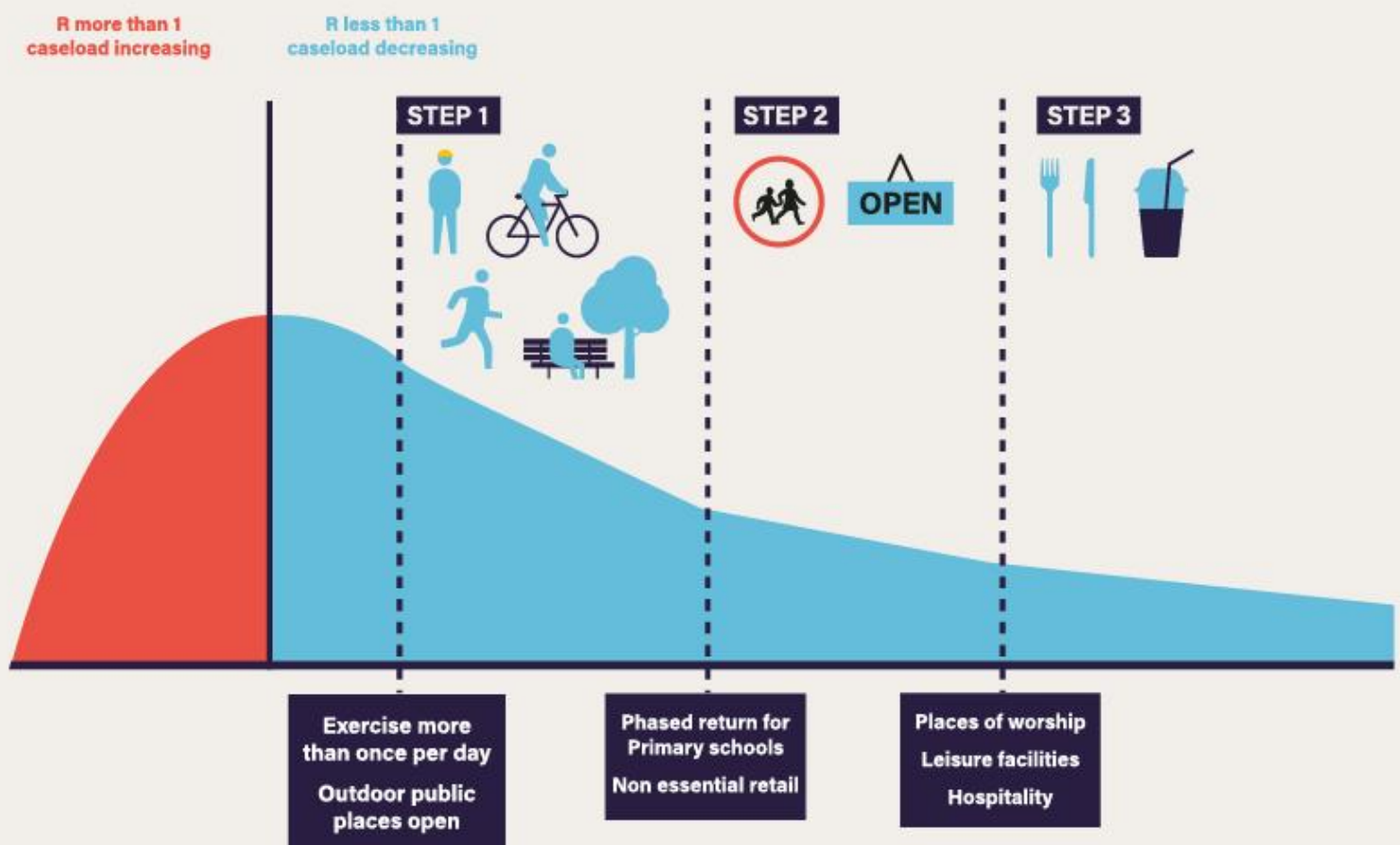
# Advice and Government recommendations

Information correct as of 13/05/20

Staying in lockdown and avoiding contact with other people has helped to reduce the transmission of coronavirus in our communities.

As the UK moves to the next phase in our fight against coronavirus, the government has set out steps to adjust the current social distancing measures and start planning to return life to as near normal as possible in a safe way. (Please see image at the bottom of the page showing the steps the government are proposing to help us return to normal life). You can [see the full COVID-19 recovery plan here](#).

This guidance applies to England only - people in Scotland, Wales and Northern Ireland should follow the specific rules in those parts of the UK.



## Staying at home

It is still very important that people stay home unless it is necessary to go out for specific reasons. These include:

- + Going to work, where you cannot work from home
- + Going to shops that are permitted to be open - for food and medicine, and to collect goods ordered online or on the phone
- + Exercising or spending time outdoors for recreation while still practicing social distancing
- + Leaving home for any medical need such as: donating blood, avoiding injury or illness, escaping risk of harm, or providing care or helping a vulnerable person

You can also leave home to:

- + Attend the funeral of a close family member or member of your household (or, of a friend, if no one from their close family or household is attending). Religious ministers or leaders can leave their homes to go to their place of worship, but these should remain closed to the public.
- + Take children to and from school or their childcare provider if you are a critical worker, parent or guardian of a vulnerable child

A [full list of the reasons you can leave home can be found here](#).

When you need to go out, you should follow the guidelines on [how to stay safe outside your home](#). This includes the advice that you should stay two metres apart from anyone outside of your household. [Face coverings](#) can help us protect each other and reduce the spread of the disease if you are in an enclosed space where social distancing isn't possible. This is most relevant for short periods indoors in crowded areas, for example on public transport or in some shops.

It is still not permitted to leave your house to visit friends and family in their home. The government is currently looking at how they can help make it possible for people to have greater contact with close family or friends.

## Businesses and venues

For the time being, certain businesses and venues are required by law to stay closed to the public. This includes:

- + restaurants and cafes, other than for takeaway
- + pubs, cinemas, theatres and nightclubs
- + clothing and electronics stores; hair, beauty and nail salons; and outdoor and indoor markets (not selling food)
- + libraries, community centres and youth centres
- + indoor and outdoor leisure facilities such as bowling alleys, gyms, arcades and soft play facilities
- + some communal places in parks, such as playgrounds and outdoor gyms
- + places of worship (except for funerals)
- + hotels, hostels, bed and breakfasts, campsites, caravan parks, and boarding houses for commercial/leisure use (except those where people live in them permanently and are unable to return home)

Other businesses can remain open and their employees can travel to work, where they cannot work from home.

From Wednesday 13 May, food retailers and food markets, hardware stores, garden centres and certain other retailers can open.

From Wednesday 13 May, the government will also allow outdoor sports facilities - such as tennis and basketball courts, golf courses and bowling greens - to open, but you should only use these alone, with members of your household, or with one other person from outside your household, while keeping two metres apart at all times.

## Visiting public places

From Wednesday 13 May, you can exercise outside as often as you wish and you can also sit and rest outside. Exercise or recreation can be alone, with members of your household, or with one other person from outside your household while keeping two metres apart at all times.

From Wednesday 13 May, you may drive to outdoor open spaces that are accessible to the public irrespective of distance, but should follow social distancing guidance whilst you are there. You should plan ahead to ensure that, where you are visiting places like National Parks, you have checked that they are open and appropriately prepared for visitors. You should not go to ticketed outdoor leisure venues, where there is a higher risk of close contact and touching surfaces.

