

Sussex CCGs Public Involvement Weekly News Briefing on COVID-19 (1st June 2020)

This briefing will be produced weekly, and is aimed at **patient leads, public members, voluntary and community sector (VCS) leads and community group leads in Sussex**, to support the dissemination of information on coronavirus to our wider communities.

The NHS is committed to keeping our people informed during this crisis, ensuring that our communities have the information they need, in the right format, and at the right time. We know that our patient leaders, VCS and community organisations are all working exceptionally hard to support local people, and that they are key to working together to make sure that our communities have the support and information they need.

Local Focus

NHS response in Sussex



Across Sussex, the NHS has made remarkable progress to respond to the Covid-19 health emergency.

Despite real concerns at the outset, every patient needing urgent hospital care - including ventilation - has been able to receive it. All Sussex residents have continued to be able to see a GP and we have maintained essential hospital services, such as cancer care.

These achievements are thanks to strong partnership working across our health and care partners, the hard work and professionalism of our staff, and the sacrifices of our local communities who have helped stop the spread of the virus.

We are now entering the second stage of the NHS response to the pandemic, the 'recovery and restoration' phase. We will be focusing on stepping up non-Covid services, beginning with the most urgent. Maintaining the safety of patients and staff and minimising the risk of a second peak of cases will remain our priority.

In Sussex, whole-system working will continue to be at the heart of our plans. In May, NHS England and NHS Improvement confirmed that the Sussex Health and Care Partnership had successfully achieved Integrated Care System (ICS) status. This means that system partners will be able to progress further the collaborative ways of working that have been established over the last few years and that have been so important during the pandemic.

Our areas of priority for the next two months include urgent and routine surgery and care; cancer; cardiovascular disease, heart attacks and stroke; maternity; primary care; community services; mental health and learning disability/ autism services; and screening and immunisations. These core areas align with the messaging of our Sussex-wide *Help Us Help You* campaign, which urges people to get care when they need it for non-Covid19 health needs.

Across Sussex we're working to step-up these priority services and to understand what further capacity we have to go further with routine elective care. We're also exploring how we can retain

the beneficial changes that have occurred in recent weeks, as we have worked together to respond to the pandemic across the health and care system.

Supporting Black, Asian and Minority Ethnic (BAME) staff and communities during Covid-19

Sussex Health and Care Partnership have launched a programme to address the disproportionate impact of Covid-19 on BAME communities in Sussex.

A recent analysis by the Office of National Statistics has shown that the risk of death involving the coronavirus among some ethnic groups is significantly higher than that of those of white ethnicity. When taking into account age in the analysis, black males are 4.2 times more likely to die from a COVID-19-related death and black females are 4.3 times more likely to die than white males and females. People of Bangladeshi and Pakistani, Indian, and mixed ethnicities also had a statistically significant raised risk of death involving COVID-19 compared with those of white ethnicity. [Click here](#) to see more emerging evidence.

At a national level an inquiry is taking place to understand the situation and across the Sussex Health and Care Partnership (SHCP) we have launched a significant rapid response programme to enable us to collectively take urgent action. This is being led by Lola Banjoko, Managing Director for Brighton and Hove Clinical Commissioning Group.

The programme is based on national guidance and focuses on staff in all health and care settings as well as patients and communities in the Sussex. It will bring together the NHS Trusts, GPs, and local authorities as well as the voluntary sector and local community to address this very important situation.

Our work to engage and listen to our BAME health and care staff and communities in Sussex will start shortly.

Further information on the broader programme and action plan can be found at [here](#)

Understanding bereavement during Covid-19

The coronavirus pandemic is likely to have an impact on people's experiences of bereavement and grief.

The Sussex Resilience Forum, a multi-agency partnership in Sussex which includes all emergency services, local authorities, NHS and other agencies, are working together to better understand experiences of bereavement during this current crisis.

We are keen to hear about the experiences of those who have lost loved ones during Covid-19. We are particularly want to hear from a diverse range of faith groups. Please contact the **Community Connectors Team**, using the contact details on page 6.

Information and feedback will be shared with the multi-agency partnership through the bereavement group to help inform and develop our response that will support our communities.

