

## Update on what the NHS in Norfolk and Waveney is doing (14 May 2021)

### More than a third of adults in Norfolk and Waveney have received two COVID-19 jabs as vaccine programme continues to gather pace

More than a third of people aged over 16 in Norfolk and Waveney have received two doses of COVID-19 vaccine, newly released figures show. According to data published today by NHS England and NHS Improvement 35% of adults in Norfolk and Waveney have received their second dose, compared to 28% of adults in England. This puts us second out of the 42 health and care systems in England.

The figures also show that 70% of people aged over 16 in Norfolk and Waveney have received their first dose, compared to 63% of adults in England. This puts us sixth out of the 42 health and care systems. Some 92% of people aged over 70 have received their second dose.

A total of 894,725 doses of vaccine have been given locally since the start of the vaccination programme. In the week to 2 May, 49,056 doses were given of which 9,876 were first doses and 39,180 were second doses.

Melanie Craig, Chief Executive of NHS Norfolk and Waveney Clinical Commissioning Group (CCG) said: "The vaccination programme in Norfolk and Waveney continues to make strong progress and take up of the vaccine has been exceptionally high. We are committed to making sure no one gets left behind and continue to work with our partners to look at ways of reaching vulnerable, high risk and hesitant groups."

If you are in an eligible group – meaning you are 40 or over, or you'll turn 40 before 1 July 2021, have a health condition that puts you at greater risk, have a learning disability, or are a health or social care worker – and you haven't booked your first dose yet, you can book at [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or by phoning 119.

People aged 16+ who are the main carer of an elderly or disabled person who is clinically vulnerable to COVID-19 (or whose welfare may be at risk if their carer falls ill) can register for a vaccine online at [apps.norfolk.gov.uk/carervax](http://apps.norfolk.gov.uk/carervax)

Local people are being encouraged to be patient as fewer vaccines are currently available, something the health system had expected and planned for. Vaccine supply is expected to increase over the coming days and weeks, meaning that more options will become available on the national booking system.

If you cannot find an appointment at a vaccination site close to where you live please do not contact your GP practice as they need to keep telephones clear for patients needing an appointment with a GP or nurse for other health issues and urgent care.

Our vaccination centres across Norfolk and Waveney continue to offer the life-saving jabs. Next week some additional stock has been made available and therefore we are running an additional clinic at: Louise Hamilton Centre, James Paget University Hospital, Gorleston, NR31 6LA. Clinics from Tuesday to Friday.

Please note that these clinics will be by appointment only. To book an appointment, please ring 01493 453300 between 9am and 5pm this Saturday and Sunday (8 and 9 May). Please note that this number will not be staffed outside of these times.

These clinics are for first doses only and for people in priority groups 1-10, which includes:

- Anyone aged 40 and over, or will turn 40 by 1 July 2021

- Individuals who are Clinically Extremely Vulnerable
- Those aged 16+ who share a household with someone who has severe immunosuppression
- Health and social care staff
- Care home workers and residents
- Carers (16+, paid and unpaid)

## **New Chair Appointed to Norfolk and Waveney VCSE Health and Social Care Assembly**

Emma Ratzer has been appointed as the first Chair of the Norfolk and Waveney VCSE (Voluntary, Community and Social Enterprise sector) Health and Social Care Assembly. The appointment was announced by the Norfolk and Waveney Health and Care Partnership which brings together the NHS, local government and the voluntary sector to improve health and care in our area.

The idea for the VCSE Health and Social Care Assembly has been developed by representatives of the VCSE sector - including Community Action Norfolk, Community Action Suffolk, Voluntary Norfolk, the Norfolk Community Foundation and Momentum - working together with NHS Norfolk and Waveney Clinical Commissioning Group (CCG) and Norfolk County Council. As Chair, Emma will now lead the next stage of the work to develop an effective VCSE Assembly which can build stronger and more equitable partnerships between our large, diverse and vibrant voluntary sector and NHS and social care organisations.

Emma was appointed from a wide field of excellent candidates, following extensive interviews with a stakeholder panel of over 30 VCSE representatives from across Norfolk and Waveney. She has worked with local charity, Access Community Trust, since 2008 and been their chief executive since 2012, growing the organisation and providing support to people in some of our most disadvantaged communities. Emma was made an MBE in 2019 for services to the community.