When travelling to outdoor spaces, it is important that people respect the rules in Scotland, Wales and Northern Ireland and do not travel to different parts of the UK where their intended activities would be prohibited by legislation.

## Public gatherings

To make sure people can social distance, the Government are still stopping all public gatherings of more than two people. There are only two exceptions to this rule:

- + where the gathering is of a group of people who live together in the same household. For example, this means that a parent can take their children to the shops, although you are advised to do so only if there is no option to leave them at home
- + where the gathering is essential for work purposes - but workers should try to minimise all meetings and other gatherings in the workplace

In addition, the Government is stopping social events, including weddings, baptisms and other religious ceremonies. This excludes funerals, which can be attended by immediate family.

It is important that everyone continues to act responsibly in public places, as the large majority have done to date. The infection rate will increase if people begin to break the rules.

## Self-isolation if you have symptoms

The Government is advising households to self-isolate if they have symptoms. This can seem quite daunting at first, but it is absolutely necessary for slowing the infection rate and relieving the strain on our NHS. NHS guidance states that when self-isolating with symptoms:

- + do not leave your home for any reason. If you need food or medicine, order it online or by phone, or ask someone to deliver it to your home
- + do not have visitors in your home - including friends and family
- + do any exercise at home. You can use your garden, if you have one, but do not go outside for exercise

If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, please stay at home for **7 days** from when your symptoms started.

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days. All other members of the household who remain well must stay at home and not leave the house for 14 days. The government have an [explanatory diagram](#) that may be helpful.

After 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you just have a cough after 7 days, as a cough can last for several weeks after the infection has gone. You can [find more information about self-isolation here](#).



## Going to Work

During this time of unprecedented disruption, the UK Government is not asking all businesses to shut.

You should travel to work, where you cannot work from home and your workplace is open. With the exception of the businesses the government have ordered to close, no other businesses are required to close to the public - in fact it is important for business to carry on.

The government advice for employees and businesses is as follows:

- + Businesses and workplaces should encourage their employees to work from home, wherever possible
- + Employees from defined vulnerable groups should be strongly advised and supported to stay at home and work from there if possible.
- + All workers who cannot work from home should travel to work if their workplace is open
- + Sectors of the economy that can be open should be open - such as food production, construction, manufacturing, logistics, distribution and scientific research.
- + As soon as practicable, workplaces should be set up to meet the new COVID-19 secure guidelines. These will keep you as safe as possible, whilst allowing as many people as possible to resume their livelihoods
- + Employers who have people in their offices or onsite should make sure that employees are able to follow the [guidance for employers and businesses](#) including, where possible, maintaining a two metre distance from others, and washing their hands with soap and water often for at least 20 seconds (or using hand sanitiser gel if soap and water is not available)
- + At all times, workers should follow [the guidance on self-isolation](#) if they or anyone in their household shows coronavirus symptoms. This means you should not go into work if you are showing symptoms, or if you or any of your household are self-isolating.



- + Work carried out in people's homes can continue. However, no work should be carried out in people's who if they are self-isolating.
- + No work should be carried out by a tradesperson, cleaner or nanny who has coronavirus symptoms, however mild, or where someone in their household has symptoms. [Further sector specific guidance available here](#) which sets out different scenarios as examples, including tradespeople working in people's homes, construction, outdoor businesses etc.
- + Those who follow advice to stay at home will be eligible for statutory sick pay (SSP) from the first day of their absence from work.
- + If evidence is required by an employer, those with symptoms of coronavirus can get an isolation note from NHS 111 online, and those who live with someone that has symptoms can get a note from the NHS website.

## Sick pay

You can get £94.25 per week Statutory Sick Pay (SSP) if you're too ill to work. It's paid by your employer for up to 28 weeks.

If you are self-isolating because of COVID-19, you can claim Statutory Sick Pay from the 13 March. This includes individuals who are caring for people self-isolating in the same household and therefore been advised to do a household quarantine. To check your sick pay entitlement, you should talk to your employer, and [read the government advice on sick pay](#) for more information.

If you are unsure of what you are entitled to, read the government guidance on [support for people effected by coronavirus](#).

**STAY ALERT ► CONTROL THE VIRUS ► SAVE LIVES**



# Guidance on shielding

Information correct as of 13/05/20

If you (or someone in your household) has received a letter stating that they are 'clinically extremely vulnerable' and that it's essential they should stay at home at all times and avoid any face to face contact, then they are "shielding".

Shielding is the term used to describe staying at home to protect either yourself or a household member from the infection.

Shielding guidance states that you must:

- + Not leave your house.
- + Not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
- + Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature, new/continuous cough or loss/change to sense of smell or taste.

For now the government is strongly advising people to shield until the end of June and is regularly monitoring this decision.

Recipients of the letter are advised to register themselves online. That way you can log your daily wellness and notify your local council if you do need any extra support, e.g. essential groceries delivered to your home.

It is important that you register, even if you do not currently need support or are currently well, to ensure that you are able to receive timely support should you need it.

If you are experiencing any issues with registering online, please contact us - we are happy to help!

# Testing for COVID-19

Information correct as of 19/05/20

There are currently two tests available for COVID-19:

- + Viral tests - these tests tell you if you have a current infection
- + Antibody tests - these tests tell you if you had a previous infection. It isn't known yet if having antibodies to coronavirus can protect you from getting infected with the virus again, or how long that protection might last.

## Who is eligible for a coronavirus test in England

Everyone in the UK (over the age of five) with any of the symptoms of coronavirus, can [book a test through the NHS website](#).

If you're an essential worker, you can apply for priority testing through GOV.UK by following the [guidance on testing for essential workers here](#). You can also get tested through GOV.UK if you have symptoms of coronavirus and live with an essential worker. [See the full list of essential workers here](#).

These tests for essential workers are prioritised over the tests available for the wider public through the NHS.

In England, you can get tested if you're a social care worker or resident in a care home whether you have symptoms or not. See the [guidance on testing for care home residents and workers here](#).

Find out more about [getting tested through GOV.UK](#).

## Arranging a test yourself (Norfolk & Waveney)

Coronavirus tests are now available for key workers in Norfolk and Waveney, to help them remain at work and continue to support the community. Members of their household who may have coronavirus symptoms can also apply for a test.

Testing will take place at three locations in Norfolk and Waveney:

- + The Centrum Centre, Norwich Research Park (entry via Hethersett Lane only)
- + The Queen Elizabeth Hospital, King's Lynn (QEHKL)
- + The James Paget University Hospital (JPUH), Gorleston.

## To book using the Norfolk and Waveney service

Employers of keyworkers need to register their organisation by emailing [NorfolkRegistercovidtesting@nnuh.nhs.uk](mailto:NorfolkRegistercovidtesting@nnuh.nhs.uk) with the name of their organisation, their job title and their contact number. The registration team at the Norfolk and Norwich University Hospital will then register the organisation so their key workers can then book an appointment. You will then be given a unique reference number and further instructions when you use the service.

People will receive their test results within 48 hours, either directly or through their employer's occupational health service, alongside some advice on what to do next.

