Dear Colleagues, we want to keep you all updated on the latest local health news without sending out large amounts of emails each day. For the next few weeks we will be collating all the latest updates and sending them together once a week.

**The Figures**

**Nationally**
As of 9am on 1 April 2020, a total of 152,979 people have been tested, of which 29,474 were confirmed positive.
As of 5pm on 31 March 2020, of those hospitalised in the UK, 2,352 have died.
(The figures for test results and for deaths are compiled from different sources. This is why the figures for deaths are reported from an earlier point in time than the figures for test results.)

These numbers are the latest figures available at the point this update was sent – for the most up to date figures please check on this page.

**Locally – by Upper Tier Local Authority**
Peterborough – 36 confirmed cases
Cambridgeshire – 141 confirmed cases

**NHS 111 online reminder**
The NHS 111 phone service is currently experiencing huge volumes of calls. We are encouraging all people to use the online 111 tool in the first instance. The NHS 111 phone service should mainly be used by people if they feel they can no longer manage their COVID-19 symptoms themselves at home, or have a different urgent health issue they need help with. Information on the symptoms of COVID-19, and self-isolation can all be found online at [www.111.nhs.uk/covid-19](http://www.111.nhs.uk/covid-19). This will allow the NHS 111 service to help those who need them most.

**Pharmacy opening times and advice**
Our pharmacies and pharmacy staff are working really hard at the moment, like all other NHS staff. We’ve been asking members of the public who need to use pharmacies for their support this week.
1. Please only order what you need
2. Please be kind to our staff
3. Please help us so that everyone in your community gets the medicines they need and we can help keep our staff and local community safe.
4. People are asked to follow social distancing advice within the pharmacy while queuing.
5. People are also asked to check for local changes to pharmacy opening times.
Click [HERE](http://www.111.nhs.uk/covid-19) to see map of local pharmacies and revised opening times. This map is being updated daily after 5pm.

**NHS App**
We are encouraging people signed up on this app where people can book appointments, get repeat prescriptions etc to reduce calls into surgeries.

**Easter bank holiday opening times**
The general public will continue to have access healthcare services over the four-day Easter weekend.

GP practices will remain open on Good Friday and Easter Monday alongside a number of local community pharmacies to ensure public are able to collect or receive any medicines required.
NHS 111 remains open 24/7 and the CCG is working alongside our NHS 111 provider, Herts Urgent Care, to manage the anticipated demand expected across the weekend.
The ELY Minor Injury Unit (MIU) will also be open on both bank holidays days and over the weekend. Please check the website for details of the opening hours.

**Fenland Minor Injury Unit staff to play vital role in response to COVID-19 (Coronavirus)**
Wisbech and Doddington Minor Injury Units (MIUs) staff are set to play a vital role in the response to COVID-19 in the coming weeks. The healthcare system across Cambridgeshire and Peterborough is working together to create additional space to care for local people during the COVID-19 outbreak, whether they are affected by COVID-19 or require other healthcare services. Clinical staff are also being brought together to deliver care to our local community in the most effective way possible.

As of Monday 6 April, Wisbech and Doddington Minor Injury Units (MIUs) will both temporarily close to the public, to enable the experienced staff to be redeployed to provide vital additional capacity elsewhere in the local community. Temporary changes to these Minor Injury Units will play an important role in the care we continue to provide for members of our community who need extra support, but do not require hospital care. The dedicated staff who work there will be able to use their skills and expertise to support the pressing health needs of our local communities during this unprecedented time.”

Over recent weeks we have also seen far lower numbers of patients attending our Minor Injury Units in Fenland, thanks to people following self-care advice at home and due to increased social distancing. This reduced demand means that we have the capacity to better use our resources in response to the COVID-19 outbreak.

