

COVID-19 Newsletter

Advice for everyone - Coronavirus (COVID-19)

What should I do?

Updated guidance for England



Stay home
whenever possible



Work from home
if you can



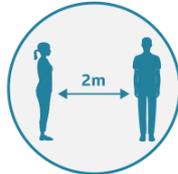
Avoid public transport
if possible



Take unlimited exercise
outside*



Enjoy parks and public spaces
without exercising*



But always keep your
distance in public

*From 13 May

BBC

Do not go to places like a GP surgery, pharmacy or hospital if you think you might have coronavirus. Stay at home and visit www.111.nhs.uk. Only call 111 if you cannot get help online.

Use the 111 online coronavirus service if you have either:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

How to reduce the spread of infection in your home

Do:

- wash your hands with soap and water often, for at least 20 seconds
- 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
- clean objects and surfaces you touch often (such as door handles, kettles and phones) using your regular cleaning products
- clean a shared bathroom each time you use it, for example, by wiping the surfaces you have touched

Don't:

- share towels, including hand towels and tea towels

Babies and children

Call 111 if you're worried about a baby or child. If they seem very unwell, are getting worse, or you think there's something seriously wrong, call 999. Do not delay getting help if you're worried. Trust your instincts

Get more advice about Coronavirus in children at www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-in-children/

FOR PARENTS

A SPECIAL COVID-19 MESSAGE

When your child is ill or injured it is very difficult to decide if/when to call your child's GP, NHS 111, or go the Accident and Emergency Department (A&E). While the government is asking everyone to stay at home, it can be confusing to know what to do. Here is some guidance around what to do if your child shows any of the following symptoms or signs.



FOR ADVICE ON COVID-19 AND CHILDHOOD ILLNESSES/INJURIES VISIT WWW.NHS.UK

Designed by primary & secondary care clinicians from Barts Health NHS Trust & East London Health & Care Partnership

YOU SHOULD GO TO A&E AND/OR CALL 999 IMMEDIATELY IF:

APPEARANCE

- ▶ Pale/mottled/ashen/blue colour
- ▶ Collapsed/unresponsive/loss of consciousness
- ▶ No obvious pulse or heartbeat
- ▶ Severe allergic reaction

BEHAVIOUR

- ▶ Extreme irritability/pain/sleepiness (can be woken but falls asleep immediately)
- ▶ Seizure/jerking movements/fit

BREATHING

- ▶ Sucking in and out between ribs
- ▶ Flaring nostrils
- ▶ Extremely fast breathing
- ▶ Unusually noisy breathing

OTHER

- ▶ Bleeding from an injury that doesn't stop after 10 minutes of pressure
- ▶ Fever with a stiff neck

YOU SHOULD GO TO A&E IF:

APPEARANCE

- ▶ Dizziness/feeling faint
- ▶ Rash that does not fade when you press it

BEHAVIOUR

- ▶ Severe tummy pain

OTHER

- ▶ Burn
- ▶ Possible broken bone

OTHER

- ▶ Swallowed foreign objects (especially magnets/batteries)
- ▶ Temperature higher than 38°C in a baby younger than 3 months old
- ▶ Your child has special health care needs and you have a plan that tells you to go to A&E
- ▶ Feels abnormally cold to touch
- ▶ Expressing suicidal/significant self harm thoughts
- ▶ Head injury

YOU SHOULD CALL YOUR GP IF:

APPEARANCE

- ▶ Mild/moderate allergic reaction (known or suspected)
- ▶ New rash that fades when you press on it

BEHAVIOUR

- ▶ Mild irritability/sleepier than normal
- ▶ Moderate tummy pain
- ▶ Vomiting and diarrhoea
- ▶ Not passed urine for more than 12 hours

BREATHING

- ▶ Wheezing/fast breathing

OTHER

- ▶ Temperature >39°C (age 3-12 months)
- ▶ Temperature over 38°C for 5 days or more
- ▶ Accidental overdose of medication or other substances
- ▶ Ear pain for more than 2 days
- ▶ Emotional distress (where your child can't be reassured)

YOU SHOULD USE 111 ONLINE OR CALL 111 IF:

APPEARANCE

- ▶ Pink eyes/red eyes

BEHAVIOUR

- ▶ Ear pain for less than 2 days
- ▶ Mild tummy pain

BREATHING

- ▶ Cough
- ▶ Runny nose

OTHER

- ▶ Temperature over 38°C for less than 5 days

Can I leave my home if I'm self-isolating?

If you or someone you live with have symptoms of coronavirus:

- 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

How long to self-isolate

If you have symptoms of coronavirus, self-isolate for 7 days.