**There are different arrangements for health and care workers.** Health and care workers employed by NNUH, JPUH, QEHKL, should use their organisation's own arrangements.

All other health and care workers such as care home staff, GPs, pharmacists, ambulance staff etc. should email [NHScovidtesting@nnuh.nhs.uk](mailto:NHScovidtesting@nnuh.nhs.uk) with their name, job title and contact number - the triage team will contact you to arrange next steps.

## Arranging a test yourself (gov.uk)

You can also [apply for a coronavirus test on the government website](#). You will then be able to select a regional test site drive-through appointment or home test kit. Home test kit availability will initially be limited but more will become available.

This [online self-referral user guide](#) explains how to use the online referral service.

## Arranging a test through your employer (gov.uk)

For most employees, only symptomatic people in the household can be tested. If the employee works in social care, however, the employee can be tested whether symptomatic or asymptomatic.

Employers can refer essential workers who are self-isolating, either because they have coronavirus symptoms or member(s) of their household have symptoms.

When using the portal, essential workers will receive a text message with a unique invitation code to book a test at a regional testing site for themselves (if symptomatic) or their symptomatic household member(s).

In order to login, employers of essential workers should email [portalservicedesk@dhsc.gov.uk](mailto:portalservicedesk@dhsc.gov.uk) with these details:

- + organisation name
- + nature of the organisation's business
- + region
- + names (where possible) and email addresses of the 2 users who will load essential worker contact details

Once your employer details have been verified, 2 login credentials will be issued for the employer referral portal.

# Face masks – should we be wearing them?

Information correct as of 13/05/20

The [latest Government advice on face masks](#) is to wear them in enclosed spaces where social distancing cannot be observed, for example, on public transport and inside some shops.

The Government advises that wearing a face mask will not prevent you from catching COVID-19, but if you are infected and not yet showing symptoms, it may provide protection for others you come into contact with.

The drawbacks to wearing a face mask is that they can be contaminated by other people's coughs and sneezes, or when putting them on or removing them. Some argue that they also create a false sense of security and might make people forget to adhere to social distancing measures. It is therefore important that when wearing a face mask you continue to frequently wash your hands and keep two metres apart from anyone else if possible.

Masks also drastically hinder communication for the deaf community who may rely on lipreading to be able to communicate and clear masks are being developed to help ease this barrier.

Some NHS providers also worry that the widespread use of face masks by the public could put NHS supplies at risk. Therefore, if you intend to wear a face mask, do not buy medical grade masks to make sure supplies are available for front-line staff.

You can even make a mask yourself with an old piece of fabric and elastic. The [BBC](#) and [UK Government](#) have both released guidance on how to make your own.



The current UK guidance is that there is no benefit to wearing a face mask unless you are:

- + wearing one in an enclosed public space
- + you are infected
- + you are caring for someone with symptoms.

The World Health Organization (WHO) currently says only two groups of people should wear face masks:

- + those who are sick and showing symptoms
- + people that are caring for people suspected to have coronavirus.

Ultimately, it is up to you whether you wear a face mask or not, but make sure you are up to date with the latest official advice. With information constantly evolving it can be difficult to know what applies to you. Masks will not prevent you from catching the virus entirely, so to keep you and loved ones safe prioritise staying home as much as possible, social distancing and regular hand washing.



# Norfolk County Council COVID-19 Customer Contact Centre

Norfolk County Council (NCC), local district councils and the voluntary sector are still working together to provide urgent support to clinically vulnerable people and those exhibiting symptoms of COVID-19 who cannot leave the house. The coordinated response helps ensure that isolated people can stay well, live comfortably, and maintain access to necessities.

Anyone who needs help because they are unable to carry out normal day-to-day tasks such as shopping, picking up medication or managing their finances is urged to call NCC's Customer Contact Centre immediately. NCC are coordinating the service, which is being delivered on the ground by district council 'Community Hubs'. The Norfolk Community Response can also connect at risk individuals with a network of volunteers and community groups that can help with ongoing needs and support.

If you or someone you know would benefit from support, call 0344 800 8020 or visit the Norfolk County Council's website for more information.

## What the Norfolk Community Response can offer:

### Finance and welfare

- Employment support & rights advice
- Accessing online services
- Debt & budgetary support
- Acquiring NHS & benefits documents
- General information & advice

### Necessities

- Food collection & deliveries
- Accessing benefits & other financial support
- How to get your prescriptions
- Walking pets

### Wellbeing

- Advice & reassurance on staying well
- Phone befriending services & weekly check-ins
- Support to register as vulnerable
- Contact with local community groups

### Home

- Home & heating advice & repairs
- Property maintenance, safety & security
- Housing & homelessness advice
- Registering for assisted bin collection



# Staying well during self-isolation

## Looking after your mental health

It's important to remember that it is OK to feel anxious or worried sometimes and that everyone reacts differently. Here are some ideas and resources to help manage our wellbeing whilst at home.

Top tips from Healthwatch Norfolk and the NHS:

- + Get out in the fresh air when you can.
- + Talk. Talk about your feelings. Talk about your worries and concerns.
- + Write a list of the practical things you need to do like collect medicines, order food, household tasks or chores and try to tick things off.
- + If you have a smartphone, look into apps such as WhatsApp or Zoom which can be used for video-calling friends or loved ones.
- + Limit your time spent watching, reading or listening to the news.
- + Take time to switch off and do something for yourself. Continue doing the things you enjoy if you can do them indoors. If they can't be done indoors, why not try learning something new?
- + Relax. Use relaxation techniques to try and relax.
- + If you are finding the lack of routine stressful, try to plan your week. Giving yourself some structure will help things feel a little more normal.
- + Try to maintain a normal sleeping pattern. Your sleep is important to your wellbeing
- + Keep your mind active when you're awake. Do puzzles, wordsearches, read, write a story. Just do something that makes your brain work.

## Online resources

**BBC News** - News article about avoiding anxiety through the news and social media.

**Big White Wall** - Online community providing a safe anonymous community to support your mental health 24/7.

**Every Mind Matters** - NHS resource offering tips on how to deal with stress and anxiety caused by coronavirus.

**Kooth from XenZone** - Online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use.

**The Mental Health Foundation** - Managing stress and wellbeing during periods of self-isolation.

**Mind** - One of the UK's leading mental health charities, offering guidance on coronavirus and your wellbeing. Mind have also put together a **guide to COVID-19 and mental health [PDF]**.

**Norfolk and Waveney Mind** have lots of useful resources on their website about managing your mental health.

**Norfolk and Waveney Wellbeing Service** - View online webinars about different aspects of coping with COVID-19 created by Norfolk and Waveney Wellbeing Service.

**NSFT** have written a **blog on extra help to safeguard your wellbeing**.

**OCD UK** have published some top tips to help you manage OCD during the pandemic.

## Other support

**Norfolk and Waveney Mind** are still offering support over the phone. You can call them to find out more on 01603 432457.

**NSFT** have launched a 24/7 helpline offering immediate advice, support and signposting for anyone feeling unsafe, distressed or worried about their mental health. Call 0808 196 3494 to speak to someone. They have also set up an email address that carers can use to get answers to any questions they may have about mental health (for themselves or the person they care for). Simply email [carers.covid19q&a@nsft.nhs.uk](mailto:carers.covid19q&a@nsft.nhs.uk) and someone from NSFT will get back to you.