You can find information and resources on how bereavement and grief may be affected by the pandemic:

- Coronavirus: [dealing with bereavement and grief](#)
- Coronavirus: [information, advice and guidance on supporting bereaved children and young people during the Coronavirus outbreak](#)

Your local councils have also produced guidance on when a death occurs:

- [Brighton and Hove City Council](#)
- [East Sussex County Council](#)
- [West Sussex County Council](#)

Community Hubs - a case study of how the people of Hastings have been working together



At the outset of the Covid-19 crisis, a Community Hub was established in Hastings to create a partnership between local charities, community groups and statutory organisations to identify how to respond by offering support and practical services to Hastings residents whose lives were impacted by the virus or who felt isolated because of the lockdown.

Since mid-March the hub has grown in size as more partners have joined the effort. There have been weekly virtual meetings led by Steve Manwaring, Director of Hastings Voluntary Action, that have brought together Community Hub partner organisations to create collaborative ways of working across the town.

The community response in Hastings ranges from cooking and freezing ready meals, providing free food delivery services, to distributing emergency food parcels for those most in need. During the month of April, 2,196 people received food from Hastings Foodbank, The Pantry fed 179 people and Hastings

Community Transport covered over 475 miles collecting donations and delivering food parcels to residents.

Groups have worked together to identify gaps and areas of need and collaborated to avoid duplication of services. Much of the response has been made possible by the huge number of residents stepping forward to volunteer and support others, with Hastings HEART's volunteer team completing over 150 food-related tasks in April alone.

Hastings Borough Council's Covid-19 emergency telephone line has received over 1,000 calls, many of which have been responded to by voluntary sector organisations working in partnership with the council's Community Hub team. Other collaborations include Dom's Food Mission supporting In2Play, Oasis, the local Residents Association and Hastings Voluntary Action to establish an emergency food bag scheme in the Broomgrove estate providing food for 228 residents in April.

You can contact the Community Hubs in your area by using the details below:

Brighton and Hove Community Hubs

Contact details for the Community Support:

[Brighton and Hove Community Support Website](#)

Brighton and Hove Community Support Telephone: 01273 293117

East Sussex Community Hubs

Contact details for the Community Hubs in East Sussex are below:

[Eastbourne Community Hub Website](#)

Eastbourne Community Hub Telephone: 01323 679722

[Hastings Community Hub Website](#)

Hastings Community Hub Telephone: 01424 451019

[Lewes Community Hub Website](#)

Lewes Community Hub Telephone: 01273 099956

[Rother Community Hub Website](#)

Rother Community Hub Telephone: 01424 787000 (option 4)

[Wealden Community Hub Website](#)

Wealden Community Hub Telephone: 01323 443322

West Sussex Community Hubs

Contact the West Sussex Community Support Team:

[West Sussex Community Support Team Website](#)

West Sussex Support Team Telephone: 033 022 27980 (Lines are open 8.00am - 8.00pm)

Community Matters

The Covid-19 Community Connectors Team has been answering questions from our communities in Sussex about accessing health and care services at this time – you can read more about this in the attached Frequently Asked Questions (FAQs) or by [watching a video](#) of Dr Laura Hill (Clinical Chair of NHS West Sussex CCG), Dr Andy Hodson (Clinical Chair of NHS Brighton and Hove CCG) and Dr David Warden (Clinical Chair of NHS East Sussex CCG) talking through some of the answers.

Each week, we answer some of your questions – please see below this week’s question and answer on **dental services**:

1. What do I do if I have a dental emergency?

If you have a dental emergency, you should contact your dental practice for a telephone assessment to assess your dental needs. If you do not have a regular dentist, you can search for a local dentist on the NHS website at www.nhs.uk and call them. Out of usual surgery hours, you should call NHS111.

When calling the dental practice, you will be assessed so that you can be provided with the most appropriate care. This may include being prescribed medication for pain relief or to treat an infection or you may be referred to one of the urgent dental care hubs for treatment.

If the dental team believes that you need to be treated urgently, they will refer you to a local urgent dental care hub. The hub will carry out a further assessment of your dental and Covid-19 status and if required may call you in for treatment. The hub will also provide you with information prior to the appointment about arrangements for treatment which meet the social distancing requirements.