After 7 days:

- if you do not have a high temperature, you can stop self-isolating
- if you still have a high temperature, keep self-isolating until your temperature returns to normal

You do not need to keep self-isolating if you just have a cough after 7 days. A cough can last for weeks after the infection has gone. If you live with someone who has symptoms, self-isolate for 14 days from the day their symptoms started. This is because it can take 14 days for symptoms to appear. If more than 1 person at home has symptoms, self-isolate for 14 days from the day the first person started having symptoms.

To get an isolation note do not call the surgery but visit www.111.nhs.uk/isolation-note/

Who can be tested?

For guidance on coronavirus testing, including who is eligible for a test, how to get tested and the different types of test available please click on the following link:

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

Please note we are unable to organise these tests via the surgery.

Tests are available for:

- all essential workers including NHS and social care workers with symptoms
- anyone over 65 with symptoms
- anyone with symptoms whose work cannot be done from home (for example, construction workers, shop workers, emergency plumbers and delivery drivers)
- anyone who has symptoms of coronavirus and lives with any of those identified above
- social care workers and residents in care homes (with or without symptoms) both to investigate outbreaks and, following successful pilots, as part of a rolling programme to test all care homes
- NHS workers and patients without symptoms, in line with NHS England guidance

This means anyone in one of these groups can find out whether they have the virus. Testing is most effective within 3 days of symptoms developing

Struggling because of coronavirus (COVID-19)?

You can find information on www.gov.uk/find-coronavirus-support about:

- feeling unsafe
- going in to work
- paying bills or being unemployed
- getting food
- having somewhere to live
- mental health and wellbeing

Use this service to find out what help you can get if you're affected by coronavirus. You can use it for yourself or someone else. Please note: You will not get direct support from the government or organisations through this service.

Shielding Patients: Where can I get help?

Please go to the government support website (www.gov.uk/coronavirus-extremely-vulnerable) to register that you have received your letter and confirm if you need help at the moment. This government service provides access to food and medications, as well as help with social contact and basic needs while at home, if needed.

Please contact your local council if you have an urgent need. Local councils are working with the voluntary sector and local communities to support residents during the response to COVID-19. You can find information about your local council here: <https://www.gov.uk/find-local-council>

Your GP or other healthcare professional can also refer you for immediate help from an NHS volunteer. NHS Volunteer Responders can help you with:

- check and chat –short-term telephone support to say hello if you are feeling lonely and isolated
- community support –collecting shopping, medication or other essential supplies
- patient transport –transport to take patients home who are medically fit for discharge.

The government has also provided advice on employment and financial support: <https://www.gov.uk/coronavirus>

Health at home – this webpage lists available NHS services such as how to order repeat prescriptions online and get them delivered (<https://www.nhs.uk/health-at-home/>)

Bereavement advice and support

Most people experience grief when they lose someone important to them. It affects everyone differently. There's no right or wrong way to feel. You may be finding it particularly difficult at the moment because of the changes in place to try to stop the spread of coronavirus (COVID-19). Changes have been made to several services, including end of life and palliative care, as well as funeral arrangements. You may feel that you need some extra help and support during this time:

- NHS bereavement helpline on 0800 2600 400
- Cruse via 0808 808 1677, or email helpline@cruse.org.uk
- Treetops via 0115 949 6944 or therapy@treetopshospice.org.uk

Guidance for the public on the mental health and wellbeing aspects of coronavirus

The coronavirus (COVID19) outbreak is going to have an impact on everyone's daily lives, as the government and the NHS take necessary steps to manage the outbreak, reduce transmission and treat those who need medical attention.

It may be difficult, but by following guidance on social distancing, or staying at home, you are helping to protect yourself, your family, the NHS and your community.

During this time, you may be bored, frustrated or lonely. You may also feel low, worried, anxious, or be concerned about your health or that of those close to you. Everyone reacts differently to events and changes in the way that we think, feel and behave vary between different people and over time. It's important that you take care of your mind as well as your body and to get further support if you need it.

This guide provides advice on how to look after your mental health and wellbeing during the coronavirus (COVID-19) outbreak.

www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing

Help in a crisis

If you feel unsafe or that you cannot cope, you need to seek help and assistance immediately. Find out how you can receive help from a range of local support services and national organisations, click on the link below:

www.derbyshirehealthcareft.nhs.uk/getting-help/help-mental-health-crisis

Trent PTS Psychological Therapies

For those in need of emotional and psychological support at this difficult and challenging time, Trent PTS is continuing to provide a service for all patients registered with a Derby GP (This service is NHS funded). If you would like psychological support and are aged 16 years or over you can self-refer. Please go to their website to complete a referral and they will be in contact to arrange your first appointment.

www.trentpts.co.uk

As they continue to accept new referrals, they are now offering their services by phone, webcam, using online text-based therapies or through online support packages so as to maintain social distancing. You can also call the telephone number below, to talk to a member of their team about the services they offer.