**The Silverline** is a free confidential helpline providing information, friendship and advice to older people, open 24/7. Call them on **0800 470 8090**

**District Council Community Hubs** can also offer you support, especially if your mental health is being impacted by other factors such as your finances, housing arrangements or relationships. To find out more, contact your [local district council](#).

## Need urgent help with your mental health?

If you feel your mental health is putting yourself or others at risk, dial 999 immediately or visit your nearest A&E. There are also other organisations that can help, including:

**CAM Crisis Messenger** - A text service that provides free, 24/7 crisis support across the UK. If you need support, text CAM to 85258.

**Samaritans** - Available 24 hours a day, 365 days a year for anyone that wants to talk about their mental health. Call them for free on 116 123.

## Looking after your physical health

Healthwatch Norfolk's tips:

- + Make the most of your time outside by going for a run, walk, cycle, just get your body moving... Your body will thank you later.
- + Learn something new. Always wanted to try yoga or pilates? Whatever you fancy trying - YouTube is full of free tutorials to help get you started (or keep reading for more suggestions!)
- + Incorporate exercise into your daily routine. The government recommends we get at least 150 minutes of moderate exercise or 75 minutes of vigorous exercise every week. That's just 25 minutes a day!

## Online resources

[Active Norfolk](#) have published a collection of simple exercise guides on their website. If you don't have access to the internet and would like support over the phone, call 0344 800 8020 and select Option 5 to get a free call back from someone who will talk you through some exercises.

[Able2b@Home](#) provide adapted exercise classes for individuals or care homes and supported living. Classes are free for care homes and supported living and £20 for a month of classes for individuals.

[iPrescribe App](#) is a free, evidence-based app which analyses your health, current fitness level, disease status and resting heart rate. It then produces a personalised 12-week physical activity plan which is tailored to your needs.

[NHS England](#) have released some online resources you can use to keep physically fit including a 10-minute home cardio workout.

[Self.com](#) have published a 30-Minute cardio HIIT workout you can do from your living room.

## Isolating with children and young families

With schools closed for all but children of keyworkers, a lot of families find themselves isolating at home with their children. Lots of schools have sent out learning packs for their students to work on from home, but if your school hasn't or your children are younger, it might seem like an impossible task to keep them entertained and safe, especially if you are also working from home.

It's important to acknowledge that this unknown territory might be tricky to navigate at first. Introducing a daily structure is good because it maintains a sense of normality. But remember - it's okay to feel anxious so encourage your family to talk about how you are all feeling.

Here is our list of activities and resources that can help families keep busy - both offline and online.

### Offline ideas

- + **Keep active.** We are permitted more time outside now so make the most of it as a family. This could be a walk, a bike ride or a run around in an outside space.
- + **Keep them busy.** Swap your normal walk for a scavenger hunt or a walk. Create a list of things to find and see how many you can tick off the list.
- + **Gardening.** Planting seeds or weeding the garden is a great way for children to learn about the outdoors. Some supermarkets sell packets of seeds if you don't already have these.
- + **Reading.** Now is a great time to grab a book and read with your family. It can often feel like we don't have time to read, but now is a fantastic opportunity to read - alone or together!
- + **Get creative.** Turn that empty egg carton into a monster, or that empty cereal box into a robot. Be as creative as you like! Being imaginative and using our hands is great stimulation for children. Any kind of creativity is great, whether it's drawing, painting or making!

## Offline ideas (continued)

- + **Create a diary of your time at home.** Document this period with photographs or write about your experiences. Create something for your family to look back at and remember the time we all had to stay indoors!

## Online ideas

- + **Joe Wick's daily PE class live stream.** Join 1000,000 people from all over the world in Joe's daily 9am PE class. You can stream the video live from YouTube or catch up later on his channel. This is great for all ages and abilities!
- + **Pinterest.** Looking for creative inspiration? Pinterest is packed full of crafting, baking, drawing, making ideas. Type what you're looking for into the Pinterest search bar and be amazed! A great and safe site for children also.
- + **Set a project.** Great for kids of any age! Collectively decide on a topic, this could be an animal, a location or a specific historic period. Talk about what you already know about this topic and then look for more information. Check the books on your shelves, check Google and YouTube, check for any documentaries. Draw pictures. Talk about what you've learned. Put something together to show your hard work: maybe a video talking about tigers, or a drawing of a rainforest...
- + **School apps.** For smaller children there are plenty of apps and games for early reading and phonics. There are free options too! Some tried and tested examples: Sight Words & Phonics Reading, First Words Sampler, Teach Your Monster To Read
- + **Zoo Live Stream.** Chester Zoo and Edinburgh Zoo among others are live streaming their animal enclosures for families to watch from home. If you have an animal lover in your family, this might be a great way for them to learn about and enjoy animals. Google 'zoo live stream' to see the options on offer.
- + **Video calls.** You can do this from a phone or laptop, providing you have an internet connection. Download an App such as Whatsapp, Facetime, Skype or another app of your choice. Calling friends and family is a great way to fight off the isolation blues.



# COVID-19 scams

We all know not to trust everything that comes into our inbox, or the strange phone calls we receive but know nothing about. Unfortunately, scammers are trying harder and harder to get information from us in new and deceitful ways.

## Commonly reported COVID-19 scams:

- + Fake testing kits - Testing is not yet available for everyone. You can [check your eligibility for testing on the Norfolk County Council website](#) and find out more about the temporary testing sites.
- + Fake vaccines and treatments - There are currently no vaccines or treatments for coronavirus online or over the counter, so refuse any you are offered.
- + Texts or emails claiming to be from the Government. These can seem very real when they pop up. Mobile text messaging scams usually include a link to a fake website designed to trick you into submitting personal information such as bank details, a password or a credit card number. Here is an example of what a fake message might say:  
“URGENT: GOV is issuing payments of £500 to all residents as part of its pledge to battle COVID19”
- + Fake news articles are used to spread misleading information, often for the purpose of creating fear or misinformation. Just before Easter bank holiday weekend there were articles circulating online about lockdown being eased “just in time for the bank holiday!” This was false and dangerous information that would risk the safety of those who didn’t question its authenticity. Be sure to get your information and guidance from legitimate sources.





- + Fake PPE equipment being sold online - There have been reports of people purchasing thousands of pounds worth of protective equipment from online websites only to find out that the company wasn't real and their money has been taken. Be sure to only use trusted sellers.
- + Fake charities asking for donations and support - We recommend only donating to charities that you have heard of before. Lots of organisations are adapting the way that they work to offer the best support to their users during these difficult times, so you don't necessarily need to donate to a new charity to support the efforts against COVID-19.

The [Action Fraud website](#) has reported that £2 million has already been lost to coronavirus-related scams since early February. Healthwatch Norfolk have been made aware by the Norfolk Safeguarding Adults Board (NSAB) of people posing as British Red Cross volunteers, knocking on the doors of the elderly and vulnerable and offering to do their shopping, only to take their money and not return.

There is a lot of kindness going round and many people are doing their part - but be wise and keep yourself safe to avoid falling victim to a COVID-19 scam.

