Update

Helping people stay well, supporting those in need

NHS
Torbay and South Devon
NHS Foundation Trust

Issue 9 – 24 July 2020

Latest news from Torbay and South Devon

We are sending you this update to keep you informed about Trust developments. Please feel free to share these updates amongst your networks. If you wish to unsubscribe, or you have been passed this update by someone else and you would like to subscribe please email: communications.tsdft@nhs.net

We are ensuring our website has the latest information on it so please do look there for the most up-to-date information www.torbayandsouthdevon.nhs.uk/

You can also keep up-to-date by following us on Twitter and Facebook

Seeing your GP: Six things you need to know

More and more people in Devon are seeing their GPs as services continue to adapt to keep people safe from coronavirus.

Services like routine vaccinations and smear tests are now being offered, in addition to usual weekday GP appointments which can be held by phone, online or face-to-face.
Many people are surprised to know that GP services are fully available. Here's how it works:

Update

Helping people stay well, supporting those in need

NHS
Torbay and South Devon
NHS Foundation Trust

Top tips to get the best from your local NHS

- If you need medical help, the NHS is still here for you
- If you need help from your GP practice, contact them either online, by an app or by phone to be assessed
- If you need urgent medical help, use the NHS 111 online service. If you cannot get help online, call 111.
- If it's a serious or life-threatening emergency, call 999
- If you are told to go to hospital it is important that you do
- You should continue to attend your appointments unless you have been told not to, including for vaccinations and screening

What to Expect

- If you need to be seen face-to-face, patients can be seen safely, limiting exposure to staff and other patients
- For anyone visiting a hospital, clinic or GP practice, there are special arrangements in place to protect patients from exposure to infection
- Patients with symptoms of COVID-19 are being seen in designated areas, away from other patients in our hospitals, surgeries and clinics
- Staff will be wearing personal protective equipment (PPE), and in some cases you will be offered this
- People can continue to order repeat prescriptions on the NHS App and through their GP surgery or pharmacy's online service, where available. If you need to collect a prescription and have coronavirus symptoms or are self-isolating at home – please arrange for a friend, relative or volunteer to collect it for you.

How to stay safe

Current NHS guidance is to keep up with regular handwashing and cough etiquette and if you do develop any of the symptoms – including a high temperature, cough or difficulty breathing - do not go to your GP, pharmacist or hospital, but instead self-isolate (stay at home) to reduce the possible spread of infection. If you feel you cannot cope with your symptoms at home, your condition gets worse, or you do not get better after 7 days, please call NHS 111 or visit here You can also book a COVID test here

Support for people feeling anxious

‘Don’t suffer in silence’ – help at hand for anyone in Devon feeling anxious about leaving lockdown.

People in Devon who are worried or anxious about coping with the newly relaxed lockdown measures are being offered help and support.

A further easing of lockdown measures on Saturday, 4 July, has left many people concerned about going back to pre-COVID social situations, such as visiting a restaurant, or about the catching virus itself while out and about.

Devon Partnership NHS Trust (DPT), the provider of mental health services in Devon and Torbay, is reminding people that mental health services are open for business and available to help those in need – without needing to leave the house.

There is a lot of support available for adults and children across Devon and we would urge anyone who has any concerns to please contact our crisis lines if you are in need of immediate mental health support or TALKWORKS who provide a range of services to people experiencing common mental health problems.

TALKWORKS provides support and help with common mental health problems usually in the form of Cognitive Behavioural Therapy (CBT), a talking therapy which helps people manage problems by providing coping techniques to help change the way they are thinking, feeling and behaving.

People can self-refer online by searching for TALKWORKS, by phone or your GP can refer you on your behalf with treatment currently taking place over the phone or by video conferencing.

Those needing immediate support with their mental health are also able to access First Response Services which provide advice, support and signposting 24/7. Adults living in Devon and Torbay can access the First Response Service by calling 0300 555 5000.

You do not need to be an existing service user to access these services, and both helplines are open to other health and care professionals and emergency responders such as the police who may need advice when supporting someone with mental health difficulties

Update

Helping people stay well, supporting those in need

NHS
Torbay and South Devon
NHS Foundation Trust

It is safe to attend your health appointment

Please be reassured that there are extensive measures in place to keep people safe when attending a hospital or clinic. You should be reassured by measures being taken to protect your safety.

New measures are in place to protect anyone attending, including:

- Staff wearing masks, including non-clinical staff
- Patients are asked to wear face-covering and will be provided with one if they cannot bring their own
- Testing of staff
- Rigorous social distancing
- Keep left and one-way systems
- Regular hand sanitiser facilities
- Testing patients before they come into hospital for certain appointments
- Designated separate areas – sometimes referred to as blue and green – for patients with and without COVID-19, respectively. In both types of area, there are precautions in place to ensure that patients and staff are not put at risk

.

