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**COVID-19 update**

**25 March 2020**

**In this edition**

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**Attachments**

Zip file - Stay at Home, Save Lives, Save the NHS campaign images.

**Elective Care - Outpatient referrals during Covid-19 pandemic**

The information that was circulated at 10.07pm last night is available on the COVID-19 section of RSS at <https://www.valeofyorkccg.nhs.uk/rss/home/infections-and-microbiology/covid-19/>

**Referrals from Dental Practice to Oral and Maxillofacial Surgery during COVID-19 pandemic**

This information is available on the COVID-19 section of RSS at  <https://www.valeofyorkccg.nhs.uk/seecmsfile/?id=3475>.

**Patient facing messages for practice websites**

**Following the suspension of non-urgent routine elective and outpatient appointments the message below may be helpful to share on practice websites and social media. The CCG will also be raising awareness of the reason behind these changes and offering assurance to patients.**

In line with well-established plans, every hospital in England has now been asked to suspend all non-urgent elective operations and outpatient appointments, with some other procedures likely to be rescheduled to reduce spread and maximise the NHS’s ability to manage the pandemic and meet the government’s movement restrictions. People who are affected will be contacted by the relevant department as soon as possible.

Emergency cases and cancer treatments will be carrying on as normal, but we know many people waiting for treatment will be disappointed or worried. If you have been referred urgently to secondary care, including for suspected cancer, it is very important that you still attend these appointments. However, if you have symptoms of coronavirus or are self-isolating, please contact the relevant hospital department in advance via the telephone number on your appointment letter for their advice.

We are all facing an unprecedented and challenging time and this may make us feel anxious, fearful and helpless. This is completely understandable. You may be worried about how COVID-19 will impact on your wellbeing and that of your family and friends. The NHS Every Mind Matters campaign has expert advice and top tips on how to look after your mental wellbeing during the coronavirus (COVID-19) outbreak. It also includes guidance if you’re feeling worried or anxious about the outbreak. Please visit: [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/).

**Stay at Home, Save Lives, Save the NHS campaign**

A new PHE campaign has been developed to encourage people to stay at home, please remove any other posters or artwork that you may be using on and offline. New images are attached for you. The campaign is being translated in to the following languages as a matter of urgency: Polish, Russian, Welsh, Punjab, Urdu, Bengali, Gujarati, Romanian and for the Roma travelling community. If you need these please contact the Communications Team

**Primary Care bulletin**

The Primary Care bulletin has transformed into a regular COVID-19 Primary Care Bulletin from Nikki Kanani and Ed Waller. If you don’t already receive this you can [sign up here.](https://www.england.nhs.uk/email-bulletins/general-practice-bulletin/) We are publishing these under the [RSS COVID-19 button](https://www.valeofyorkccg.nhs.uk/rss/home/infections-and-microbiology/covid-19/). Back copies will [also be published online here.](https://www.england.nhs.uk/coronavirus/primary-care/other-resources/primary-care-bulletin/)

**York Haven – support for service users**

York Haven staff are now working at home but continue to support service users by phone.  The numbers are:

07483 141 310

07483 141 307

07484 076 695

07483 141 303

**Specialist Dementia Nurse support for practices during the COVID-19 pandemic**

Julia Davy, a local Specialist Dementia Nurse is now available to help your practice support older vulnerable people at home – **not only those with dementia.**

In the current circumstances Julia's role is to keep older people safe at home and prevent avoidable admissions. Dementia Forward's response during the Coronavirus pandemic is to offer a telephone service to isolated older people, identified as vulnerable/frail and needing enhanced support from their general practice.

Julia estimates she could make fifteen, 20-30 minute calls per day. That's 45-60 per week. She will be able to assess peoples' basic needs for daily living, check they are taking medication and essentially provide a lifeline during this time of social isolation. The referral form is available at  <https://www.valeofyorkccg.nhs.uk/rss/home/infections-and-microbiology/covid-19/>

Please liaise with [Sheila Fletcher](mailto:sheila.fletcher1@nhs.net), the CCG’s Commissioning Specialist for Mental Health and Vulnerable Adults for any clarification or support needed. Sheila can also be contacted on 07513 134 317. Julia is happy to arrange a call if you would like to contact her directly for more information. Her email is [julia.davy@dementiaforward.org.uk](mailto:julia.davy@dementiaforward.org.uk)