### **Top tips and things to remember:**

- + Do not give your details to anybody you don't know
- + Only accept help from someone you know and trust
- + The NHS do not do surprise house calls
- + Don't click on links in text messages or emails
- + The NHS do not do surprise house calls
- + If somebody comes to your door and you do not wish to open it to them, tell them you are isolating and not answering the door
- + Ignore fake offers for vaccinations and treatments.
- + Make sure you are getting your information from trusted sources. The NHS website and BBC news have the most up to date information.

If you are in doubt, or feel pressurised or threatened open the door, call a friendly neighbour or in an emergency ring 999.

If you are concerned about something you have read or seen recently, Healthwatch Norfolk are happy to listen and to help you access real and genuine information - it's what we do!

For more information on current scams and where to report a suspected scam to, visit [www.friendsagainstscams.org.uk/](http://www.friendsagainstscams.org.uk/), a website run by the National Trading Standards Scams Team.

## Wash your hands of coronavirus scams!

**Friends Against Scams aims to protect and prevent people from becoming victims of scams.**

### Be aware of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home decontamination services.

### Protect yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods and services from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.

**Be a good friend,  
help to protect  
your family, friends  
and neighbours  
from scams.**

**Read It.  
Share It.  
Prevent It.**

**#Coronavirus  
#ScamAware**



### Contact

For advice on scams call the  
Citizens Advice Consumer Helpline on **0808 223 11 33**  
To report a scam call Action Fraud on **0300 123 2040**  
Contact your bank if you think you have been scammed.

**NATIONAL  
TRADING  
STANDARDS**

Scams Team

To learn more about the different types of scams visit [www.FriendsAgainstScams.org.uk](http://www.FriendsAgainstScams.org.uk)

# Digital inclusion and getting online

Lots of us are now working, socialising, reading the news, studying and shopping online.

If you've not had much experience of using online services or accessing online resources, you might feel like you've been thrown in at the deep end. In a time where feelings of isolation are rife we understand the importance of being able to connect online.

We've compiled a few useful tips and hints from various organisations to help improve your digital skills.

## Getting started

**BBC Webwise** is a great website for beginners. On this page you can read about choosing the right equipment to connect you to the internet, how to set up an email address, shopping online and more! Visit: [www.bbc.co.uk/webwise/topics/using-the-web/](http://www.bbc.co.uk/webwise/topics/using-the-web/)

**Learn My Way** is a website of free online courses for beginners, helping you develop digital skills to make the most of the online world. Courses include: safety online, managing your money online and internet skills. See more by visiting: [www.learnmyway.com](http://www.learnmyway.com)

**Zoom** is an app for a computer or mobile device that allows you to call and video call contacts. You can use this for socialising, catching up with loved ones or for attending online meetings. You can sign-up for and download Zoom here: <https://zoom.us/>  
For a step-by-step guide to installing and using Zoom, visit: [www.context.org/help/zoom-quickguide/](http://www.context.org/help/zoom-quickguide/)

## Help getting online

**Norfolk libraries** are offering online support to service users who want to attend their usual community group meetings over Zoom (knitting groups, coffee groups etc.), by offering help with getting started on Zoom. They're also hosting their own event, an online coffee morning titled "Just a Cuppa". You can request information for Zoom support and for "Just a Cuppa" by emailing [libraries.iconnect@norfolk.gov.uk](mailto:libraries.iconnect@norfolk.gov.uk)

**Voluntary Norfolk's** digital inclusion service usually offers people face-to-face workshops to develop the skills and confidence online, but in light of current events they are now offering a limited number of by-appointment sessions at City Hall in Norwich, prioritising people who need digital support to access health or financial services. To book an appointment call 07468 724260. If you already use emails, you can also make contact and book an appointment by emailing [rosie.kneeshaw@voluntarynorfolk.org.uk](mailto:rosie.kneeshaw@voluntarynorfolk.org.uk)

**Saffron Housing Trust** have compiled their findings and have a great [webpage detailing local support and courses available](#).

AgeUK provide [information on improving your digital skills](#) and there's a number of links on their website which could help you or someone you know get online.

You can also get in touch with **Voluntary Norfolk's Community Team** on **01603 883819** who can help you get online.



## Glossary of online terms

### Apps (applications)

A type of computer program that you can download for your computer, tablet or mobile phone. There are hundreds of different apps available, some for free. They do lots of different things, from playing games and puzzles, to helping you remember to take your medications or allowing you to access your bank account.

### Cookies

Cookies are a way for the website to monitor who is visiting it. Some Cookies “remember” whether you have visited the website before and are able to tailor their information for you, such as recognising content you might be interested in.

### Smartphone

A mobile phone which, as well as making calls and sending texts, can connect to the internet, send emails and do a number of other functions like a computer.

### Tablet

A larger handheld device with a touchscreen which can connect to the internet and be used as a portable computer.

See a [full glossary of online terms on AgeUK's website](#).





# Where to find reliable information

With the whole world going through this at the same time, everyone is offering their own advice and support. So how do we know what is genuine information and what is speculation?

We don't. The only way we can police the information we are receiving is to gather it from reputable sources. The information in this document comes from varied sources. See below:

- + Public Health England
- + GOV UK
- + World Health Organisation (WHO)
- + Centre for Disease Control and Prevention (CDC)
- + NHS
- + BBC NEWS
- + Local authorities
- + NHS Trusts and NHS Clinical Commissioning Groups (CCGs)

The biggest danger when collecting information from an unreliable source is that any suggested policies or guidance could conflict with genuine regulations coming from our UK government. If you chose to rely on information that you've sourced elsewhere, you might be at risk of breaching new laws.

The other thing to consider when using alternative news sources, more specifically online, is that fear is also contagious. 'Fake news' is a relatively new term used to describe incorrect information being circulated - often with malicious intent, to upset or provoke feelings of fear. Most often, fake news is deliberately produced to misinform people, whether for fun, malice or as propaganda to support someone's ideological or political agenda.

## Healthwatch Norfolk's top tips to help spot fake news:

- + Is the web address (URL) suspicious? Does it match who they claim to be?
- + Does the story come from a third party or news outlet you've never heard of?
- + Does the person have a political or ideological agenda to push?
- + Are they trying to sell you something by scaring you?
- + Does it look like the image/video has been 'Photoshopped' or faked?

Information published in unofficial news outlets might not be factual depending on where the source gets its information from. The fear surrounding incorrect information often snowballs and can have a negative effect on our wellbeing and mental health. Reliable sources do their best to disarm our fears and provide genuine truthful information - which is often far less scary.





# Accessing medication, GPs and hospital appointments

## Medication

If you are currently on medication, continue to take and order your prescriptions as normal. Doctors surgeries are still processing prescriptions and pharmacies are open.

If you are self-isolating and can't get to a pharmacy, either ask friends, relatives or neighbours if they can help. If this isn't possible, call your pharmacy to ask if they're able to deliver to you. The Norfolk Community Response may also be able to offer advice or arrange prescription deliveries through volunteer networks.

Most pharmacies have changed the way they are operating over this period, including limited face-to-face contact and reducing opening hours. [See updates from community pharmacies in Norfolk and Waveney here.](#)

## Use the NHS App to order repeat prescriptions

Owned and run by the National Health Service, the NHS App is the simple and secure way to access a range of NHS services on your smartphone or tablet. Right now you can help the NHS by downloading the app and using it to order repeat prescriptions - it's easy to do. Download the NHS App on Apple's [App Store](#) or get it on [Google Play](#).





