

## Update on what the NHS in Norfolk and Waveney is doing to respond to coronavirus (21 January 2021)

### More vaccination sites go live in Norfolk and Waveney

Over the last two weeks twelve more vaccinations sites have gone live across Norfolk and Waveney. Ten more GP-led sites launched last week, followed this week by our first large vaccination centre and the first community pharmacy to offer the vaccine locally.

If you are currently eligible for a vaccine please be patient, you will be contacted with an appointment. **Please don't call hospitals, GP practices or pharmacies to ask for a vaccine** – they won't be able to offer you a vaccine until it is your turn.

Here's some more information about the large vaccination centre and pharmacy now vaccinating people:

#### **First Norfolk COVID-19 vaccination centre launches, accelerating the delivery of life saving jab**

The NHS has launched its first vaccination centre in Norfolk at the Castle Quarter shopping centre in Norwich as part of the biggest vaccination programme in NHS history.

The centre provides an additional option to the vaccination hubs already successfully delivering vaccinations in local hospitals and by GPs across the county.

Dr David Vickers, Medical Director, Cambridgeshire Community Services NHS Trust which is co-ordinating delivery of the large vaccination centres across Norfolk and Waveney said: "We are delighted to be launching the first large vaccination centre in Norwich on 18 January 2021. The life saving jab will initially be offered to people aged 80 and over, along with health and care staff."

"The Centre is capable of delivering thousands of vaccines in the coming weeks and provides a major boost to our plans to offer protection to those who would benefit most as quickly as possible."

Letters are being sent out by the national booking service to people aged 80 and over who live up to a 45 minute drive from the centre, inviting them to book an appointment either online or over the phone.

#### **First pharmacy vaccination site goes live in Norfolk and Waveney**

People eligible for vaccination in East Norfolk and South Waveney now have more locations to choose from when contacted to make their appointment.

In addition to the vaccination sites already operating from The Park Surgery in Great Yarmouth, James Paget Hospital in Gorleston and Kirkley Mill Surgery in Lowestoft, the Hayden Chemist based at Hayden House, Bridge Road, Lowestoft joined the COVID-19 vaccination programme on Thursday, 21 January 2021.

Said Beverley Far, Manager of the Hayden Chemist in Lowestoft: "It's great that local people can come to their community pharmacy for their COVID vaccination. The team have worked really hard getting ready to vaccinate and the site has plenty of parking and good disabled access so is an ideal location.

"Whilst we are looking forward to welcoming eligible patients for their free NHS COVID-19 jab, please note that we can only vaccinate those people who have received a letter and have been invited to book an appointment via the national NHS booking system."

## New national NHS letters issued inviting patients to book their own vaccination appointments

This weekend, people across England aged 80 and over and living within a 45 minute drive of one of the ten additional large centres commencing vaccinations this week, started to receive national letters inviting them to book themselves a COVID-19 vaccination appointment.

The letters advises this group that they can book a vaccination appointment by going online to the national booking system or by calling 119. The letter also explains that patients may be contacted by their local vaccination service to arrange their vaccination.

If patients from Norfolk and Waveney (and the surrounding areas) respond to the letter by calling 119 or going online, they will currently be able to book an appointment at our region's new vaccination centre at Castle Quarter shopping mall (food court) in Norwich. In the coming weeks, further large-scale and community pharmacy vaccination sites will be established in Norfolk and Waveney.

The national letters have been sent to all those in our area aged 80 or over whose records show that they have not yet been vaccinated at a PCN or hospital hub and who live within a 45 minute drive of Norwich. It is possible that if patients have been vaccinated very recently they could also receive a letter. The letter states that patients who have already received their first dose of a vaccination elsewhere should wait to be contacted about their second dose.

While the letter explains that patients have a choice of booking an appointment for themselves or waiting to be contacted by their local NHS, it may generate enquiries from people who are concerned about travelling to Norwich and would prefer to be vaccinated at a local vaccination centre, organised on their behalf of or by their GP practice. 21 GP-run vaccination centres are already operating across Norfolk and Waveney.