NHS Test and Trace

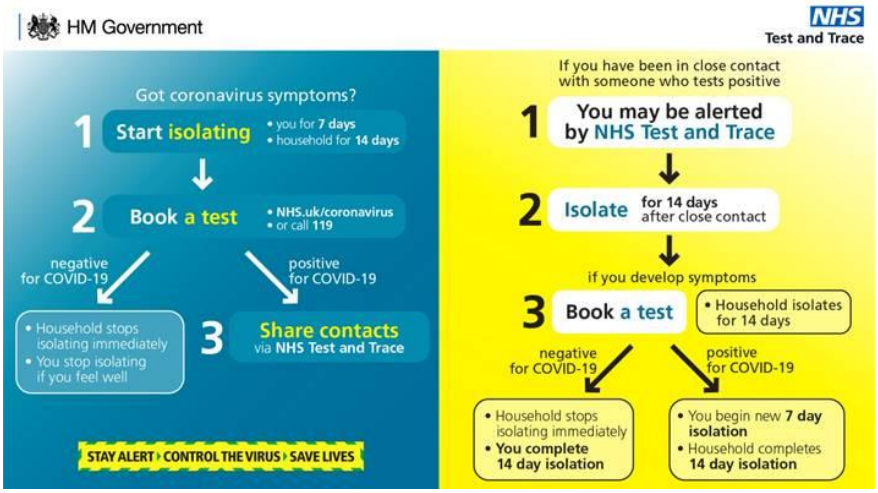
The NHS Test and Trace service:

- provides testing for anyone who has symptoms of COVID-19 to find out if they have the virus
- gets in touch with anyone who has had a positive test result to find out who they have had close recent contact with
- alerts those people where necessary, and notifies them that they need to self-isolate to help stop the virus spreading
- By self-isolating, people who have had close recent contact with someone with COVID-19 will help prevent the virus spreading to others.

Update

Helping people stay well, supporting those in need

NHS
Torbay and South Devon
NHS Foundation Trust



Coronavirus outbreak guidance – what you can and cannot do

If you want to find out information about what you can or cannot do you can access the information direct from the government website here It has all the up to date information on mask wearing, how many people you can meet with, what you shouldn't be doing as well as the government's stages in their roadmap. This information is regularly updated so will be accurate unlike some reports circulating.

Are you planning for the end of shielding?

If you've been receiving free food parcels, medicine deliveries and care from the National Shielding Service, these will stop from 1 August.

The government are encouraging you to still take precautions when you go out. Wash hands regularly, avoid touching your face and keep two metres away from people who are not part of your household or bubble.

If you are concerned about these changes and need ongoing help, you should contact the Torbay Help Hub by following the link below or contact the Torbay Council Shielding Hub on 01803 208200.

STAY ALERT CONTROL THE VIRUS SAVE LIVES

Thank you

We would like to say a huge 'thank you' to all the local businesses who helped to create our temporary relaxation / wellbeing hub at Torbay Hospital for our staff. The space, at Bay View Restaurant, was completely transformed in to a relaxing area that staff could unwind in during what has been an incredibly stressful time for many.

The area was kitted out with fantastic equipment thanks to the many local businesses who support us and donated or loaned equipment. A special thanks also goes out to the volunteers who helped to run it.

We would like to thank the following businesses for all of the donations and loans of equipment that we received which helped us to create this wonderful space for our staff:

- Jamie Taylor Art
- Kyle Baker Photography
- Blooming Artificial
- Bespoke Disco
- Emma's Soap
- Dartmoor Soap Company
- Apothespa
- Wild Floral Events
- Massage-Chairs Dartmouth

Torbay Healthy Livestyles – Facebook

Did you know Torbay Lifestyles has a Facebook page where you can find out lots of really helpful information to support you to be healthy. They have lots of advice and support available. You can even take part in live fitness session whether you be looking for something very gentle or a little bit more active. Why not head over to their page to find out more.

Has someone exceeded your expectations?

Nominations for the next round of our Staff Hero awards are now open, so if you know of anyone who deserves to be celebrated for the fantastic work they do, let us know by filling in the form on our website: www.tsdft.uk/staffheroes

Devon Together newspaper reaches 300,000 homes in Devon

In a pioneering approach to target groups who are digitally excluded, an informative newspaper is being delivered to more than 300,000 homes across Devon as an essential guide to services and next steps in the continuing efforts against COVID-19.

The publication was jointly commissioned by NHS Devon Clinical Commissioning Group, Devon and Cornwall Police and Crime Commissioner's Office and Devon County Council.

It aims to ensure that residents, particularly in rural or isolated communities, are kept up to date on how services are meeting the challenges of the pandemic and know how to get the help they need. The paper also includes latest Government advice on staying safe.

The 16-page colour newspaper is being delivered free directly to homes as well as being offered, where appropriate, in supermarkets and other publicly-accessible settings. The content includes vital information to ensure that people get the NHS care they need, including mental health; help for those shielding; the vital roles of care home staff; praise for volunteers; advice on domestic abuse; help for young people; returning to school and a handy back page directory of key contacts.

You can read the newspaper using an online browser, here.