

Sussex CCGs Public Involvement Weekly News Briefing on COVID-19 (9th April 2020)

This briefing will be produced weekly, and is aimed at **patient leads, public members, voluntary and community sector (VCS) leads and community group leads in Sussex**, to support the dissemination of information on coronavirus to our wider communities.

The NHS is committed to keeping our people informed during this crisis, ensuring that our communities have the information they need, in the right format, and at the right time. We know that our patient leaders, VCS and community organisations are all working exceptionally hard to support local people, and that they are key to working together to make sure that our communities have the support and information they need.

Government Guidance

The government has produced guidance for anyone who cares, unpaid, for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, a mental health condition or an addiction, cannot cope without their support. It advises all carers to create an emergency plan with the person they care for, to use in circumstances where help from other people to deliver care may be needed. [Click here](#) to read the guidance.

The Disclosure and Barring Service (DBS) has produced a Frequently Asked Questions (FAQs) related to DBS and coronavirus – it includes useful information on ID checks and safeguarding for organisations including voluntary and

community groups applying for DBS checks.
Click here to read the [information](#).

Updated guidance on social distancing in the workplace during coronavirus (Covid-19) is available online [here](#).

Following the publication of the government's [FAQs](#) on what you can and can't do in the current crisis on 29th March 2020, Sussex and Surrey Police are asking adults in a [letter](#) to ensure their children comply with the government's request. If an individual is outside their premises without reasonable excuse, the police can:

- instruct you to go home, leave an area or disperse
- instruct you to take steps to stop your children breaking these rules if they have already done so
- take you home – or arrest you – if you do not follow their instructions or where they deem it necessary
- issue a fine (fixed penalty notice) of £60, which will be lowered to £30 if paid within 14 days.
- issue a fine (fixed penalty notice) of £120 for second time offenders, doubling on each further repeat offence

NHS Guidance - Stay Home This Bank Holiday Weekend

With Easter Bank Holiday weekend just round the corner we wanted to ensure that should you need us, you know where to go if you require healthcare this Easter.

It is important you don't ignore any health concerns you may have, we need people to get the right care, in the right place, now more than ever.

If you need help or advice not related to coronavirus this bank holiday:

GP surgeries are remaining open over the bank holiday

- GP Practice services on Good Friday (10 April) and Easter Monday (13 April) will be available the same as any normal weekday. This may be at your practice or another nearby service. On Saturday 11 April and Sunday 12 April, GP access will be the same as any other weekend. Most GP surgeries offer phone and video consultations too, so you don't necessarily need to go into the practice for your appointment. Please always contact your GP Practice to book an appointment in the normal way before attending in person.
- For health information and advice, use the [NHS website](#) or your GP surgery website
- For urgent medical help, use the [NHS 111 online service](#) – only call 111 if you're unable to get help online. Please note:
 - NHS 111 British Sign Language (BSL) Service is also available. This is a free service where a BSL interpreter telephones an NHS 111 adviser and relays their conversation with them. Click [here](#) for more information.
 - NHS 111 also uses telephone interpreting to support users of overseas languages.
- For life-threatening emergencies, call 999 for an ambulance
- For information regarding urgent dental treatment please call NHS 111 or your regular dental practice

If you suspect you have coronavirus

symptoms do not go to a GP, pharmacy or hospital. Use the NHS Covid-19 Symptom Checker, where you can get advice on what to do next; you can access that [here](#).

Community pharmacy services over the bank holiday

Many community pharmacies will be open for a minimum of three hours on Good Friday (10 April) and Easter Monday (13 April) with some pharmacies being open longer. You can check the opening times of your pharmacy [online here](#) or phone the pharmacy for details.

Community pharmacy opening hours on Saturday 11 April will be the same as normal and for Sunday 12 April will be the same as any normal Easter Sunday.

Pharmacists and their teams are an essential part of the NHS and need your help and support during the coronavirus pandemic. Always treat pharmacy staff with respect, they are doing their best to provide you with the medicines and advice you need.

NHS army of volunteers to start protecting vulnerable from coronavirus

Hundreds of thousands of [NHS Volunteer Responders](#) reported to duty on 7th April 2020 to start helping the NHS in its fight against coronavirus.

Over 750,000 people signed up to the NHS' call for volunteers in just four days when the scheme launched, three times the original target.

From the 7th April, the volunteers will be:

- delivering medicines from pharmacies;
- driving patients to appointments;
- bringing them home from hospital;
- making regular phone calls to check on people isolating at home;
- transporting medical supplies and equipment for the NHS.

Thousands of these approved volunteers will start to be offered tasks via the GoodSAM app, with more expected to get requests over the coming weeks as referrals ramp up.

Health professionals, pharmacists and local authorities can upload requests for help on the NHS Volunteer Responders referrer's portal and volunteers – who indicate they are “on duty” - pick the job they want to do that day and close the task once complete.

Local Focus

Medicines

Our next briefing will include a ‘Frequently Asked Questions’ on medicines, as a response to the many questions we are getting from people and community groups.

