



# Novel Coronavirus (COVID-19): Leicester, Leicestershire and Rutland stakeholder bulletin #17

Issued on behalf of the NHS in LLR  
Date of issue: 11th June 2020



Through these bulletins we will keep you updated on the NHS response to Coronavirus in Leicester, Leicestershire and Rutland.

We will try to ensure you have the latest information, but as you are aware the situation is rapidly changing. If you have any questions or would like to ask about a topic please email us at: [PressOfficeLLRCCGs@leicestershire.nhs.uk](mailto:PressOfficeLLRCCGs@leicestershire.nhs.uk)

Please continue to support the message on staying at home and in particular help us to tackle misinformation by promoting the official sources of information: <https://www.gov.uk/coronavirus>.

## Coronavirus cases in LLR

As at 11 June there were 2326 lab confirmed cases in Leicester, Leicestershire and Rutland (LLR) 397 people who tested positive with coronavirus have sadly died in Leicestershire's hospitals (University Hospitals of Leicester NHS Trust and Leicestershire Partnerships NHS Trust).

## Update for shielded patients

The National Shielding Service is writing to some shielded patients this week following a review of requirements for those individuals.

This means that people who receive a letter from their GP or hospital clinician telling them this is the case for them are no longer required to shield.

As a result, those people will no longer receive support such as food boxes and medicines collections. However, anyone needing some extra help may be eligible for priority delivery slots at supermarkets as well as help through the NHS Responder volunteer scheme.

This includes collecting and delivering shopping, medicines, and other essential supplies - or if you just want someone to check in and have a chat with you. NHS Responder can be contacted on 0808 1963646 between 8am and 8pm.

If you are struggling to get the support you need, please visit [www.gov.uk/find-coronavirus-support](http://www.gov.uk/find-coronavirus-support).

## Diabetes week

This week is Diabetes week and, in the UK, around one in 15 people lives with diabetes – that's 4.8 million people.

Type 2 is the more common form of diabetes, which is where the body does not produce enough insulin, or the body's cells don't react to insulin. Type 1 is where the body's immune system attacks and destroys the cells that produce insulin.

[Diabetes UK](http://DiabetesUK) has set up a diabetes helpline (0345 123 2399) to advise those who need help with insulin. Patients will also receive additional support from online education services for Type 1 and Type 2 diabetes to help them to manage their condition better.

## New online tools for people living with diabetes launched

The NHS has launched three new online apps which will help people to manage their diabetes online - with a range of online videos and training available on each app for both children and adults.

Recent findings show that people with diabetes face a significantly higher risk of dying with COVID-19 but better management of the condition can help improve control and lead to better outcomes.

NHS investment in the technology means that patients will be offered advice on treatment and care, as well as training to adopt healthy behaviours on diet and exercise.

This remote support will complement patients' appointments, many of which have been going ahead throughout the pandemic, through video consultations or via telephone.

## Local NHS thanks carers during National Carers Week 2020

The NHS in Leicester, Leicestershire and Rutland (LLR) has thanked carers for their outstanding contribution during the coronavirus pandemic as part of National Carers Week (8-14 June 2020).

Research by national charity Carers UK shows that 70% of existing unpaid carers are providing more care for loved ones during the lockdown period. Meanwhile, the onset of the outbreak means that this year many more people are taking on new responsibilities for looking after their relatives and loved ones who are disabled, ill or older and who need support.

There are approximately 110,000 carers in LLR and more than 6.5 million in the UK. There is also a 50% chance that any one of us will become a carer by the time we are 50 years old.

Carers Week involves thousands of individuals and organisations coming together to provide support, run activities and highlight the vital role carers play in our communities. You can find out how you can get involved at [www.carersweek.org/get-involved](http://www.carersweek.org/get-involved).

Meanwhile, anyone wanting to register as a carer can do so by getting in contact with their GP surgery.

## Supporting carers during the COVID-19 pandemic

During the COVID-19 pandemic, pharmacies have had to make necessary changes to their usual ways of working in order to ensure local communities can continue to access their medicines.

The Carers Trust has reported that some carers have had difficulty coping with some of these changes – including queuing outside the pharmacy as a result of social distancing measures and difficulty in accessing and arranging medicines delivery slots. Some young carers have also reported being turned away from pharmacies.

A [guide](#) has been published to support unpaid carers to make the most out of their pharmacy team, which sets out helpful hints and tips for carers.

## COVID-19 Patient Information for Vulnerable Groups

Health Education England's library has developed a website which contains high quality patient information to meet the information needs of specific patient groups, and for people that require or prefer information in accessible formats. This includes easy read, sign language, and Makaton.

The library enables frontline health and care staff who directly work with patients, clients, and families to find, share and use reliable COVID-19 information. The [website](#) includes material on the following:

- coronavirus resources in accessible format
- coronavirus resources for older people
- coronavirus resources for children and young people.

Health Education England will be adding further sections with resources for different patient groups and updating the site as new resources are published.

## How people will be contacted by Test and Trace

Some potentially fraudulent emails relating to Test and Trace are currently being investigated, so we thought it would be helpful to confirm what happens:

- You will be contacted by email, text or phone
- Text messages will come from the NHS
- Calls will come from 0300 0135000
- You will be asked to sign into the NHS Test and Trace website
- On the website, you'll be asked for information including your name, date of birth and postcode
- If you can't use the website, you will be asked for this information over the phone
- You won't be asked for bank details or payments; details for any other accounts such as social media, to set up a password or a PIN over the phone or asked to call a premium rate number e.g. starting with 09 or 087.

Further information can be found at: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youre-contacted-after-testing-positive-for-coronavirus/>

## COPD and heart failure telehealth service

The expanded Leicestershire Partnership NHS Trust [COPD \(Chronic obstructive pulmonary disease\) and heart failure telehealth service](#) has now been operational for six-weeks and has had over 300 patients registered.

As part of the service patients with COPD or heart failure are provided with a tablet computer or use their own device to input their observations and answer a series of COPD or heart failure health-related questions at home.

All this information is submitted to a COPD or heart failure specialist who reviews the data inputted and can see at a glance how the patient is and if they need any further support. The clinicians can offer support and further assessment via video consultations which can be done in real time or booked in advance with the patient. Patients also have access to comprehensive COPD and heart failure educational resources within the system.

The use of digital technology encourages self-help behaviour and empowers patients with COPD and heart failure, allowing them to actively participate in the management of their condition, ultimately improving their quality of care and quality of life.

## Useful information

One Prepared is a local source of information for help and services in LLR <https://www.llrprepared.org.uk/one-prepared/>.

National information is available at <https://www.gov.uk/coronavirus>

For health advice on coronavirus please visit: <https://www.nhs.uk/>

For local NHS information see <https://www.leicestercityccg.nhs.uk/my-health/coronavirus-advice/>