Emma will provide leadership and direction to the VCSE Assembly to enable the Assembly to effectively function as a mechanism to hear the views of the VCSE and collaborate and connect with a wide and diverse range of partners and stakeholders, on key issues and the wider ICS ambitions. She will also represent the VCSE Assembly on the ICS.

Patricia Hewitt, Independent Chair of Norfolk and Waveney's Integrated Care System, said: "I am delighted to announce Emma's appointment, following a very stringent and inclusive interview process. Her experience, passion and commitment to the VCSE sector and the people they serve will be an invaluable addition to our partnership. We are fortunate to have over 10,000 voluntary, community and social enterprise organisations in Norfolk and Waveney. This vibrant, diverse and innovative sector is a vital partner within the emerging Norfolk and Waveney Integrated Care System. As Chair of the VCSE Assembly, Emma will have a crucial role in ensuring that the needs, skills and scope of the sector are effectively represented in local decision-making."

Emma Ratzer said "I'm delighted and proud to be welcomed as Chair of the VCSE Assembly and I look forward to developing the unique and ambitious partnership of a Norfolk and Waveney Integrated Care System. The VCSE sector continues to deliver incredible benefit to our communities and our statutory partners, particularly around financial models and social value impact.

"Support for all statutory and non-statutory sectors during the pandemic has been tremendous, but I fear the full effects of the last year are yet to present themselves. We have a real opportunity and responsibility to drive and commit to a collective ambition and shared vision that will actively steer future change in service provision, working collaboratively to positively address the growing inequalities within our communities with compassion, care and attention to detail. I

am looking forward to being a part of a sustaining, empowering and influencing Assembly designed to foster strategic imagination that moves us from conversation to action”.

Led by a cross sector working group the recruitment design was carefully considered and managed to ensure we had a successful appointment. The inclusion of the VCSE sector in both the design and at each stage of assessment and decision making allowed for testing, challenge and exploration of the key qualities of the candidates, via shortlisting, an inclusive and transparent stakeholder panel with VCSE and wider ICS representation, and a final appointments panel.

The approach adopted also demonstrated our shared commitment to ICS partnership working by including partner representation at each stage of the selection process, but with the final decision making process weighted in favour of the VCSE sector. Members of the stakeholder panel included 18 VCSE partners and 6 colleagues from statutory organisations, who met all shortlisted candidates and received a presentation from each followed by an open discussion. Independent feedback via an online tool was received from each panel member, and was shared with the appointment panel who also met all shortlisted candidates. Three VCSE representatives from the stakeholder panel also joined the final appointment panel, and represented the diversity and breadth of the sector.

Dan Skipper, Chief Executive Officer, Age UK Norwich, a member of both the stakeholder panel and final appointment panel, made the following comments after the recruitment process: “The appointment of Emma as the VCSE Assembly Chair is a big step in strengthening the partnership between health and social care and the VCSE sector. Emma’s role to develop the VCSE Assembly as part of the ICS will embolden the role of the VCSE and the fantastic diversity of support we provide to people and communities, and how this can complement and enhance statutory services. This collaboration was clearly demonstrated throughout the recruitment for the Chair, which included a wide variety of VCSE organisations, as well as health leaders and commissioners, to select the best candidate for this important role. “

Dan Mobbs, Elected Chair of the VCSE Forum for Children and Young People, who was also a member of both the stakeholder panel and final appointment panel said “I’m delighted that Emma has been appointed as chair of the assembly. As a passionate and principled charity leader I believe she will provide the facilitation we need to ensure we work together with our public sector colleagues to support our communities to the best of our shared strengths”.

## **Dying Matters Awareness Week helping to shape palliative and end of life care services in Norfolk and Waveney**

People in Norfolk and Waveney are being encouraged to talk about death and the practical aspects of preparing for it to make sure their end of life wishes are known and met. This week has been Dying Matters Awareness Week and the Norfolk and Waveney health and care system supported a number of online events.

This was a chance for partners, organisations and individuals to come together and open up the conversation around death, dying and bereavement. Where people die is changing, with more people than ever choosing to die at home. In response, this year’s Dying Matters Awareness week focused on the importance of being in ‘a good place’ to die.