For anyone requiring emergency medical care, the A&E departments at Queen Elizabeth Hospital, Peterborough City Hospital or Hinchingbrooke Hospital are available. The Ely MIU is still open at the Princess of Wales Hospital in Ely and you are also able to call NHS 111 or your local GP practice for advice. Please don’t turn up at your GP practice, but call first for advice. Open to support patients, or for minor illnesses we would recommend local people visit NHS 111 online or call their local GP

**COVID-19 Hospital Discharge Service Requirements**

We face an unprecedented challenge in the weeks and months ahead to provide health and social care services that meet the needs of people affected by coronavirus (COVID-19). One of the most important tasks will be to ensure we have the capacity to support people who have acute healthcare needs in our hospitals. To do this we need to organise the safe and rapid discharge of those people who no longer need to be in a hospital bed. The new default will be to discharge patients home as soon as possible.

We are working very closely across the NHS, community and social care settings to ensure we create and maintain acute bed capacity through faster rates of appropriate discharge from NHS beds for the foreseeable future.

Working together we will ensure that we take account of our local workforce and care home/domiciliary care capacity. Together with awareness of the capacity of family carers and volunteers in the community to continue to support local people. Supporting and sustaining social care will be crucial to these efforts.

**Community service changes**

**Community Hubs**

Following national guidance on the services that should currently be prioritised to support the NHS response to Covid-19, Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) have made changes to older people and adult community services.

The focus now is getting patients who are clinically well enough discharged from the acute hospitals and supporting those in the community who are at high risk of being admitted. Care will be focussed around four urgent community hubs across the county. These will be staffed by staff previously working in neighbourhood and specialist teams.

The hubs will only provide urgent community health services for housebound patients, where not intervening would result in risk of hospital admission or death.

Where possible, patients will be treated either by telephone or video call. Discussions with GPs will continue around referrals for this service.
These changes came into practice from Monday, 30 March and will be in place until national guidance changes.

**Temporary pausing of selected services across Cambridgeshire and Peterborough**

In order to deliver the best possible care to our patients during the coronavirus outbreak, we are following national guidance to adapt our services.

This means we will continue to provide services prioritised as essential by NHS England and temporarily pausing others.

6. **Dental Health Care** - allocation of urgent appointments is following clinical triage over the telephone by a dentist. All routine appointments have been postponed.

7. **DynamicHealth**, includes physiotherapy, pelvic health and specialist service - completing urgent and emergency appointments on the phone and have suspended routine appointments and rehabilitation classes.

8. **iCash**, integrated contraception and sexual health service - only emergency contraception and urgent Genito-Urinary Medicine (GUM) and HIV services are available, people will be telephone triaged and seen in clinic where appropriate.

9. **The Oliver Zangwell Centre**, neuro rehabilitation – this service falls outside of the national essential services list, we have suspended all regular service and all routine appointments have been postponed until further notice.

**Primary Care changes to ways of working**

The NHS has been working at speed to ensure that everyone who needs urgent medical attention can access it during the COVID-19 (Coronavirus) outbreak, which includes rolling out new ways of delivering care. GPs and their teams are at the frontline of those efforts.

Local GP practices are working hard and providing healthcare advice and support to local patients. GPs are working mainly over the telephone or via video consultations instead of face to face at the moment, to help patients and staff stay safe. This also means that vulnerable members of our community do not have to come into the Practice to receive the care they need or to reorder their prescriptions which is crucial in this time of self-isolation and social distancing. GPs can still see patients face to face if there is a pressing medical reason to do so.

Some GP practices that have smaller branch surgeries may have consolidated all of their staff onto one site to ensure that all patients can continue to receive services from their practice. Patients should call their local GP practice in the normal way.

**COVID-19 testing to support retention of NHS staff**

In line with COVID-19 testing policy, which is determined by the Chief Medical Officer and Public Health England (PHE), testing capacity is now increasing.

A testing programme to support the retention of NHS staff can has begun this week, testing will be expanding to cover as many staff as possible.

In the first instance NHS staff working in critical care, emergency departments and ambulance services, and other high priority groups determined locally will be tested. The first priority is to test those staff in these priority groups who are unable to work because of the requirement for 14-day self-isolation. NHS organisations will use these tests to allow key staff to return to work if the index case in their home is COVID-19 free.

The testing will sequentially expand to other NHS staff groups as more tests are made available to the NHS, and ultimately into other essential public services including social care.