Our regional pharmacy team has asked us to emphasise that, where at all possible, if a person cannot collect their medicines, friends, family, or trusted neighbours are a first option for safely picking up medicines. Use of local volunteers should be explored only where there is no other option, primarily for safety reasons.

Community Hubs

Local Authorities now have the names and contact details of people that are "[Shielded](#)" this group of people will be contacted directly to ensure they are provided with the help they need.

Community Hubs have been launched in each Local Authority area across Sussex, and offer additional help in coping with coronavirus.

The Community Hubs will focus their help on people who do not have an extreme medical condition but may be vulnerable because they are isolated from help, too unwell to buy food or have other pressing difficulties because of coronavirus.

Community Hubs will also provide a place for people to find out about local volunteering opportunities.

Brighton and Hove Community Hubs

Contact details for the Community Support:

[Brighton and Hove Community Support Website](#)

Brighton and Hove Community Support Telephone: 01273 293117

East Sussex Community Hubs

Contact details for the Community Hubs in East Sussex are below:

[Eastbourne Community Hub Website](#)

Eastbourne Community Hub Telephone: 01323 679722

[Hastings Community Hub Website](#)

Hastings Community Hub Telephone: 01424 451019

[Lewes Community Hub Website](#)

Lewes Community Hub Telephone: 01273 099956

[Rother Community Hub Website](#)

Rother Community Hub Telephone: 01424 787000 (option 4)

[Wealden Community Hub Website](#)

Wealden Community Hub Telephone: 01323 443322

West Sussex Community Hubs

Contact the West Sussex Community Support Team:

[West Sussex Community Support Team Website](#)

West Sussex Support Team Telephone: 033 022 27980 (Lines are open 8.00am - 8.00pm)

Resources

Please see attached our Frequently Asked Questions (FAQs) – gathered from comments and questions raised in the community. Section 10 of the FAQs includes a Resources Section which provides information on additional support available.

You can find further information about support in the local area on the Sussex NHS Commissioners websites – please click below:

[NHS Brighton and Hove CCG](#)

[NHS East Sussex CCG](#)

[NHS West Sussex CCG](#)

Sussex Health and Care Partnership have produced a helpful information pack, which is in the attached email, for the over 70's in isolation. This includes a Home Environment Checklist to help minimise the risk of falls, and useful information on exercise, eating well and mental wellbeing, as well as useful local links for further support. If you would like printed copies of this pack, please contact the Community Connectors Team using the details on page 6.

Help the NHS respond to coronavirus by using the quick [NHS coronavirus status checker](#) to tell us about your current experience of the virus. This will help the NHS plan its response to coronavirus by showing where the virus is spreading and how it affects people.

Do you want to be involved in our marketing campaign on getting the right care, in the right place during Covid-19?

We are seeking members of the public to get involved in our marketing campaign on getting the right care, in the right place during Covid-19 – which is aimed at ensuring our people and communities still access NHS services at this time of crisis.

We want to hear from everyone who has accessed any NHS service in the past few weeks, whether it be a GP appointment, visit to A&E, use of maternity services, or other hospital appointment, these will be used as positive case studies in the local press to encourage people to still access the NHS when they need it.

Please email zoe.moore10@nhs.net if you have anything you would like to be involved.

We want to hear from our people

A reminder to complete our [short survey](#) asking for people's views on how they are coping during this crisis, how they are accessing information and support, and what further information and support they need. The deadline to complete the survey is **Sunday 12th April 2020**.

Please do pass the link on as widely as possible.

Tell us about your experiences and let us know what you need!

The Covid-19 Community Connectors Team are here to help make sure you, and the people you help and support, get the information and support needed. Please do contact us using the contact details on page 10.

Healthwatch

You can also raise issues through Healthwatch, which is an independent body responsible for gathering people's views of health and social care services. Contact details are below:

Healthwatch Brighton and Hove:

Telephone: 01273 234 040

Email: info@healthwatchbrightonandhove.co.uk

Website: <https://www.healthwatchbrightonandhove.co.uk/contact-us/>

Healthwatch East Sussex

Telephone: 0333 101 4007

Email: enquiries@healthwatcheastsussex.co.uk

Website:

<https://healthwatcheastsussex.co.uk/contact/>

Healthwatch West Sussex

Telephone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Website: <https://www.healthwatchwestsussex.co.uk/contact-us>

Contact Details

If you have any questions, or if you need this brief in an alternative format, please contact the Community Connectors Team:

Email: sxccg.involvement@nhs.net

Telephone: 0127 323 8725

Deaf British Sign Language (BSL) users can use a Video Relay Service (VRS) called [SignLive](#) (a free app which connects deaf people to a qualified British Sign Language Interpreter before connecting you to one of the Community Connectors Team). This service is currently available every **Thursday from 14:00-16:00**. Please contact the Community Connectors using the details above if this is not convenient.

Let us know what you need to see in this briefing, give us feedback on services and support related to Covid-19 and let us know about issues you are picking up from your communities.