If you receive contact from patients seeking clarification, the following information should help to explain the situation:

- These are letters from the national NHS system and are being sent out to people aged 80 and over during the coming days. If you've already had your first dose of the vaccine at either a local vaccination hub run by GPs or in a hospital, you can ignore this letter. The practice or hospital is responsible for arranging your appointment for your second jab.
- If you haven't had your first vaccination yet (and you are aged 80 or over), you can choose to book an appointment for yourself using the web address or phone number in the letter you have received. If you book in this way, your vaccination will take place at Castle Quarter shopping mall in Norwich. Alternatively, you can choose to wait and have your vaccination in your local area instead. Your GP practice will contact you as soon as possible to offer you an appointment – you do not need to contact them.
- The Castle Quarter large scale vaccination site has been launched in addition to the 21 PCN sites delivering the vaccine across Norfolk and Waveney – it does not replace the 21 PCN / community hubs which remain open and continue to deliver vaccinations

## Busting COVID-19 vaccine myths

It's really important we all understand what is fact and what is fiction when it comes to the new COVID-19 vaccines.

We've worked with local people and community groups to produce a myth buster, which along with other information about the vaccination programme can be found [here](#).

## Video – critical care nurse’s COVID-19 video diary

Lauren Jaques, Deputy Sister on the Critical Care Complex at the Norfolk and Norwich University Hospital (NNUH), shares her video diary on a night shift talking about her COVID-19 experiences.

In her video diary, Lauren talks about the huge challenges the team face at the moment, the help the team are receiving from other areas of the hospital, the challenges of working in full PPE, and her receiving her first dose of the COVID-19 vaccine at NNUH.

Find out more [here](#).

## Free workshops to help parents support the emotional wellbeing of their child during the coronavirus pandemic

The last year has been extra stressful, especially if you’re a parent. As we live through another lockdown it’s normal and entirely understandable if you’re feeling overwhelmed frustrated, worried or exhausted about the situation. If you’re struggling, you are not alone. Norfolk and Suffolk NHS Foundation Trust are running a series of online workshops to help you.

The first in a series of online workshops; surviving lockdown mark 3, will explore how we make sense of what we are all experiencing. It will consider the most significant challenges posed by the pandemic for both parents and young people (including anxiety and low mood) while also thinking about the most helpful ways to manage these challenges.

You can book onto the workshop on Monday 25 January at 1pm or 6pm; or Tuesday 26 January at 6pm or 7.15pm by emailing [admin.pst@nsft.nhs.uk](mailto:admin.pst@nsft.nhs.uk)

These workshops are designed to provide advice and guidance on how best to support your child’s mental health. They will last one hour and will be recorded so anyone unable to attend can still access the content.

Other workshops in the series are:

**Supporting our young people with anxiety**, which is on Tuesday, 9 February, 6pm and 7.15pm

**Supporting our young people with low mood**, which is on Monday, 22 February, at 1pm and 6pm, or Tuesday, 23 February, at 6pm and 7.15pm.

The workshops are being run by Dr Beth Mosley’s psychology in schools team; made up of clinical psychologists and senior psychotherapists who have worked in specialist mental health services. The team also have a series of podcasts and blogs on the [Norfolk and Suffolk NHS Foundation Trust YouTube channel](#) which parents may find helpful.

## Your views on the provision of new dental services in East Anglia

NHS England is responsible for the provision of primary care dental services in East Anglia. They are currently looking to procure additional dental services within your area.

The new dental services that they are proposing would be open from 8.00am to 8.00pm, seven days a week, 365 days per year, with patients being able to access urgent appointments, alongside routine dental appointments.

The proposed new dental services would also make it easier for patients to access routine dental care. It is envisaged that the service locations will be fully accessible for all members of the local community.

In order to make sure these services meet your needs, it is important that they have your views on the new dental services to be provided.

If you would like to have your say, then please [complete NHS England’s short questionnaire](#).

For more information on dental services, visit: [www.nhs.net](http://www.nhs.net).

Many thanks for helping to make sure we are providing dental services that meet the needs of local patients.

## What you can and cannot do during the national lockdown

**You must stay at home. The single most important action we can all take is to stay at home to protect the NHS and save lives.**

You should follow this guidance immediately. This is the law.

### Leaving home

You must not leave, or be outside of your home except where necessary. You may leave the home to:

- shop for basic necessities, for you or a vulnerable person
- go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home
- exercise with your household (or support bubble) or one other person, this should be limited to once per day, and you should not travel outside your local area.
- meet your support bubble or childcare bubble where necessary, but only if you are legally permitted to form one
- seek medical assistance or avoid injury, illness or risk of harm (including domestic abuse)
- attend education or childcare - for those eligible

If you do leave home for a permitted reason, you should always stay local - unless it is necessary to go further, for example to go to work. Stay local means stay in the village, town, or part of the city where you live.

If you are clinically extremely vulnerable you should only go out for medical appointments, exercise or if it is essential. You should not attend work

Find out more [here](#).



## 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).

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## First Response

Call: 0808 196 3494  
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

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