**Outpatients and Planned Procedures cancellation**

Due to the increasing pressures on the NHS caused by COVID-19(Novel Coronavirus), the local NHS needs to ensure that the maximum possible inpatient and critical care capacity is available in our hospitals to respond to this pressing demand.

This means that the local NHS has made the decision to postpone all non-essential outpatient appointments and planned procedures and operations until further notice, this started on 20 March 2020. We are planning for this to be for a period of at least three months.

We appreciate that this will be unwelcome news for our patients and local residents. We have reassured people that they will remain in their current pathways for appointments once they start up.
again. They will not need to go back to the GP to get re-referred once normal service resumes. The hospital or other service provider will contact patients directly to reschedule appointments as soon as they are able. We are also working with our trusts and GPs about managing essential new referrals.

**Temporary suspension of low risk Children and Adolescent Mental Health (CAMHs) services**

To enable NHS staff to maintain and prioritise essential mental health services for children, young people and families, in line with national guidance, CPFT will be suspending some of our low risk and diagnostic work from 31st March 2020. Where appropriate, they are making greater use of digital platforms for communications with, and assessment of, priority patients. CPFT are working in partnership with Healios.org.uk, who will also offer assessments and online interventions for children and young people. Patients who may be affected will receive communications directly from CPFT to inform them of these temporary changes. They will continue to accept referrals as usual, however they will only be able to offer services to priority patients. Emergency and crisis support to patients will continue through the on call service, and First Response Service via 111 option 2.

**Volunteer Support Services**

The public have been asked to support he NHS and Local Authorities in a variety of ways. Both through the national NHS volunteer scheme and the local Volunteer Co-ordination Hubs.

**NHS Volunteer Responders**

NHS Volunteer Responders will help support vulnerable individuals who are self-isolating with priority given to:

10. Those identified as most at risk from COVID-19 and asked to self-isolate at home for an extended period

11. Those who health practitioners and local authorities consider to be vulnerable

The volunteer initiative is being delivered by NHS England and NHS Improvement in partnership with Royal Voluntary Service and enabled by the GoodSam Responders app. NHS Volunteer Responders can be asked to help individuals with delivering medicines from pharmacies, if needed and existing arrangements cannot support; driving patients to appointments; bringing them home from hospital; and regular phone calls to check they are ok. GPs, social prescribers and nursing staff can make referrals to this service. They would make a referral if they have concerns about an at risk or vulnerable individual they have asked to self-isolate.

**Cambridgeshire and Peterborough Covid-19 Co-ordination Hub**

Further social-type support can be sought via the Cambridgeshire and Peterborough Covid-19 Coordination Hub in addition to the support available via NHS Volunteer responders. The hub are receiving data directly from NHSE and will **proactively** make contact to extend social-type support to anybody in the shielded group.

Latest updates from the co-ordination hub:

12. They have the first set of details for people in the shielded category and are in the process of contacting all of them to make sure they have what they need for the next 72 hours.

13. They are also supporting with food distribution until the full national food distribution scheme is up and running.

14. They are creating an [online directory](https://www.cambridgeshire.gov.uk/coordinationhub) of local volunteer groups where people can also find support in their immediate community

15. They are creating an app for people to access support in the coming weeks – further details to follow

Referrals to the co-ordination hub can be made on behalf of a patient or can be made by the patient calling the hub to ask for support on 0345 045 5219

More information can be found here: [www.cambridgeshire.gov.uk/coordinationhub](https://www.cambridgeshire.gov.uk/coordinationhub) [www.peterborough.gov.uk/coordinationhub](https://www.peterborough.gov.uk/coordinationhub)
British Sign Language resources
Resources explaining home isolation and other essential advice is now available on the campaigns resource centre.

Contract Changes at Waterbeach GP Surgery
Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) has awarded a contract to MKGP Plus Ltd to support Dr Al-Ghazi in providing healthcare services at Waterbeach Surgery, this came into effect from 27 March 2020.
All patients already registered with the practice will continue to receive their care at the Waterbeach Surgery and there is no need to re-book any existing appointments. Repeat prescriptions can be ordered as usual and all contact details for the practice remain the same.

Kind regards

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