

Edition 4

24 April 2020

#TogetherLeeds

Coronavirus community and voluntary
sector bulletin



Stay home. Protect
the NHS. Save lives



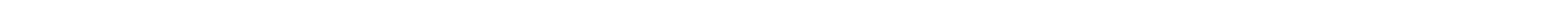
What is this?

As we continue responding and adapting to the coronavirus pandemic, we are aware there is a significant amount of information being shared with people and with local organisations. This can lead to confusion, at a time when people more than ever need clarity.

Therefore, we have developed this bulletin to try and bring our key health and care messages together in one place, so that you have the most reliable information to share with your networks.

We know there are lots of other working happening right across the city, to help all local people, especially those in greatest need. Various different bulletins are being distributed to support those, but this one focuses primarily on the health and care sector in Leeds.

We hope you find this useful, and that through the collective efforts of our colleagues in the community and voluntary sector can make a real difference. Together we're stronger, together we can reduce the impact of coronavirus on our communities and together we can support our local people. **#TogetherLeeds**





Edition 4

We have a key role as third sector organisations in getting messages out to vulnerable or seldom heard communities and this week's focus is raising awareness that the NHS is still here for people.

This is a crucial message as there's concern among health and care colleagues that people are not accessing medical care when they really need to. This could be due to people being worried they may get coronavirus if attending a healthcare setting or because they feel duty bound to protect the NHS by not adding to the pressure being experienced.

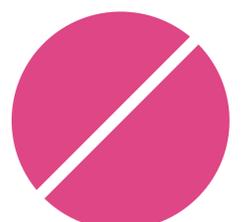
As a result, a new campaign has been launched in Leeds this week called 'Your NHS is here for you' so that people don't put off getting care which could have life or limb-threatening consequences. Messages cover key health concerns such as heart attacks, stroke or cancer as well as reminding parents and carers of babies and young children to access care quickly when they need to.

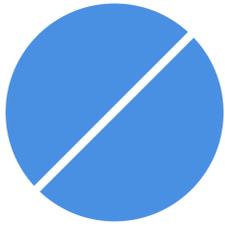
Of course we must continue to encourage people to stay at home, protect the NHS and save lives. However this does not mean risking your own health or that of your loved ones to do so.

This week our ask is that you share the key messages in this bulletin and actively support this campaign.

Your NHS is here for you – share the messages

We'd very much welcome your support in getting the message out there, this really could save lives of people you know. The campaign resources are available from this [webpage](#)

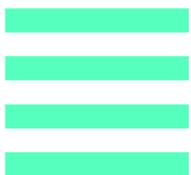




Here you'll find:

- A social media pack with tailored messages for different audiences and different health conditions
- A leaflet, current only available in electronic format. If you think you'd be able to distribute printed copies please email: Leedsccg.comms@nhs.net – please confirm how many copies you require and delivery address.
- We have an **information sheet from the local NHS translated to 12 community languages – please do print and use as required.**
- More materials will be added soon including easy read and videos featuring healthcare staff. We'll keep you posted.

When to call 999 and attend Accident and Emergency (A&E)



It's important that if you, or your loved ones, become suddenly unwell you get help quickly. Any delay could lead to disability or even death. Call 999 and/or attend A&E if you experience:

- Choking
- Chest pain
- Blackout
- Severe bleeding
- A serious injury
- Symptoms of a stroke

When accessing our emergency services, we will do our best to look after you and make sure you're seen in a safe and low risk environment. To make sure you get the right treatment, please make us aware if you have coronavirus or symptoms of it. Please tell the operator (when ringing 999) and mention it to paramedics on arrival.

Stroke: act FAST

Call 999 if you think you're having a stroke

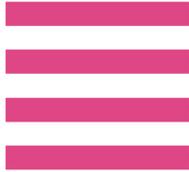
The main symptoms of stroke can be remembered with the word FAST - you must call 999 if you have the following:

- **Face** - face is drooping / fallen on one side, unable to smile, or the mouth or eye have dropped
- **Arms** - unable to raise both arms and keep them there
- **Speech** - speech is slurred or garbled
- **Time** - dial 999 immediately if you see any of these signs or symptoms





Recognising the signs and symptoms of cancer



If you have any cancer symptoms, such as the ones below, you must call your GP practice. It might be nothing but it's best to get checked out. Symptoms could include:

- a lump in your breast;
- changes in bowel habits;
- blood in your pee or poo;
- unexplained weight loss;
- moles that appear to change; or
- a cough that you've had for three weeks or more

See www.NHS.uk for more information

Advice for parents and carers

Advice for parents during coronavirus

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured. Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done. Here is some advice to help:

<p>RED</p> <p>If your child has any of the following:</p> <ul style="list-style-type: none"> • Becomes pale, mottled and has abnormally cold to the touch • Has pauses in their breathing (apnoea), has an irregular breathing pattern or starts grunting • Severe difficulty in breathing becoming agitated or unresponsive • Is going blue round the face • Has a blue tinge • Becomes extremely distressed (crying uncontrollably despite distractions, comfort, very reluctant to relax or unresponsive) • Develops a rash that does not disappear with pressure (the "glass test") • Has testicular pain, especially in teenage boys 	<p>You need urgent help:</p> <p>Go to the nearest A&E department or phone 999</p>
<p>AMBER</p> <p>If your child has any of the following:</p> <ul style="list-style-type: none"> • Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (flaring) or head bobbing • Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or grating less than their usual) • Is becoming drowsy (increasingly sleepy) or irritable (unable to settle them with toys, TV food or playing up) especially if they remain drowsy or irritable despite their fever coming down • Has severe abdominal or constant muscle pain • Babies under 3 months of age with a temperature above 38°C / 100.4°F • Infants 3-6 months of age with a fever above 38°C / 100.4°F • For all infants and children with a fever above 38°C for more than 5 days • Is getting worse or if you are worried • Has persistent vomiting and/or persistent severe abdominal pain • Has blood in their vomit or urine • Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness 	<p>You need to contact a doctor or nurse today:</p> <p>Please ring your GP surgery or call NHS 111 - dial 111</p> <p>The NHS is working for you. However, due to response during the current coronavirus crisis at peak times, access to a health care professional may be delayed. If symptoms persist for 4 hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E.</p>
<p>GREEN</p> <p>If none of the above features are present:</p> <ul style="list-style-type: none"> • You can continue to provide your child care at home. Information is also available on NHS Choices • Additional advice is available in leaflets for coping with crying of well babies • Additional advice is available for children with complex health needs and disabilities 	<p>Self care</p> <p>Continue providing your child's care at home. If you are still concerned about your child, call NHS 111 - dial 111</p>

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The Royal College of Paediatrics and Child Health is a registered charity in England and Wales (1007446) and in Scotland (SC038296).

Healthier Together
RCPCH
The Royal College of Paediatrics and Child Health

If you're concerned that a child is seriously unwell you must seek urgent medical advice. GPs are available to speak to during their usual opening hours and children's A&E at Leeds General Infirmary is open. You can be rest assured that your child will be seen in a safe and low risk environment.

This **traffic light poster** from the Royal College of Paediatrics and Child Health will help you make the right healthcare choice for your child.

Please remember there's no children's A&E at St James's Hospital.

Keep up with childhood vaccinations and immunisation

It is very important for young children up to 1 year old to have their immunisations to protect them against a range of potentially serious infections. Contact your GP; practices are still offering booked appointments for immunisations.





When to see your GP

GP practices in the city are still open but the majority of appointments are carried out by telephone or video consultations. Face-to-face appointments are still offered where absolutely necessary with patients being advised accordingly. Please tell your GP practice the reason for your call.

Call your GP if you have the following:

- Any cancer symptoms
- Concerns regarding ongoing conditions
- Ear discharge / pain
- Rashes
- Stomach ache

If you have coronavirus symptoms, please mention this when calling your GP practice.

Getting mental health support

It's just as important that people continue to look after their mental as well as physical health. Services are still open and ready to help you when you need support. Get the latest information, advice and links to the services available by visiting the websites below.

MindWell

MindWell has a coronavirus information hub with the latest information and resources to help people in Leeds take care of their mental health at this time. It's also helpful if you're concerned about someone or if you're a professional supporting others.

MindMate

MindMate is a trusted Leeds-based website specifically for children and young people, their families and the professionals who support them.





Useful contact numbers

Call the **Leeds City Council helpline** on **0113 378 1877** if you're self-isolating and don't have friends or family nearby who can help. Our volunteers can help you with shopping, transport to medical appointments, or a call to check how you are.

Cruse Bereavement Care offer a range of support and resources and have a free helpline **0808 808 1677**. Opening hours Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, until 8pm.

COVID-19 support line for anyone in Leeds with family members or friends who are critically ill, or have died from, coronavirus. Call St Gemma's Hospice on **0113 218 5544** or Wheatfields Hospice on **0113 203 3369** during standard working hours.

Cancer Support Helpline for patients and/or their carers if they are worried or have any questions about COVID-19 following receipt of a letter from the hospital about changes to their appointment or treatment. The helpline **0800 923 0014** offers a 7 day a week (including bank holidays) telephone support service from 9am - 5pm.

Leeds Domestic Violence Service helpline on **0113 246 0401**. If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via <https://leedswomensaid.co.uk/>. If you're in immediate danger, call **999** (press 55 after the emergency number if you're in danger and unable to speak).

Call NHS 111 if you need medical help but it's not an emergency. A trained advisor will help you access the best service to meet your need. You can also go online www.111.nhs.uk



How is it for you? Weekly Check In 3



Your
healthwatch
Leeds

We want to know about how it is for you? We want to check in with you to see how things are going. We have a couple of questions for you that will help us inform organisations in Leeds how you are getting on during these difficult times.

[Click here to give your answers](#)

STAY AT HOME 

**PROTECT
THE NHS**



**save
lives**