# HELP EASE THE PRESSURE ON PHARMACIES

**YOU SHOULD NOT  
BE VISITING A  
PHARMACY IF YOU  
HAVE COVID-19  
SYMPTOMS!**



## DON'T STOCKPILE

Don't over order or stockpile.  
Please only order what you need to  
ease the strain on staff and  
pharmacies.



## AMENDMENTS TO OPENING TIMES

To allow staff time to process  
orders, some pharmacies are  
amending their opening hours.

This may create queues -  
remember social distancing!  
Guidance is to check websites or  
on the doors to find out opening  
times.



## IF YOU CAN COLLECT - DO!

Avoid requesting a delivery for  
your prescription when possible  
to ease the strain on staff, and  
instead collect in person.  
Only request delivery when you  
have no one else to ask.

# THANK YOU

## BE KIND

Be polite and thank staff for all  
they are doing. Don't complain if  
you had a long wait.  
These are difficult times for all,  
and pharmacy staff are doing  
their best to take care of us.



## Doctors' Appointments

If you feel you need to speak to a doctor urgently, call the surgery - do not go in person. Due to coronavirus the majority of surgeries and medical centres have moved to offering phone or video appointments. However, you may still be invited to see a doctor in person if it is deemed necessary.

Please check your GP surgery's website for how to contact them. You can find your local surgery's contact details via the [NHS website](#).

If you're registered with a GP surgery, you might be able to use online services or the NHS App to:

- + Order repeat prescription
- + See your health record and test results
- + Book, check or cancel appointments

If your ailment is not urgent, but you would still like some advice, call NHS 111 or visit the NHS website.

## Hospital appointments

Hospitals across the country, including in Norfolk, are having to make extra-capacity to treat the increasing number of patients suffering from COVID-19. As such, some routine and non-urgent appointments have been postponed, but more critical procedures may still go ahead. Most hospitals have also placed restrictions on visiting times.

**Reminder:** If you have symptoms of COVID-19, including a high temperature or cough, do not attend hospital unless your symptoms become unmanageable.

# Updates from Norfolk's hospitals and NHS Trusts

*(Accurate as of 15/05/20)*

## Norfolk & Norwich University Hospital, Norwich

Visiting is currently suspended to limit the spread of COVID-19. In exceptional circumstances, one person may visit when:

- + the patient is receiving end of life care
- + you're the birthing partner of a woman in labour
- + you're a parent or appropriate adult visiting your child
- + you're supporting someone with a mental health issue such as dementia, a learning disability or autism and not being present would cause them distress

Please contact the ward or department in advance to discuss arrangements. More information is available on the [Norfolk and University Norwich Hospitals website](#).

**Emergency Department visits** - All patients coming to the Emergency Department should follow the signs to the Day Procedure Unit, where they will be triaged and referred to the appropriate service. [Find out more about the second emergency department at N&N here](#).

The hospital understands how important it is for patients and their loved ones to stay in touch. Therefore, they are offering alternative ways to do this while visiting is restricted, this includes:

- + [“virtual visiting”](#) using iPads
- + [the “Best Wishes” service](#) from PALS
- + a new Relatives' Liaison team

## Queen Elizabeth Hospital, King's Lynn

- + People are advised not to come to QEH unless it is absolutely necessary
- + Parking will be free for all patients, visitors and staff
- + Cancer and clinically urgent patients are being prioritised - only surgery relating to these groups of patients will be carried out
- + Most (non-urgent) outpatient consultations will be carried out by phone, where safe to do so from now on. Please assume you will hear from the hospital by telephone at the time that you would have been due to be seen at QEH
- + Operations will be rearranged as soon as possible and please accept their apologies for any inconvenience or distress this causes
- + Their emergency department is open as usual for patients with urgent and immediately life-threatening conditions
- + If you need a blood test, please contact the person who provided you with the form (usually your GP or hospital consultant) and they will be able to offer you more advice about whether you still need to visit the hospital for this
- + If you have any questions about your care at QEH and the changes they are putting in place, please call their Covid-19 hotline on 01553 214545

## Visiting the QEH

National guidance on visiting restrictions in hospitals allows relatives to visit a patient in certain circumstances, such as - a child being supported by a parent/carer, a partner during birth, a relative or carer to support a patient with learning disabilities, dementia, autism or mental health problems and also a relative supporting someone at the end of their life.

For relatives and carers the hospital's Patient Experience Team has produced a [leaflet](#) outlining what relatives and carers need to do to arrange a visit and what they can expect when they arrive at our hospital. [Find out more about visiting QEH here.](#)



## James Paget University Hospital, Gorleston

Patients will be informed about further arrangements but should not come to the hospital unless specifically asked to do so. If you have any questions about your care, call 01493 453300.

- + No visitors will be allowed into the hospital to see patients, unless there are exceptional circumstances agreed with the ward manager in advance.
- + All routine face-to-face outpatient appointments and elective procedures have been postponed until further notice. Patients will be informed about further arrangements but should not come to the hospital unless specifically asked to do so.
- + Urgent appointments and emergency surgery will continue as normal.
- + The A&E department remains open for patients requiring urgent care. But please remember that people should not visit the hospital if they have the symptoms of COVID-19, which includes a high temperature and/or a new continuous cough.
- + In special circumstances it might be possible to visit but this must be arranged in advance with the Ward Manager or Matron.

## Messages for loved ones at James Paget Hospital

James Paget University Hospital have set up a dedicated e-mail address that friends and family can use to send messages/letters of love to patients. They will then print out your message, pop it in an envelope and deliver it to your loved one for them to keep and re-read as they wish.

If you would like to send a message to a loved one who is currently an inpatient at the James Paget University Hospital, please email your message to [LetterstoLovedOnes@jpaget.nhs.uk](mailto:LetterstoLovedOnes@jpaget.nhs.uk), clearly stating the full name of the patient and the ward where they are being cared for.

Please note that James Paget Hospital will not be in a position to have a discussion via this email address.



## Norfolk Community Health and Care NHS Trust

Services are running as usual and you should continue to attend your appointment as normal, if you are well enough and have not got a coronavirus symptoms. Please do not attend your NCH&C appointment or come to any of their sites if you have coronavirus symptoms. You can call to rearrange your appointment for when you are well enough to attend.

All visits to inpatients have been suspended. Exceptional circumstances where one visitor - an immediate family member or carer - will be permitted to visit wards where:

- + The patient you wish to visit is receiving end-of-life care
- + You are a parent or appropriate adult visiting your child

NCH&C understand how important it is for patients to stay in contact with family and friends and will support them where possible to make use of other ways to stay in touch.

## Norfolk and Suffolk NHS Foundation Trust

- + Wards are closed to visitors. In some exceptional cases, visits may be granted on compassionate grounds and this will be agreed in advance.
- + For children and young people in NSFT hospitals, visitors attending in person will still be supported, but extra safety measures will be put in place. Visitors will be advised of these before arrival.
- + In some exceptional cases, visits may be granted on compassionate grounds, agreed in advance. If you have any concerns about loved ones who are currently staying on the wards, please contact the ward directly.
- + The Trust is reviewing outpatient and community activity introducing alternative methods such as telephone and [online consultations](#). Home visits will be decided on a case by case basis; for example, when an injection is needed.
- + If you are concerned about your own or a loved one's mental health, please continue to contact your care team within NSFT for support.