01332 411 260

Helping children and young people cope with stress

There are some key points you can consider about how to support your child or young person, including:

Listen and acknowledge: Children and young people may respond to stress in different ways. Signs may be emotional (for example, they may be upset, distressed, anxious, angry or agitated), behavioural (for example, they may become more clingy or more withdrawn, or they may wet the bed), or physical (for example, they may experience stomach aches).

Look out for any changes in their behavior: Children and young people may feel less anxious if they are able to express and communicate their feelings in a safe and supportive environment. Children and young people who communicate differently to their peers may rely on you to interpret their feelings. Listen to them, acknowledge their concern and give them extra love and attention if they need it.

Provide clear information about the situation: Children and young people want to feel assured that their parents and carers can keep them safe. One of the best ways to achieve this is by talking openly about what is happening and providing honest answers to any questions they have. Explain what is being done to keep them and their loved ones safe, including any actions they can take to help, such as washing their hands more often than usual. Use words and explanations that they can understand.

Be aware of your own reactions: Remember that children and young people often take their emotional cues from the important adults in their lives, so how you respond to the situation is very important. It is important to manage your own emotions and remain calm, listen to and acknowledge children and young people's concerns, speak kindly to them, and answer any questions they have honestly.

Create a new routine: Life is changing for all of us for a while. Routine gives children and young people an increased feeling of safety in the context of uncertainty, so think about how to develop a new routine, especially if they are not at school:

- make a plan for the day or week that includes time for learning, playing and relaxing
- if they have to stay home from school, ask teachers what you can do to support continued learning at home.
- encourage maintaining a balance between being on and offline and discover new ideas for activities to do from home.
- children and young people ideally need to be active for 60 minutes a day, which can be more difficult when spending longer periods of time indoors. Plan time outside if you can do so safely
- don't forget that sleep is important for mental and physical health, so try to keep to existing bedtime routines
- it may be tempting to give children and young people treats such as sweets or chocolate but this is not good for their health, especially as they may not be as physically active as normal.

Limit exposure to media and talk more about what they have seen and heard: Like adults, children and young people may become more distressed if they see repeated coverage about the coronavirus (COVID-19) pandemic in the media. A complete news blackout is also rarely helpful as they are likely to find out from other sources, such as online or through friends. Try to avoid turning the television off or closing web pages when children or young people come into the room. This can peak their interest to find out what is happening and their imagination can take over. Instead, consider limiting the amount of exposure you and your family have to media coverage.

Please see this useful parent's guide on when and where to seek help if your child becomes unwell and this wonderful book for children that explains Coronavirus: https://issuu.com/nosycrow/docs/coronavirus_ins

For support as a parent or carer

Young Minds provides advice about mental health and behaviour problems in children and young people up to the age of 25. You can call the Parents' and Carers' Helpline on 0808 802 5544. Please be aware Young Minds do not provide any direct psychological services and cannot make referrals to the NHS or Children and Young People's Mental Health Services (CYPMHS).

Helplines and websites for your child and or young person

If your child or young person would like to speak to someone anonymously, they could try calling a helpline or visiting websites such as ChildLine and The Mix.

Shout provides free, confidential support, 24/7 via text for anyone at crisis anytime, anywhere.

- text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer
- text with someone who is trained and will provide active listening and collaborative problem-solving

ChildLine provides a helpline for any child with a problem. It comforts, advises and protects.

- call 0800 1111 any time for free
- have an online chat with a counsellor
- check out the message boards

The Mix provides a free confidential helpline and online service that aims to find young people the best help, whatever the problem.

- call 0808 808 4994 for free – lines are open from 11am to 11pm every day
- access the online community
- email The Mix

Domestic Abuse - Where to get help during the Covid-19 Pandemic

We know that COVID-19 (Coronavirus) will have a serious impact on the lives of women, children and men who are experiencing domestic abuse. Fears over jobs, financial pressure, school closures, working from home and all the other current changes to our day to day lives are likely to result in an increase in domestic abuse incidents.

If you're already living with domestic abuse, then the restrictions put in place while the government tries to slow the spread of the virus have probably left you fearful of being isolated in the house with your abuser and as if there is nowhere to go for help.

You may not be able to see the friends and family who usually support you, and some of the places where you go for help or treatment may be closed or offering a reduced service.

Please remember that you can still call 999 if you or someone else is in danger

While some domestic abuse support services are not able to offer face to face meetings at this time, there is still help and advice available online and over the phone. These local and national organisations are working hard to ensure they can still support you.

