

Winter 2019/20 - how we're working to keep people safe and well

Winter always brings additional pressures on health and social care services. This is felt across the country and Norfolk and Waveney is no different.

This year we expect pressures over the winter to be just as great as ever. So we have planned well ahead with more services, more capacity and more support for local people and patients.

This year we're asking everyone: 'Help Us Help You'

- Use local pharmacies where appropriate and walk-in or minor injury units if it's more serious and urgent
- Seek advice for serious health problems early, to stop them getting worse
- Be a good friend or neighbour if they need a little more support
- Call 111 if urgent but not an emergency

Our staff and volunteers

We're always busy during winter. Some illnesses are worse at this time of year, including flu and norovirus. This leads to:

- Significant increases in people attending A&E departments across our area.
- As many as 40,000 calls to 111 a month
- More than 1,800 weekend and evening GP appointments per week

This is why over winter, many health and care staff and volunteers go the 'extra mile' when they can.

We thank them and ask everyone to appreciate their hard work too.

Don't wait until it gets worse, ask your pharmacy team first.

They can help with minor health concerns.

nhs.uk/pharmacyadvice



Prameet Shah,
Pharmacist

Inside and back pages:

What the NHS and local councils are doing to help people through the winter when they are ill or need care

Be a germbuster: don't spread diseases

Norovirus (sickness and diarrhoea)

You can catch it by close contact with someone with norovirus, touching surfaces or objects that have been touched by someone with norovirus, eating food that has been prepared or handled by someone with norovirus

To avoid catching it:

- **Wash your hands frequently with soap and water**
- **Wash surfaces and towels**
- **Do not come back to school, work public spaces or use public transport for 48 hours after the last symptom**

Flu

Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours. You are more likely to give it to others in the first 5 days.

To avoid catching it:

- **Wash your hands often, with warm water and soap**
- **Use tissues to trap germs when you cough or sneeze**
- **Put used tissues in a waste bin as quickly as possible**

Here's just some of the things we have in place to look after people during the winter

Across all of Norfolk and Waveney

- Flu vaccinations
- Plans and staff to manage cases of flu in care homes
- Six more ambulance rapid response vehicles staffed with paramedics who can treat people at the scene and save them a trip to hospital
- Extra capacity to hire more ambulances if needed
- Ambulance Patient Safety Intervention Teams will ensure patients awaiting handover to hospital are well looked after and assessed.
- Three additional rapid response vehicles on our roads
- More than 2000 weekend and evening GP/nurse appointments per week
- More people safely assisted in their first call to 111 (more call handlers and more clinicians in the Clinical Assessment Service)
- More therapy resource in hospitals and community teams to help people get home sooner and live as independently as possible at home
- Social care Trusted Assessor Facilitators are working with residential homes to help people return to their home from hospital
- Additional 16 adult mental health inpatient beds opened in Norwich



West Norfolk area plans include:

- Enhanced and enlarged Ambulatory Emergency Care Unit within Queen Elizabeth Hospital
- Enhanced and enlarged discharge lounge at the Queen Elizabeth Hospital to help people return home sooner
- Continuation of specialist community beds including end of life care
- Enhanced virtual ward to support admission avoidance and to return home soon
- Nurse-led clinic to support homeless people and a night shelter, reducing their reliance on hospitals.
- Continued funding for SOS bus project which offers help and advice to people in crisis or needing assistance
- More people in mental health crisis teams
- Schemes relating to frailty, COPD and asthma will identify those at risk, and help to proactively manage their condition with them to reduce needing urgent and emergency care
- Additional 30 beds to increase capacity at the hospital



Central Norfolk area plans include:

- Work is underway on building a new ward block at the hospital, which is a £14m investment and will house an extension of the Acute Medical Unit (AMU) and a relocated Acute Stroke Unit. This will add 68 extra beds and will bring extra medical capacity and will help to aid patient flow from the NNUH Emergency Department (ED).
- The Older People's Emergency Department at NNUH is well established.
- More Advanced Nurse Practitioner posts in Paediatrics.
- The NNUH Aylsham Discharge Suite will also be fully operational this winter and NNUH will be developing an Integrated Discharge Hub with partners to help reduce delayed transfers of care.
- Hospital Ambulance Liaison Officers to work closely with ED staff to help speed up handovers in the NNUH Emergency Department, releasing crews as soon as possible.
- Falls Intervention Vehicle to help people remain stay safely at home where possible.
- Senior Community Clinicians working with the ambulance service to keep patients safe and well at home where appropriate rather than taking people to hospital.
- "NNUH at Home" will continue to support care at home for up to 30 patients at a time, who are medically well enough to leave hospital.
- Additional capacity in our community services (HomeWard in Norwich, Supported Care teams in North and South Norfolk and Norfolk First Response) to support people to stay well at home and on discharge from hospital.
- More people in mental health crisis teams
- A new fleet of ambulances to serve our patients
- Extension of the SWIFTS service to help keep people out of hospital



Great Yarmouth and Waveney area plans include:

- Increased therapy service at the James Paget University Hospital, six days per week, to help more patients get home quickly.
- Extended pharmacy service at JPUH with pharmacists working across the weekend to help prepare medicines that patients need so they can be discharged and return home.
- Increasing the number of beds available within the hospital
- Working in partnership with social care, mental health, community healthcare and voluntary groups from a new 'integrated hub building'. The new shared accommodation helps those patients who may require ongoing support in the community to leave hospital as quickly as possible.
- Suffolk County Council Public Health held the flu summit and published a Suffolk wide Flu Toolkit that provides information and tools to help in the delivery of the seasonal flu programme.
- Suffolk County Council are working closely with Adult and Community Services and Children and Young Peoples Services to promote the flu vaccine to their service users



Our partners are doing some great work too...

Warmer Homes Campaign (Norfolk initiative)

Having somewhere warm to live is essential for keeping healthy. Living in the cold leaves you vulnerable to illness and can affect mental health too. However, not everyone can afford to keep their homes warm, which is why local councils across Norfolk and Waveney are working in partnership and offering central heating system grants or advice for anyone struggling to heat their home.

The Norfolk Warm Homes Fund isn't just for homeowners either; private landlords can get up to 75% off first time central heating systems to help tenants reduce their energy bills.



Finding out if you qualify is easy - give them a call on 01603 430103 and they'll be able to tell you.

Stay warm, stay healthy (Waveney)



Suffolk's Warm Homes Healthy People is a project designed to help vulnerable people and families make their homes cheaper to heat.

Find out more about the [Warm Homes Healthy People project](#). Contact *Warm Homes Healthy People* on 03456 037 686 or email whhp@eastsuffolk.gov.uk if you have any questions.

District Direct

Teams from across seven district councils and local NHS Mental and physical health providers will support patients to return home via the District Direct service and will help them stay living independently for longer. As well as practical help such as minor home adaptations, patients will also receive information and advice about support available in the local area. This service is via referral from a medical practitioner only.

Home First

#HomeFirst is a new campaign to promote to hospital patients the benefits of recovering at home, in their own bed, after surgery or inpatient treatment.

Cath Byford, Chief Nurse of the NHS Clinical Commissioning Groups for Norfolk and Waveney, said; "We know most patients will recover faster and better in their own home, where they are in a familiar environment and can get back into their normal daily routines. We also know patients would rather be in their own bed than a hospital bed. This campaign aims to make them aware of what they, their family or carers can do to avoid unnecessary delays when they are ready to return home."



For info
For more information visit <https://youtu.be/A41RiFMHm4E>