## Other updates

### Norfolk & Waveney Clinical Commissioning Group support for vulnerable people

*Note: Norfolk & Waveney Clinical Commissioning Group are posting COVID-19 advice and regular updates about services across the county. Visit their website here:*

[www.norfolkandwaveneyccg.nhs.uk/](http://www.norfolkandwaveneyccg.nhs.uk/)

Around 28,000 patients in Norfolk and Waveney who are at higher risk of developing complications from the virus will receive a letter from NHS Norfolk and Waveney Clinical Commissioning Group (CCG) asking them to confirm every day that they are well and their conditions are under control.

The letter explains that they have been identified as someone who is more likely to be unwell if they become infected with coronavirus. To help support their health and care, each patient has been allocated a unique 'Covid code' and is being asked to report their health and symptoms daily via the NHS portal [www.nhspatient.org](http://www.nhspatient.org).

Patients will be asked if they or anyone in their family is currently experiencing any coronavirus symptoms such as a cough or a fever. The daily updates will help doctors quickly identify which patients need additional medical or social support.

Patients without access to the internet are being asked to encourage a family member or friend to do this for them over the phone if they are not isolating with them. If patients are unable to do this, they shouldn't worry as they will be contacted by telephone and will continue to be provided with all the usual support services.

The CCG letters have been sent to both the 19,000 people in Norfolk and Waveney who were sent letters as part of a national NHS drive, advising them to stay at home for 12 weeks, plus a further 9,000 people that local GPs would like to monitor more closely.

This is happening across most GP practices in Norfolk and Waveney.

The CCG letters are in addition to the important letters that patients may have already received from either local councils or the NHS. Patients are also reminded that help is also available from [www.gov.uk/coronavirus-extremely-vulnerable](https://www.gov.uk/coronavirus-extremely-vulnerable) or by calling 0800 028 8327, the Government's dedicated helpline.

## **Share your experience of accessing care, support and information during COVID-19**

The spread of the virus has led to unprecedented changes to the way patients and service users receive care: pharmacies are struggling to keep up with demand for medication; many GP appointments have been postponed or conducted remotely; and strict protocols have been implemented in hospitals and care homes to prevent infection.

Healthwatch Norfolk are encouraging people to share their experience of accessing information, support and using health and social care services since the COVID-19 outbreak, so that constructive and supportive information can be passed on to service leaders.

Areas you might want to consider when sharing your views include:

- + Quality of local information and advice about coronavirus
- + Your experience of urgent and emergency care
- + Experience of health and social care routine appointments
- + Communication from NHS Trusts, councils and charities
- + Managing your mental and physical health at home
- + Advice for individuals and families in self-isolation
- + Caring for someone in isolation
- + Access to dentistry in Norfolk
- + Positive experiences and messages of support for health and social care staff

As emergency plans to support Norfolk's population are rolled out across the county, Healthwatch argue that listening to the public is pivotal to ensuring that the health and wellbeing needs of people are met.

We are providing fortnightly updates to leaders so that real-time feedback can be used to positively impact the way services are being delivered. Our report detailing the findings from the first two weeks has now been published and is being used by providers to inform their plans to meet community need. You can [view the report here](#).

[Take part in the survey online here](#) or contact Healthwatch Norfolk directly to share your experience with a member of the engagement team.

## **Patients urged to continue attending routine appointments and seek urgent treatment**

Since social distancing and self-isolation measures have been introduced, hospitals have seen a significant decrease in the amount of people attending regular appointments and presenting at emergency departments.

Health professionals are worried that widespread absence from urgent treatment procedures could lead to more severe complications for patients further down the line.

It is normal to feel anxious about catching the virus, but remember, services across the county are taking extra precautions to keep risk to an absolute minimum.

Even with the presence of the virus in Norfolk, it is important to keep attending your routine appointments where possible or seek help for emergency treatment when necessary to limit risk to yourself in the future.

The same patient behaviour has been reported in relation to maternity services, where some hospital staff are concerned that expectant mothers are not engaging with services out of fear of contracting the virus and a desire not to overburden the NHS.

Some services, including urgent cancer hospital appointments, are still taking place in protected settings for patients most in need. Many other services have adapted the way they are working to limit risk of infection, such as by moving treatment to smaller community hubs or offering appointments either online or by telephone.

At the Norfolk and Norwich University Hospital, areas are being separated in to two distinct zones, where patients with suspected COVID-19 symptoms are being treated separately to other people attending the hospital. Telephone or video consultations are also taking place for most outpatient clinics for new and follow-up appointments, and similar approaches have been implemented at both the Queen Elizabeth and James Paget hospitals.

If you are unsure about how your care is being delivered, get in touch the hospital department, doctor's surgery or clinician who normally treats you to find out.

Chair of NHS Norfolk and Waveney Clinical Commissioning Group (CCG), Dr Anoop Dhesi is stressing the importance of seeking medical care if you or your family need it:

“We really appreciate and want to thank the public for their ongoing support and for sticking with the stay at home advice and social distancing. We know it is tough, but now is not the time to be complacent and we must continue to follow the guidelines to help limit the spread of infection.”



“However, It’s really important that people attend appointments when they’re arranged and don’t “put off” contacting their usual doctor or nurse for any health concerns or ongoing health issues conditions may get worse when they could have been treated more easily at an earlier stage.

“If you are concerned about seeking medical help because of Covid-19, I would urge you not to let this stop you seeking help from the NHS as you normally would.”



HM Government



**Help us  
help you get  
the treatment  
you need.**





# List of useful organisations

## Age UK

Their information and advice line (0300 500 1217) is still open. It is operating as a call-back service. You can also email [advice@ageuknorfolk.org.uk](mailto:advice@ageuknorfolk.org.uk). Their befriending service is still running, via phone rather than in person. For more information you call 01603 785223.

Website: [www.ageuk.org.uk/norfolk/](http://www.ageuk.org.uk/norfolk/)

## Big C

All centres supporting those affected by cancer are currently shut but there is online and over-the-phone support available. You can call Big C for free on 0800 092 7640 Monday to Friday, 9am-5pm for advice or information, including counselling and welfare advice. They also have a live chat function on their website which is available from 11am - 3pm Monday to Friday.

Website: [www.big-c.co.uk](http://www.big-c.co.uk)

## Carers Voice Norfolk / Carers Matter

All staff are currently working from home, but their advice line (0800 083 1148) and live chat on their website are still operating. Carer connectors are still working to support carers via video/ telephone calls, delivering shopping and medication as needed and linking people in with their local hubs.

Website: [www.carersmatternorfolk.org.uk/](http://www.carersmatternorfolk.org.uk/)

## DIAL Great Yarmouth

DIAL work to support people in the Great Yarmouth area to try to improve quality of life. You can call them on 01493 856900, between 9.30am and 4.30pm Monday to Friday.

