

Issue 22 – 29 January 2021

Latest news from Torbay and South Devon

We are sending this update to keep you informed about Trust developments. Please feel free to share this 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.tsdf@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](#)

Planning ahead for winter and COVID-19 surge

We want to continue to assure local people that we have robust plans in place so that we can continue to provide good and safe care during the pandemic. As part of these plans we are working with colleagues across the Devon area to provide mutual support where needed. You will be aware that the Nightingale Hospital in Exeter is a key part of our plans and patients are also being cared for there too.

We want to pay tribute to all our staff who are working incredibly hard during this time.

Please do continue to attend appointments unless you are told otherwise. And please use NHS services wisely. If you do have an emergency, life threatening crisis call 999 or attend the Emergency Department, don't delay. But if you need help but it is not life threatening please call 111 first and you will receive expert help and advice.

Update on NHS COVID-19 vaccination programme

We have continued to make excellent progress to vaccinate our frontline and vulnerable health and care staff using the Pfizer/BioNTech COVID-19 vaccine. We are immunising Trust staff and also front line and vulnerable health and social care staff from partner organisations including Torbay Council, Devon County Council, Devon Partnership Trust and South West Ambulance.

We are confident that we will have provided the first dose of the vaccine to our staff by the middle of February.

The general message for the public remains: If you are in a priority group and haven't yet been invited for a vaccination, please don't worry: the NHS is working

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through patient lists in priority order, as set out in the national guidance, and will make contact with everyone who is eligible in due course.

Hospital hubs like Torbay Hospital have very clear parameters of working on the health and care workforce, alongside vaccines being delivered through primary care networks in vaccinations centres, and in care homes for care home staff and residents. Local people are asked not to contact their practice or hospital to ask about an appointment – the NHS will contact you when it's your turn.

Celebrities unite to dispel vaccine myths

The rate of coronavirus (COVID-19) infections and deaths among minority ethnic communities has been disproportionately higher compared with the white British population.

But the results of a recent poll commissioned by the Royal Society of Public Health suggested people in these communities are less likely to have the COVID-19 vaccine, raising concerns they are being targeted with misleading information.

So a group of celebrities, including actors Adil Ray and Meera Syal, cricketeer Moeen Ali, comedian Romesh Ranganathan, politician Sadiq Khan and presenter Konnie Huq have released a video appealing to black, Asian and ethnic minority communities in the UK to help address hesitancy around the COVID-19 vaccine.

It's aimed at dispelling vaccination myths for those from ethnic minority communities and urging people to get the COVID-19 vaccine. [You can watch it on You Tube.](#)

Volunteers needed to help out at vaccination centres

With coronavirus (COVID-19) mass vaccination centres now open in Exeter and Plymouth, volunteers are needed to help manage patient flow and direct people.

The volunteering itself is flexible – shifts are four hours long and there is no minimum commitment.

Volunteers can choose their shifts and work more than one shift in a row if they want to.

The times of the shifts are 8.00am to 12 noon, 12 noon to 4.00pm and 4.00pm to 8.00pm, seven days per week.

To register, [fill in a simple application form online.](#)

Vaccine scams – spot the signs


The NHS nationally is aware that some people are receiving suspicious calls and text messages offering the COVID-19 vaccination. The guidance below tells you what the NHS will never do, to help you spot the signs of a scam. Please share this with others.

Coronavirus vaccines are only available on the NHS. You can be contacted by the NHS or a GP surgery local to you, to receive your vaccine. Remember, the vaccine is free of charge. **At no point will you be asked to pay.**


- The NHS will never ask you for your bank account or card details.
- The NHS will never ask you for your PIN or banking password.
- The NHS will never arrive unannounced at your home to administer the vaccine.
- The NHS will never ask you to prove your identity by sending copies of personal documents such as your passport, driving licence, bills or pay slips.

If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft, you should report this directly to [Action Fraud](https://www.actionfraud.org.uk/) on 0300 123 2040. Where the victim is vulnerable, and particularly if you are worried that someone has or might come to your house, report it to the Police online or by calling 101.


There is more information about how you will be contacted about the vaccine on the NHS website at: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/how-you-will-be-contacted/>



COVID-19 VACCINE FACT CHECK



The COVID-19 vaccine will always be available free of charge.



The NHS will never ask you to share bank details to confirm your identity.

COVID-19 test result wait time improves

NHS Test and Trace has [reduced the length of time it's taking to get results back](#) to people.

Turnaround now is similar to what it was early December, before the increase in tests over Christmas.

They say nearly 94 per cent of test results are returned the next day after the test, compared to nearly 85 per cent the week before.

There are 800 test sites now in operation, including 448 local test sites, and as of this month a fleet of 500 mobile testing units.

National lockdown

We are all under the national lockdown rules, and are urging everyone to stay at home as far as possible. If you need to visit one of our healthcare facilities, please be vigilant in continuing to follow the hands, face, space guidance.

Full information on the lockdown restrictions is available on the [government website](#)



HM Government

**STAY HOME
PROTECT THE NHS
SAVE LIVES**

The new COVID-19 variant is spreading fast.
We all need to play our part to stop the spread.

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

The poster features a woman in a white lab coat and face mask attending to an elderly man in a hospital bed who is also wearing a face mask. The background is a warm, orange-red color. The NHS logo is in the top right corner.



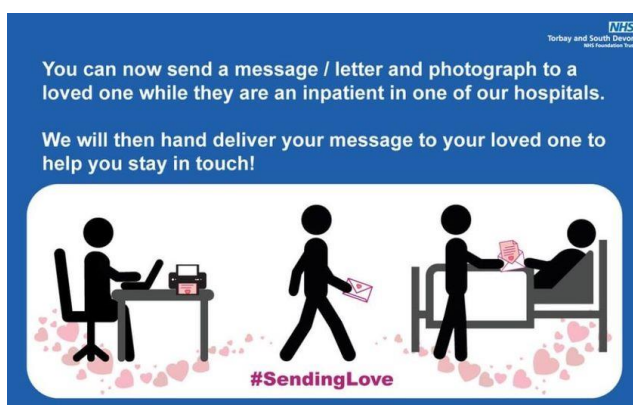
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A yellow banner with a green and black chevron pattern on the left and right sides. The text is in bold black capital letters.

Keeping in touch with loved ones in hospital

We know just how important it is for friends and families to be able to keep in touch with a loved one whilst they are in hospital. Unfortunately, we have been unable to have normal visiting for much of this year due to needing to keep our patients and staff safe during the pandemic. However, we have continued to support visiting on compassionate grounds, which can be organised directly with the ward.

We have also been using a system known as 'Sending Love' for friends or family members to send patients message via our website, as well as enabling patients to see family or friends virtually, using the iPads that we have on every ward. If you would like to use this service to do this please contact the ward direct.



Think 111 First

Think 111 First launched at the end of 2020 and encourages people to contact 111 either by phone or online, before attending an emergency department (ED), to make it easier and safer for patients to get the right advice or treatment when they urgently need it.

The approach will not only treat patients more quickly, but it will also reduce unnecessary visits to some of the region's busiest healthcare facilities – taking pressure off local services and ensuring social distancing measures are applied.



Arrangements have not changed for people with serious or life-threatening illnesses or injuries. Please continue to dial 999, as before.

To contact 111 – just call 111, or click:
111.nhs.uk

Update

Helping people stay well, supporting those in need



Torbay and South Devon
NHS Foundation Trust

Follow the Trust on social media

Click on the icons to view our social media profiles. Please follow us to receive our latest updates in your social media news feeds. You will find personal and professional stories from our staff, our patients and news about your local services.



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