If you experience problems with accessing dental care which cannot be answered by the news item on the NHS England [website](http://www.nhs.uk), please email england.southeastdental@nhs.net and the relevant member of the dental team will answer.

NHS Guidance Heart Attack



A heart attack is a serious medical emergency in which the supply of blood to the heart is suddenly blocked, usually by a blood clot. A lack of blood to the heart may seriously damage the heart muscle and can be life threatening. If you suspect you, a family member or friend is having a heart attack call 999 immediately.

Recent research revealed that nearly half of the public have concerns about seeking help from the NHS during the coronavirus pandemic. However, the latest figures from Public Health England suggest that A&E attendances for cardiac and coronary conditions have recovered to normal levels, after significantly falling in late March and early April.

This is encouraging news and we want people who need urgent and emergency medical care to continue using the NHS as normal, when they need it. The NHS is working hard to manage Covid19, but we're also working hard to ensure patients can safely access essential services to treat heart attacks and heart conditions, and help people recover, whenever they are needed.

Symptoms of a heart attack can include:

- Chest pain – the chest can feel like it's being pressed or squeezed by a heavy object, and pain can radiate from the chest to the jaw, neck, arms and back
- Shortness of breath
- Feeling sick, sweaty, weak or lightheaded
- An overwhelming feeling of anxiety
- Excessive coughing or wheezing

It's important to know that not everyone experiences severe chest pain. This is particularly the case with many women. Sometimes the pain can often be mild and mistaken for indigestion.

It's the combination of symptoms that's important in determining whether a person is having a heart attack and not the severity of chest pain. If you experience any of the symptoms above dial 999 immediately.

Organ Donation Law in England

Organ donation in England has moved to an 'opt out' system. This means that all adults in England will be considered to have agreed to be an organ donor when they die unless they have recorded a decision not to donate or are in one of the [excluded groups](#). Your family will still be approached and your faith, beliefs and culture will continue to be respected. You still have a choice whether or not you wish to become a donor. [Get the facts](#) about organ donation to help you decide.

National Updates

The latest position in terms of confirmed cases of Covid-19, broken down into total UK cases and local areas, is updated daily [here](#).

Resources

Please see our FAQs – gathered from comments and questions raised in the community. Section 13 of the FAQs includes a Resources Section which provides information on additional community support available.

You can find further information about support in the local area on the Sussex NHS Commissioners websites – please click below:

[NHS Brighton and Hove CCG](#)

[NHS East Sussex CCG](#)

[NHS West Sussex CCG](#)

Tell us about your experiences and let us know what you need!

The Covid-19 Community Connectors Team are here to help make sure you, and the people you help and support, get the information and support needed. Please do contact us using the contact details on page 6.

Healthwatch

You can also raise issues through Healthwatch, which is an independent body responsible for gathering people's views of health and social care services. Contact details are below:

Healthwatch Brighton and Hove:

Telephone: 01273 234 040

Email: info@healthwatchbrightonandhove.co.uk

Website: <https://www.healthwatchbrightonandhove.co.uk/contact-us/>

Healthwatch East Sussex

Telephone: 0333 101 4007

Email: enquiries@healthwatcheastsussex.co.uk

Website: <https://healthwatcheastsussex.co.uk/contact/>

Healthwatch West Sussex

Telephone: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Website: <https://www.healthwatchwestsussex.co.uk/contact-us>

Contact Details

If you have any questions, or if you need this brief in an alternative format, please contact the Community Connectors Team:



Email: sxccg.involvement@nhs.net

Telephone: 0127 323 8725

Deaf British Sign Language (BSL) users can use a Video Relay Service (VRS) called [SignLive](#) (a free app which connects deaf people to a qualified British Sign Language Interpreter before connecting you to one of the Community Connectors Team).

This service is currently available every **Thursday from 14:00-16:00**. Please contact the Community Connectors using the details above if this is not convenient.

Let us know what you need to see in this briefing, give us feedback on services and support related to Covid-19 and let us know about issues you are picking up from your communities.



CORONAVIRUS
STAY ALERT
TO STAY SAFE

- ✔ Keep a safe distance from others
- ✔ Stay home as much as possible
- ✔ Keep washing your hands regularly