Website: [www.dial-greatyarmouth.org.uk](http://www.dial-greatyarmouth.org.uk)

## Equal Lives

Those living with a disability in Norfolk can still contact Equal Lives for support. Face-to-face appointments have been replaced with telephone appointments. You can email them on [info@equallives.org.uk](mailto:info@equallives.org.uk) or call 01508 491210 for more information.

Website: [www.equallives.org.uk/](http://www.equallives.org.uk/)

## Family Action

Family Action provide support for vulnerable families across the UK. They have a base in Gorleston. Support or information is still available over the phone on 01493 650 220 or via email at [gorleston@family-action.org.uk](mailto:gorleston@family-action.org.uk).

Website: [www.family-action.org.uk](http://www.family-action.org.uk)

## Guide Dogs

Guide Dogs are providing information for people with sight loss and their families during the coronavirus outbreak. Guide Dogs staff can now arrange to contact you regularly by phone to provide individual support through the social isolation period.

They can be contacted on 0800 781 1444 between 9am - 5pm Monday to Friday. They are also able to supply or replace limited amounts of equipment and to put people in touch with the help they need.

Deafblind customers who use BSL should contact Guide Dogs via their website, clicking on the SignVideo logo on the right hand side, or through a SignVideo app. This connects you to a SignVideo interpreter who will then connect to the information line.

Website: [www.guidedogs.org.uk/covid19](http://www.guidedogs.org.uk/covid19)

## JustOne Norfolk

JustOne Norfolk are part of the Children and Young People's Health Services (CYPS). Their website contains information and advice about children's physical and emotional healthcare. There is also specific advice about COVID-19. You can call JustOne Norfolk on 0300 300 0123.

Website: [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)

## Leeway Domestic Violence Abuse Services

All face-to-face work and events has been postponed, but Leeway are still contactable via their domestic abuse helpline (0300 561 0077) or by emailing [adviceandsupport@leeway.org.uk](mailto:adviceandsupport@leeway.org.uk)

Website: [www.leewaysupport.org/](http://www.leewaysupport.org/)

## Lily

This directory for support services in West Norfolk and King's Lynn is still being updated regularly. Whilst many face-to-face events have been cancelled, the website details lots of virtual support available. You can call them on 01553 616200 or email [asklily@west-norfolk.gov.uk](mailto:asklily@west-norfolk.gov.uk).

Website: <http://www.asklily.org.uk/>

## Maternity Voices Partnership

Maternity Voices is a national group of Maternity Voices Partnerships (MVPs) who work to review maternity services. In Norfolk, there are MVP groups linked to the Queen Elizabeth, Norfolk and Norwich, and James Paget Hospitals, including community midwifery support in those areas. You can use their websites to leave feedback about your experiences of maternity care, during COVID-19 or otherwise, or to access information about support in your area.

**Queen Elizabeth Hospital MVP website:**

[www.maternityvoicesklw.com](http://www.maternityvoicesklw.com)

**Norfolk & Norwich Hospital MVP website:**

[www.facebook.com/MaternityVoicesNorwich](https://www.facebook.com/MaternityVoicesNorwich)

**James Paget Hospital MVP website:**

[www.birthvoiceseast.co.uk](http://www.birthvoiceseast.co.uk)

## Mencap (Mid Norfolk and Norwich)

All clubs and groups supporting individuals with a learning disability have ceased until further notice, and the community outreach service has also had to close. Staff can be reached during office hours on 01362 693013.

Website: [www.midnorfolkmencap.org](http://www.midnorfolkmencap.org)

## Narcotics Anonymous

A national helpline is available for those struggling with drug addiction: 0300 999 1212. There are also online meetings via Zoom for those living in Norfolk, you can see a full list of these [here](#).

Website: [www.ukna.org](http://www.ukna.org)

## New Routes

Currently staff are working remotely to support refugees, asylum seekers and migrants in Norwich. Due to the fact that most staff work part-time, this web-page outlines the best contact details depending on the support required: <https://newroutes.org.uk/wp-content/uploads/2020/03/NIP-Covid-19-Response-26.03.2020.pdf>

## Norfolk Citizen's Advice

All offices are closed, but you can use their webchat on their website or email them. You can also call their advice line on 03444 111 444 from 9.30am to 4.30pm Monday-Friday.

Website: [www.ncab.org.uk](http://www.ncab.org.uk)

## Norfolk Community Health and Care (NCH&C) Palliative Carers Advice Line

NCH&C have opened a nurse-lead telephone advice line open to patients, relatives and carers of palliative care and end of life patients. This is available for North, South and West Norfolk, and Norwich. You can call 07867 156705 which is open 24/7.

Website: [www.norfolkcommunityhealthandcare.nhs.uk](http://www.norfolkcommunityhealthandcare.nhs.uk)

## Norfolk Community Law Service

Face-to-face advice has been replaced with telephone consultations. If you need assistance you can call 01603 496623 or email [info@ncls.co.uk](mailto:info@ncls.co.uk).

Website: [www.ncls.co.uk](http://www.ncls.co.uk)

## Norfolk Family Carers

Support, advice, or signposting is still available for unpaid carers in Norfolk. Norfolk Family Carers are contactable via email ([info@norfolkfamilycarers.org](mailto:info@norfolkfamilycarers.org)) or phone (01603 219924).

Website: [www. www.norfolkfamilycarers.org](http://www.norfolkfamilycarers.org)

## Norfolk and Waveney Wellbeing Service

Face-to-face appointments have been replaced with telephone, video or online consultations. You can still contact them on 0300 123 1503 between 9am-5pm Monday to Friday, or complete a self-referral form online. They have also created a series of webinars about different aspects of coping with COVID-19 which you can sign up to online.

Website: <https://www.wellbeingnands.co.uk/norfolk/>

## POINT-1

In-person appointments are reduced however you can still contact POINT-1 regarding support for infants, children and young people experiencing early signs of mental health issues. Their phone number is 0800 977 4077, or you can email [Point1@ormistonfamilies.org.uk](mailto:Point1@ormistonfamilies.org.uk)

Website: [www.point-1.org.uk](http://www.point-1.org.uk)

## Trussell Trust

The Trust provide food banks across the UK. Each food bank may be affected differently. There may be changes in certain centres such as deliveries of parcels or a reduced number of food bank sessions. To find your local food visit [www.trusselltrust.org/get-help/find-a-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank), where you can find specific contact details.





## Contact us

We hope that you found the information listed in this pack useful. If you didn't find what you were looking for, please contact us via the contact details below. We are always happy to help and receive feedback on how we can improve our services.

If you would like to contact Healthwatch Norfolk to share your experiences of health and social care services, please use the contact details below:

- + 01953 856029
- + [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)
- + [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)
- + @HWNorfolk on Twitter
- + [www.facebook.com/healthwatch.norfolk](https://www.facebook.com/healthwatch.norfolk)

If you are looking for materials for someone with a learning disability or communication difficulty, [visit our website](#). If you need this document in an alternative format, please contact us.







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Wymondham  
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NR18 0SW

E: [enquiries@healthwatchnorfolk.co.uk](mailto:enquiries@healthwatchnorfolk.co.uk)  
T: 01953 856029  
W: [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)  
@HWNorfolk on Twitter  
[www.facebook.com/healthwatch.norfolk](https://www.facebook.com/healthwatch.norfolk)