The quality and comfort of people’s deaths, and whether the right care and support was in place, is often important not only to the patient but also their family. There is no right or wrong place to die; everyone will have a different view or preference. But it is important for families to think about it, to talk about it and to plan for it in an open and honest way. Speaking about death and personal choices in advance can have a significant impact on improving end of life experiences

To support this important message health and care services in Norfolk and Waveney are looking for people’s help to make sure they have the right palliative and end of life care services in place. People can find out more and complete a survey online: [www.smartsurvey.co.uk/s/end-of-life-care-in-Norfolk-and-Waveney](http://www.smartsurvey.co.uk/s/end-of-life-care-in-Norfolk-and-Waveney)

Pam Fenner, Chair of Norfolk and Waveney ICS Palliative and End of Life Care Collaborative, said: "When someone dies there are many decisions to make, along with all the practicalities to sort out. If their wishes have not been fully prepared and recorded, those left behind not only have to cope with their own bereavement, but also with having to make decisions about what to do with possessions, belongings and how to best handle personal affairs.

"We want to make sure that everyone has their wishes respected and can reach the end of their life in the place they would wish, which is often at home, in as much comfort and with as much dignity as possible."

St Nicholas Hospice Care, St Helena Hospice, and St Elizabeth Hospice and UEA Health and Social Care Partners joined forces to highlight Dying Matters Awareness Week. They hosted a number of online events in collaboration with various organisations and inspiring individuals across the region to create a space for us to think and talk about what it means to be in a good place to die.

You can get involved by taking the opportunity to listen or have a conversation about end of life care with friends and colleagues, posting stories on social media, or actively taking steps to document your own preferences and sharing these wishes with the people you care about. People approaching end of life are also encouraged to register an advance care plan with their care provider so services can do their best to support your choices.

For more information visit: <https://www.compassionatecommunitieseast.com> and <https://www.dyingmatters.org/AwarenessWeek>

### Translated information about COVID-19

The CCG has developed a number of accessible leaflets around COVID-19 vaccinations and common misconceptions about the vaccines in eleven different languages, including Lithuanian, Latvian, Russian and Farsi Persian.

The leaflets are freely available on the website and are available for members of the public to use, or for front line staff to share with patients. This move is to ensure that the people who live in our locality, whatever their area of origin, are able to access support and information to allow them to make informed decisions. The leaflets can be found here:

<https://www.norfolkandwaveneyccg.nhs.uk/covid/translated-guides>

### Norfolk and Waveney CCG Supports Type 2 Diabetes Prevention Week

Type 2 Diabetes Prevention Week (10-16 May) is a joint campaign from NHS England, Public Health England and Diabetes UK. The campaign aims to raise awareness of Type 2 diabetes, how to prevent it, and at-risk groups, and encourages patients to check their risk via the Diabetes UK Know Your Risk tool. There are 12.3 million people in the UK at increased risk of developing type 2 diabetes. But for many people there are steps you can take to reduce your risk. That's why we are raising awareness of the risk of developing type 2 diabetes and how to reduce it.

Dr Clare Hambling is the GP clinical lead for diabetes with Norfolk and Waveney CCG: "It's really important that we raise awareness of Type 2 Diabetes as it is often preventable through lifestyle choices. You can prevent Type 2 diabetes by eating a healthy, balanced diet, maintaining a healthy weight and keeping physically active.

"Experience over the last year has shown that people living with Type 2 diabetes face a significantly higher risk of dying with COVID-19. There are also some groups at higher risk of Type 2 diabetes: men, people of South Asian or Black ethnicity, people who are overweight and people with a family history of Type 2 diabetes.



“Anyone can find out their risk of Type 2 diabetes by using the Diabetes UK Know Your Risk Score at [riskscore.diabetes.org.uk](https://www.diabetes.org.uk) or by searching ‘Know Your Risk’. If your score comes back as ‘at risk’, sign up to your free local Healthier You programme via self-referral, or, if you think you or a family member may be at risk, ask at your GP practice about your free local Healthier You programme.”

The Healthier You NHS Diabetes Prevention Programme is a 9-month evidence-based lifestyle change programme which helps people at high risk of Type 2 diabetes to reduce their risk through managing their weight, eating more healthily and being more physically active. Patients are eligible for the programme if they are: aged over 18, not pregnant and registered with a GP practice. They can self-refer on to the programme if they score ‘moderate’ or ‘high’ on the Diabetes UK Know Your Risk tool. People with a previously raised blood glucose level may also be eligible.

Clare adds:” In the coming week we will be writing to all eligible patients registered with GP practices in the Lowestoft Primary Care Network, offering them an opportunity to participate through our Protect NoW (Norfolk and Waveney) programme - an innovative project supporting our local practices in offering people at risk of developing type 2 diabetes a referral into the NHS Healthier You Diabetes Prevention programme. Those patients selected will have had a blood test with their practice in the last two years that has shown them to be at higher risk of developing Type 2 diabetes. More and more patients are joining the programme and providing positive feedback that this is really helping to make a difference to their health and wellbeing. For example, one participant said....’