Derby City Domestic Abuse Service – 0800 085 3481
Derbyshire Domestic Abuse Service – 0800 019 8668
National Domestic Abuse Helpline – 0808 200 0247
Men's Advice Line – 0808 801 0327
National LGBT+ Domestic Abuse Helpline – 0800 999 5428
Rape and Sexual Violence Services – 01773 746 115

If you're a child or young person and domestic abuse is happening in your home or relationship, then call Childline on 0800 1111.

Please click on the links below for all the government information and where you or a friend/family member can seek help.

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

Online Blood Test Appointments at University Hospitals of Derby and Burton NHS Foundation Trust

To help reduce patient waiting times and support social distancing they are introducing an online appointment system for their Blood Test Clinics. Further details are available on their website:

www.uhdb.nhs.uk/service-phlebotomy-blood-tests

Medicines Order Line

As a result of the current situation with Coronavirus or Covid-19 as it is also known, the Medicines Order Line (MOL) is receiving a very high volume of calls. To save you from waiting they have introduced a call back system which you can request by sending an email to the Medicines Order Line inbox. To do this, click on the link below:

www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/prescription-medicines-order-line-mol/#an-South

This will take you to the MOL web page, scroll down to the 'Request a callback to order your prescription (South Practices incl. Derby City) & click on the link (highlighted in yellow) this will create an email request form & you just need to add:

- 1.The name of your GP practice
- 2.Your name
- 3.Your date of birth
- 4.Your contact telephone number
- 5.Press send

If the above link does not work then send your email to ddccg.southMOLonlinerequests@nhs.net, including all the above information.

Please note that no responses will be provided via email as the purpose of email is to request a call back only. They expect to be able to call you back within 48 hours (excluding Saturdays and Sundays) but that may vary according to the volume of enquiries they are processing. They will attempt to call you back three times only. Please keep your phone with you at all times.



Prescription Medicines Order Line

A new and convenient way to order your repeat prescription

0115 855 0260

8am – 4pm Mon to Fri*

*These times may be subject to change and exclude bank holidays.

NHS

4pm
3pm
2pm
1pm
12pm
11am
10am
9am
8am

Mon Tues Weds Thurs Fri

To ensure your call can be handled effectively, please call at the least busy times as indicated by Amber and Green on the graph

Day	8am - 10am	10am - 11am	11am - 12pm	12pm - 1pm	1pm - 2pm	2pm - 3pm	3pm - 4pm
Mon	Amber	Amber	Amber	Amber	Amber	Amber	Amber
Tues	Amber	Amber	Amber	Amber	Amber	Green	Green
Weds	Amber	Amber	Green	Green	Green	Green	Green
Thurs	Amber	Amber	Amber	Amber	Green	Green	Green
Fri	Amber	Amber	Green	Green	Green	Green	Green

Derbyshire Fire & Rescue Service

Derbyshire Fire & Rescue service has launched a telephone befriending service. They are doing all that they can to help those in need during this period of isolation and thought you may be interested in a telephone call from one of their staff, just for a chat. They understand that a lot of people may be feeling lonely and may be missing regular visits from friends and family. In order to combat this loneliness they have launched a telephone befriending service. If you would like a regular phone call from them to have a friendly chat and to just keep in touch, then please call them and let them know. They will ask for your name and telephone number, and one of their volunteers will call you at least once a week.

If you live in South Derbyshire – Please Call 01332 777850

If you are making a referral on somebody's behalf, please ask for their consent before you refer them. You can also send them their details via email: TBS@derbys-fire.gov.uk

NHS Dentistry

Access to NHS Dentistry is currently limited during the pandemic as all dentists have been asked to stop all routine "face-to-face" dental care. However, if you need urgent dental care, help is at hand:

CALL your dental practice and they will give you advice over the telephone and make arrangements for you if you need to be seen.

If you don't have a dentist, find your nearest dentist and CALL them. You can search for your nearest dentist at: <https://www.nhs.uk/service-search/find-a-dentist> or contact NHS 111:

Want the latest on Coronavirus in Derbyshire?

Get all the latest health service information for Derby and Derbyshire in one place during the COVID-19 (Coronavirus) pandemic:

Visit: www.joinedupcarederbyshire.co.uk/public-info-covid-19

Click the leaflet below for more information:

www.wellbrookmedical.co.uk/website/C81110/files/JUCD_coronavirus_1pp_A5_portrait_8april20.pdf

Ramadan

In 2020 Ramadan will be a very different experience for Muslims all over the world due to the COVID-19 restrictions. Click on the link to read all the information you may need during this time:

<https://mcb.org.uk/resources/ramadan/>