**Useful resources**

* Healthwatch is building up a lengthy list of links to information about coronavirus, and its effects on different health conditions and on a variety of other topics, plus updates regarding organisations in North Yorkshire. <https://healthwatchnorthyorkshire.co.uk/coronavirus-links/>
* The CCG publishes public facing information on its website and social media channels.  The web link is <https://www.valeofyorkccg.nhs.uk/coronavirus-covid-19-information/>
* The link to the CCG’s clinical updates is available on RSS at <https://www.valeofyorkccg.nhs.uk/rss/home/infections-and-microbiology/covid-19/>
* NHS England’s latest bulletin summarises many national resources. Go to <https://www.england.nhs.uk/email-bulletins/general-practice-bulletin/>
* The dedicated NHS England and NHS Improvement COVID-19 web page is <https://www.england.nhs.uk/coronavirus/primary-care>.
* The RCGP website has links to useful resources: <https://www.rcgp.org.uk/policy/rcgp-policy-areas/covid-19-coronavirus.aspx>
* GP Rammya Mathew in Islington shares a suite of resources at <https://drive.google.com/drive/folders/19nzcxWxCXD2DBFVsG3JiwJHskP1oLRWa> Thank you Dr Paula Evans!
* National Autistic Society – guidance and helpline for parents’, young people and staff: [https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.autism.org.uk%2Fservices%2Fnas-schools%2Fvanguard%2Fnews%2F2020%2Fmarch%2Fcoronavirus-(covid-19)-advice.aspx&data=02%7C01%7CAAllard%40ncb.org.uk%7C7d078078e21d4611dba808d7cb45bcbd%7Cadc87355e29c4519954f95e35c776178%7C0%7C0%7C637201372684920098&sdata=X0p0IpfwmQXowcaQVRflamskU%2FNmdKpAYqUIn6RYxjI%3D&reserved=0)
* Mencap - Easy Read guide to Coronavirus: [https://www.mencap.org.uk/sites/default/files/2020-03/Information%20about%20Coronavirus%20ER%20SS2.pdf](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mencap.org.uk%2Fsites%2Fdefault%2Ffiles%2F2020-03%2FInformation%2520about%2520Coronavirus%2520ER%2520SS2.pdf&data=02%7C01%7CAAllard%40ncb.org.uk%7C7d078078e21d4611dba808d7cb45bcbd%7Cadc87355e29c4519954f95e35c776178%7C0%7C0%7C637201372684920098&sdata=S5Q3Tzb8p6P6AOsa%2BeDPP8PQceazwG2xEK6T65DQ%2Fng%3D&reserved=0)
* Young Minds - Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing: [https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoungminds.org.uk%2Fblog%2Ftalking-to-your-child-about-coronavirus%2F&data=02%7C01%7CAAllard%40ncb.org.uk%7C7d078078e21d4611dba808d7cb45bcbd%7Cadc87355e29c4519954f95e35c776178%7C0%7C0%7C637201372684930090&sdata=hCT6wVcFSacio7qNOvk6eX8YRRm0uKSOa4QvPTitEMg%3D&reserved=0)
* Carers UK - Guidance for carers: [https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.carersuk.org%2Fhelp-and-advice%2Fhealth%2Flooking-after-your-health%2Fcoronavirus-covid-19&data=02%7C01%7CAAllard%40ncb.org.uk%7C7d078078e21d4611dba808d7cb45bcbd%7Cadc87355e29c4519954f95e35c776178%7C0%7C0%7C637201372684940084&sdata=RPeTq3k0bpsI1zGIjDqchzAvM%2F7CO2FZ16o%2BrlK4Kns%3D&reserved=0)
* Covibook – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing during the pandemic: [https://www.mindheart.co/descargables](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mindheart.co%2Fdescargables&data=02%7C01%7CAAllard%40ncb.org.uk%7C7d078078e21d4611dba808d7cb45bcbd%7Cadc87355e29c4519954f95e35c776178%7C0%7C0%7C637201372684940084&sdata=H2glY%2Bfie1Tk3b6lnXcKEmKtZs%2Bf%2BCSQIydH2LaaCgI%3D&reserved=0)
* Free training GPCPD.com- If you are not currently a GPCPD member, go to[gpcpd.com/login\_register](https://redwhale-gpupdate.cmail20.com/t/d-l-mjidjkl-yhjidluru-y/) and enter the activation code **RWGIFT**. If you are already a GPCPD member, go to [gpcpd.com/my-account](https://redwhale-gpupdate.cmail20.com/t/d-l-mjidjkl-yhjidluru-j/), choose the ‘Manage your membership/subscriptions’ and enter **RWGIFT** into the ‘Top up and upgrade codes’ box. For step-by-step video instructions of how to redeem the code go to [www.gpcpd.com/activate-your-code](https://redwhale-gpupdate.cmail20.com/t/d-l-mjidjkl-yhjidluru-t/).
* Free training Headspace - Three months free access to Headspace is now available for NHS workers. Email [Health@headspace.com](mailto:Health@headspace.com) for registration information.
* Free training COVID-19 e-learning programme-Health Education England e-Learning for Healthcare (HEE e-LfH) has created an [e-learning programme in response to the Coronavirus (COVID-19) global pandemic](https://www.e-lfh.org.uk/free-open-access-to-covid-19-e-learning-programme-for-entire-uk-health-and-care-workforce/) that is free to access for the UK health and care workforce, including those working in the NHS, the independent sector and social care.  The programme currently includes limited resources, but more content will be added in the coming days and weeks.

Thank you

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**My emails are written in Arial, point 12 font and in black. Where possible I use plain English. I also work flexibly and send emails out of hours – either early in the morning or late at night. Unless an urgent response is specified please reply at a time that suits you.**