‘The regular sessions with the Coach, inspire confidence that I am focussing on the key priorities, to enable me to avoid developing Type 2 diabetes, and the Coach strikes a nice balance, being informative and supportive, without putting any pressure on the participants. I am glad that I did choose to ‘get with the programme’.

For more information visit: [https://www.diabetes.org.uk/get\\_involved/diabetes-prevention-week](https://www.diabetes.org.uk/get_involved/diabetes-prevention-week)

## Case Study: Donna Loose

Over the next few updates we’ll be bringing you case studies from colleagues who’ve been working on the frontline during the pandemic.



Donna is nurse manager and family planning and sexual health lead at Birchwood Surgery in North Walsham. She is also General Practice Nurse Development Lead for NHS Norfolk and Waveney Clinical Commissioning Group. Here are Donna’s reflections:

I wanted to become a nurse because I have always felt a caring nature in my life and I wanted to make a difference to other people’s lives. I left district nursing as a palliative care lead due to family commitments and general practice nursing appealed to me, the hours worked well and I enjoy working within a community general practice setting seeing all ages. I am a women’s health nurse so I support women from puberty to post menopause and all the stages in between. As a nurse manager there is also the element of team development and workforce management.

### Donna’s reflections on the last 14 months

As with all health care providers, general practice started its biggest journey of change that I have encountered in my career during the COVID-19 pandemic.

In pre-COVID times we would have had training to learn new consultation skills and technology to support the delivery of care to patients, however the speed of events meant that we had to adapt and transform the way we work almost overnight.

Our teams adjusted clinical skills used for direct patient contact to offer and adapt to remote consultations. Our skills of actively listening, diagnosing and managing conditions were tested to their optimum.

Alongside this new way of working face to face care continued for essential services, while we faced uncertainty about the virus and its implications for our safety and wellbeing, and guidance changed daily. Clinicians rose to the challenge of delivering patient-centred care in supporting the cohorts of vulnerable patients that span the age range we serve.

Our workforce showed true resilience in these challenging and what felt like forever changing times, showing true flexibility, resilience and flexibility to the needs of our patients. For our communities what did this mean? It meant they still had access to high quality care from clinicians they knew and felt confident in.

A friendly reassuring compassionate clinician might have been their only contact in the course of a day or a week, the conversations alongside their medical need spanned from a supportive ear to listening to their fears and concerns, supporting both their physical and mental health.

Throughout the pandemic, the privilege of being part of the community as a health provider, to offer patients more than clinical support but act as their support network, is something I shall reflect on for many years and be grateful to have nursed in this unprecedented time in history for health care. The role of general practice and all staff working within them have a direct impact on the outcome of that patient's health and wellbeing.

We have responded to patients' feelings of isolation, their grief for lost ones and separation from family members in care homes. Support networks for post-natal care reduced and we became a point of contact.

When asked will we go back to normal whatever normal may be, I and many others have reflected on this. While many positive changes have occurred in how we deliver care, I am keen to continue to provide that personal empathetic touch.

A flu clinic highlighted this experience with a patient attending and breaking down as she spoke of her recent bereavement of her husband. The ability to be in that room with her and share that grief, be that listening ear and her parting words 'thank you nurse for being there and listening' drove home the core value of why I nurse and encourage others to enter the profession.

General practice offers communities both mental and health wellbeing, a form of human contact, a support network in a familiar environment, a point of contact as a building that houses familiar faces where trust, confidence and reassurance that we will get through this pandemic and receive care remains. GP practices will for many have been the 'supportive normal' in this pandemic and recognised as health heroes.

### **Mental health support available for the public**

- It's important that we look after our mental wellbeing during this time – for tips and advice visit [www.everymindmatters.co.uk](http://www.everymindmatters.co.uk).
- If you are worried about your own mental health and wellbeing call First Response, a free 24/7 helpline offering immediate support, on 0808 196 3494.
- 11 to 25 year olds in Norfolk and Waveney can get support and online counselling via [www.Kooth.com](http://www.Kooth.com). The service provides support or advice on any topic, including managing your feelings during the pandemic.
- JustOneNorfolk has a wealth of information and links to support the health and wellbeing of your family: [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk).