healthwatch Brighton and Hove Update: 31 March 2021

YOUR HEALTHWATCH

(1) New report - dental crisis



Healthwatch warns of broken dental system

In February 2021, Healthwatch England announced a <u>dental</u> <u>crisis</u> as a result of local Healthwatch, including Brighton and Hove, sharing concerns from local people trying to access dental services during the pandemic.

From the beginning of the COVID-19 pandemic, people told us that unlike other medical services, access to dental care was limited, particularly for NHS services. We also ran an online survey which confirmed what we were hearing elsewhere. To read the full findings from this 2020 survey, please see the link below.

The next obvious step for us was to look at the information being provided to people. Therefore, in January this year, we reviewed the COVID-19 related advice given to people on all 43 Brighton and Hove NHS dental practice websites and in the telephone, messages heard when calling the same dental practices out of normal hours. We also looked at the website and out of hours message associated with the Brighton & Hove Emergency Dental service. Our report has been picked up by <u>local press</u>.

Availability of information was poor:

- Four practices advised they were not open on their website but were not clear about this in their phone message.
- Two practices did not have COVID-19 related information on either their website or phone message.
- 15 practices had COVID-19 related information only in one place, either on their website or in their phone message.

Availability of service-specific information was lacking:

- None of the practices provided information on both their website and phone
 message about the availability of routine and urgent appointments, and their
 availability for new patients.
- Five practices did not provide information on either urgent appointments or availability for new patients.
- 15 practices either did not provide any information on urgent appointments OR the availability for new patients.

Availability of advice on emergency services and COVID-19 related information was poor:

- 14 practices did not provide patient advice about where to go in the case of an emergency.
- 21 practices did not provide any advice on COVID-19 infection control procedures for patients.
- Eight practices did not provide any information about emergency services, COVID-19 procedures, or any indication of how up to date their information was.



David Liley, CEO of Healthwatch Brighton and Hove said:

Locally and nationally dental concerns are second only to COVID as issues raised with Healthwatch by the public. Some dentists in our City are providing an outstanding service and the last thing we want to do is to criticise them. But for many people the reality has been of living with pain, dental distress and not knowing where to go for help. We have escalated these issues nationally and to NHS leaders in Sussex; Our MPs have asked questions in Parliament and we meet regularly with local dentists and NHS England. But so far there is no clear path to a better future for dental care. People cannot find a dentist when they need one; serious dental issues like mouth cancers are not being identified. Dentists are finding their contract arrangements difficult. The system is simply broken and needs radical reform.



Read more

Read our latest <u>report in full</u> or a <u>summary</u>

Read Healthwatch England's report

Read our earlier findings from our dental survey, January 2021

(2) New report -Healthwatch Brighton and Hove activity report covering July 2020 to February 2021



We published a report describing Healthwatch Brighton and Hove activities from July 2020 to February 2021



Read about our work, and our volunteers' activities, and how we have used your feedback and experiences to highlights changes and improvements to services.

Read more

Read our latest report in full or a summary

HEALTH AND SOCIAL CARE UPDATES

(1) The roadmap out of the current lockdown

On 23rd February, the Prime Minister announced a phased opening up of society starting with schools re-opening on 8th March.

- For a simple guide to the key dates please click here.
- For more detail click here.

STEP 1 8 March

29 March

STEP 2

No earlier than 12 April

At least 5 weeks after Step 1



EDUCATION

8 MARCH

- · Schools and colleges open for all students
- · Practical Higher Education courses



EDUCATION

As previous step



SOCIAL CONTACT

8 MARCH

- Exercise and recreation outdoors with household or one other person
- Household only indoors

29 MARCH

- · Rule of 6 or two households outdoors
- Household only indoors



SOCIAL CONTACT

- · Rule of 6 or two households outdoors
- Household only indoors



BUSINESS & ACTIVITIES

8 MARCH

 Wraparound care, including sport, for all children

29 MARCH

- · Organised outdoor sport (children and adults)
- Outdoor sport and leisure facilities
- · All outdoor children's activities
- · Outdoor parent & child group (max 15 people, excluding under 5s)

BUSINESS & ACTIVITIES

- All retail
- · Personal care
- · Libraries & community centres
- · Most outdoor attractions
- Indoor leisure inc. gyms (individual use only)
- Self-contained accommodation
- · All children's activities
- Outdoor hospitality
- · Indoor parent & child groups (max 15 people, excluding under 5s)



TRAVEL

8 MARCH

- Stay at home
- No holidays

29 MARCH

- · Minimise travel
- · No holidays

TRAVEL

- Domestic overnight stays (household only)
- No international holidays



EVENTS

- Funerals (30)
- · Weddings and wakes (6)



EVENTS

- Funerals (30)
- · Weddings, wakes, receptions (15)
- Event pilots

STEP 3

No earlier than 17 May

At least 5 weeks after Step 2

STEP 4

No earlier than 21 June

At least 5 weeks after Step 3

All subject to review

EDUCATION

· As previous step



EDUCATION

· As previous step



SOCIAL CONTACT

Maximum 30 people outdoors

· Rule of 6 or two households indoors (subject to review)



Ŷ¶ SOCIAL CONTACT

· No legal limit



BUSINESS & ACTIVITIES

- · Indoor hospitality
- · Indoor entertainment and attractions
- Organised indoor sport (adult)
- · Remaining accommodation
- · Remaining outdoor entertainment (including performances)



BUSINESS & ACTIVITIES

· Remaining businesses, including nightclubs



TRAVEL

- · Domestic overnight stays
- International travel (subject to review)



TRAVEL

- · Domestic overnight stays
- · International travel



EVENTS

- Most significant life events (30)
- Indoor events: 1,000 or 50% (plus pilots)
- Outdoor seated events: 10,000 or 25% (plus pilots)
- Outdoor other events: 4,000 or 50% (plus pilots)



EVENTS

- · No legal limit on life events
- Larger events

(2) Services this Easter

Please make the right choice...



Only in an emergency:

loss of consciousness | severe breathing difficulties | heavy bleeding

Emergency department



When you need help fast and it's not an emergency:

NHS 111



For symptoms that don't go away: ear pain | back pain | stomach pain

GP surgery



Feeling poorly and need advice about: fevers | stomach upset | aches and pains | headaches

Pharmacy



For common ailments and illnesses:

hangover | grazed knee |
sore throat | cough

Self-care

Alternatives to A&E



Use the NHS 111 online service

To check your symptoms

If you feel you cannot cope with your symptoms at home

If your condition gets worse

If your symptoms do not get better after 7 days.

NHS 111 can now book an appointment slot at A&E for you.

NHS 111

If you need help call 111 or visit NHS 111 online. It's free to call from landlines and mobiles and is open 24 hours a day, seven days a week.

NHS 111 is a non-emergency service you can use if you are unsure of which healthcare service you need to visit. It offers access to advice 24 hours a day, 7 days a week, by

phone and online and can connect you to healthcare professionals, including nurses, emergency dentists or GPs.

The advisors at NHS111 can also arrange face-to-face appointments, and book you an appointment at A&E if needed. They can also assess whether you need an ambulance and send one directly. A call back by a clinician can also be requested using NHS111 online.

For more information about NHS 111, please visit the Healthwatch webpage.

Urgent care service

- ✓ Fast access to health advice, emergency contraception and minor injuries such as cuts, sprains, and small fractures
- ✓ Full description of urgent care

Minor Injuries

Minor Injuries Unit at Queen Victoria Hospital, East Grinstead: assessment and treatment of a wide range of minor injuries and ailments in both adults and children. Open 8am to 8pm, 7 days a week.

Walk-in centre for minor conditions

✓ <u>Brighton Station NHS Walk in Centre</u>

Tel: 0333 321 0946
Aspect House, 84-87 Queens Road, Brighton, BN1 3XE
More information and Services

- ✓ Less severe injuries can be treated in urgent care centres or minor injuries units, including:
 - sprains and strains
 - suspected broken limbs
 - minor head injuries
 - cuts and grazes
 - bites and stings
 - minor scalds and burns
 - ear and throat infections
 - skin infections and rashes
 - eye problems
 - coughs and colds
 - feverish illness in adults
 - feverish illness in children
 - abdominal pain
 - vomiting and diarrhoea
 - emergency contraception

Seeing a pharmacist

If you need to find a pharmacy over the East bank holiday, why not use the <u>NHS pharmacy</u> finder to find your closet store.

We would encourage you to order repeat prescriptions so that they don't run out over the bank holiday weekend.

We are aware of the following pharmacies that are open over this period.



Easter 2021 Bank Holiday Pharmacy Opening Hours: Brighton & Hove

The pharmacies listed below should be open as shown. The details are correct at the time of publishing but are subject to change. You are advised to contact the pharmacy before attending to ensure they are open and have the medication you require.

Details of local pharmacies can also be found by scanning the code opposite or by visiting www.nhs.uk



Town	Pharmacy Name	Address	Phone Number	Good Friday 2nd April 2021	Easter Sunday 4th April 2021	Easter Monday 5th April 2021
Brighton	Asda Pharmacy	The Marina, Brighton, East Sussex, BN2 5UT	01273 811210	09:00-18:00	Closed	09:00-18:00
Brighton	Lloydspharmacy (in Sainsbury)	Lewes Road, Brighton, East Sussex, BN2 3QA	01273 600906	10:00-16:00	Closed	10:00-16:00
Brighton	Kamsons Pharmacy	128 St James Street, Brighton, East Sussex, BN2 1TH	01273 604335	Closed	09:00-12:00	Closed
Hollingbury	Asda Pharmacy	Crowhurst Road Off Carden Avenue, Hollingbury, East Sussex, BN1 8AS	01273 560310	09:00-18:00	Closed	09:00-18:00
Hove	Boots the Chemists	67-68 Boundary Road, Hove, East Sussex, BN3 5TD	01273 412080	10:00-16:00	Closed	Closed
Hove	Boots the Chemists	59-61 George Street, Hove, East Sussex, BN3 3YD	01273 731591	10:00-15:00	14:00-17:00	10:00-15:00

Emergency dental care

If you require urgent dental treatment you can contact one of the following out of hours services:

Brighton and Hove - If your own dentist is closed

- the Emergency Dental Service will give you an appointment at one of several practices around Brighton and Hove. Contact: 03001 231663 (09:00-17:00 Monday to Friday).
- iDental Care Limited offers emergency NHS out of hours dental service. Call: 03000 242548 (17:30-22:30 Monday-Friday, 9:00-17:30 weekends)

Crawley - 01293 518541 Worthing - 01903 230364 Chichester - 01243 793697

Haywards Heath - 01444 440695

Home care - We have produced some advice about how to deliver self-care for common dental issues such as toothache, wisdom teeth pain, ulcers, lost crowns, and knocked-out teeth. Click <u>here</u>.

Visit the <u>Healthwatch website</u> for more information.

Mental Health services



Sussex Partnership NHS Foundation Trust has expanded the Sussex Mental Healthline - 0300 5000 101 - to provide a 24/7 service to people needing urgent help with their mental health

Advice

Sussex Partnership Foundation Trust has published advice for people with <u>learning</u> disabilities, and how to look after your mental health

Staying well whilst at home

For more advice, see:

Every Mind Matters: 10 tips to help if you are worried about coronavirus

Every Mind Matters: how to look after your mental wellbeing while staying at home

Every Mind Matters sleep page

Easy read: Things to do if you are staying at home

Support for your mental health

- Advice from MIND
- Self-help for anxiety
- The NHS Every Mind Matters pages on Covid-19 10 tips
- The Mental Health Foundation <u>advice on looking after your mental health during the</u> coronavirus outbreak
- <u>Community Roots Mental Health & Wellbeing Support</u>, help for navigating and accessing services in Brighton and Hove

The following sources of support are also available:

- Samaritans 116 123 (free number) or 01273 772277
- <u>Saneline</u> 0300 304 7000, 4.30pm-10.30pm daily
- Grassroots Suicide Prevention
- The Sussex Mental Health Line 0300 5000 101, 5pm-9am on weeknights and on a 24-hour basis during weekends and Bank Holidays
- The Brighton and Hove the Mental Health Rapid Response Service can offer support: 0300 304 0078 (24 hours a day, 7 days a week including bank holidays if you live in the Brighton and Hove area).

A wide variety of help and resources is available on the Sussex CAMHS website

(2) Joined up services - Integrated Care Systems



One of the lessons learned from the COVID-19 pandemic is people need support which is joined up across local councils, the NHS and voluntary and community organisations.

This great video explains how Integrated Care Systems provide just that. https://www.youtube.com/watch?v=mz4FFE2y8PM&t=1s

(3) Census - beware of scam visits

There have been concerns about bogus callers going to people's homes to chase up on the Census.

The following link explains what the Census people are sharing with customers and their protocols.

https://census.gov.uk/your-data-and-security/how-we-will-contact-or-visit-you

If you don't have time to read the above, here is an important excerpt for all in the city:

"We will not call you for information about your census unless you've made an appointment with our contact centre or made a query or complaint.

We will never ask you for your national insurance number, passwords, bank account details, or your credit or debit card numbers.

Any emails from us will be sent from: noreply@help.census.gov.uk

Any texts you receive from us will be sent from Census2021. If you text us, our responses will come from 86677.

Our data processing and contact centres are in the UK and subject to UK data protection legislation.

We're sending letters to everyone who has not submitted their census form.

Census officers may visit to offer help if you're yet to complete the questionnaire. They may also visit to make sure that everyone has been counted. They will identify themselves as being from the ONS and carry an official ID badge. Census staff will never ask to enter the property.

Census officers visit during the following times:

- •Monday to Saturday: 9am to 8pm
- •Sundays and bank holidays: 10am to 4pm

We do not wish to disturb your evenings or weekends, but we might visit at these times because this is when most people are at home.

We carry out employment checks to make sure that everyone working on the census is qualified to work with the public"

LOCAL COVID NEWS

1) Support is available

Whilst NHS services are currently extremely busy, and demand continues to rise due to higher rates of COVID-19 in our communities, you can still access urgent medical help by contacting NHS 111 online or by phone. Please only call 999 in the event of a medical emergency.

The Sussex Mental Healthline offers crisis care 24 hours a day, seven days a week on 0300 5000 101.

If you need support or advice during the pandemic the <u>Council</u> website has more information: <u>Brighton and Hove City Council Covid-19 pages</u>

A coronavirus help directory for Brighton & Hove is also available <u>here</u>. Use this site to find support with food shopping, money, and work, COVID testing, and more. You can also use it to find help for friends, family, and neighbours.

For advice around attending school, college and universities please click here. Answers to commonly asked questions are available here.

(2) How and where to get a COVID test

Full advice from the Council is available <u>here</u>. A test for suspected COVID-19 is free and NHS treatment for COVID-19 is free for all, including overseas visitors who are not usually entitled to free treatment from the NHS.

Click here to <u>get a coronavirus test.</u> If you do not have access to the internet, you can call 119 to book or order a test.

Off to work? Get a Covid test on your way

Regular symptom-free Covid testing protects your business, customers and colleagues

Book at www.brighton-hove.gov.uk/ communitytesting

No one's safe until we're all safe



From this week you Symptom-free community testing is now available in test centres and participating pharmacies across Sussex.

Anyone aged 18 and over who can't work from home is encouraged to book in for a symptom-free Covid-19 test. Local testing offers free, rapid lateral flow tests to anyone who isn't showing signs of Covid-19, who can't work from home and who can't access testing through other means. Further details, including how to book, are available on the Brighton & Hove City Council website at www.brighton-hove.gov.uk/communitytesting, or call 01243 642130.

These websites contain all the information you need about testing:

- Brighton and Hove City Council (including links to translated materials)
- Coronavirus in children
- This link to the government website explains all you need to know about testing

- More information explaining how Test and Trace works can be found here. The council has updated their advice about obtaining a test for COVID-19
- Testing for coronavirus at home How to use your coronavirus home test kit
- <u>COVID-19 self-test help</u> Find out how to test yourself for coronavirus (COVID-19) if you are asked to and learn what help is available. This contains a link to the self-test instructions for use and translated versions of it.

Antibody testing is available for certain groups only.

You can get <u>a free at-home antibody test if all of these apply</u> you live in England, you are 18 or over and you work in paid adult social care.

More information can be found in these links:

How tests and testing kits for coronavirus (COVID-19) work

NHS Test and Trace: how we test your samples

Testing for coronavirus before hospital

LOCAL COVID DATA

(1) Local data on COVID and statistics published by the Council

Key statistics for Brighton & Hove

You can find key local data showing confirmed cases of COVID-19 and deaths related to COVID-19 on the <u>Brighton and Hove Council website</u>. We have reproduced some of the data displayed on the website. The data is accurate as at the time of publication, but updates occur daily. The Council also provides links to other available data which can be accessed <u>here</u>. The graphs below provide more detail.

CONFIRMED CASES OF COVID-19 in Brighton and Hove

HEADLINES

As of 29th March 2021, the total number of confirmed cases of COVID-19 (recorded since February 2020) in Brighton and Hove stood at 14,377. In the 7 days up to 25th March, there were 104 new cases.

Published data provides us with an average rate of new cases of COVID-19 per 100,000 people over two time periods:

- a) the last 7-days
- b) the average since March 2020

The two averages are therefore different. For information, the population of Brighton and Hove is estimated by the ONS to be 290,885.

In the last 7 days

In the seven days up to 25th March we had 104 confirmed new COVID-19 cases in Brighton & Hove.

- This number has slightly increased since our last bulletin dated 19th March.
- This is equivalent to a weekly rate of new cases of 35.8 per 100,000 residents (calculated as follows: 104 / 290,885 x 100,000 = 35.8).

- The rate for Brighton and Hove has increased from 29.9 as published in our last Healthwatch bulletin issued on 19th March.
- For comparison, the current weekly rate for Brighton and Hove is now lower than it was as of 16th December 2020 when it stood at 101.4
- The current weekly rate for Brighton and Hove is lower than the rate for England, which was 55.8 per 100,000 and similar to the South East which was 35.5 per 100,000 as of 30th March.

This data is published by the <u>Public Health England</u> and population data by the Office for National Statistics.

Average rate since February 2020

As of 29th March, the total number of confirmed cases across the city stood at 14,377.

- This is equivalent to a rate of 4,943 per 100,000 residents (calculated as follows $14,377 / 290,885 \times 100,000 = 4,943$)
- This is lower than the rate for England, which was 6,746.5 per 100,000 and the South East which was 5,811.7 per 100,000. This data is published on the government website.

People tested, and positivity rates.

The number of individuals in Brighton and Hove who have had <u>polymerase chain reaction</u> (<u>PCR</u>) test in the 7 days up to 25th March stood at 7,661. The percentage of individuals who tested positive in the same time period was 1.1% which is lower than previously reported.

Death rates

The total <u>number of deaths</u> recorded up to 19th March (registered as of 27th March) with mention of COVID-19 on the death certificate stood at 460. In the last 7 days up to 19th March, there were 3 new deaths recorded.

Number of patients in hospital

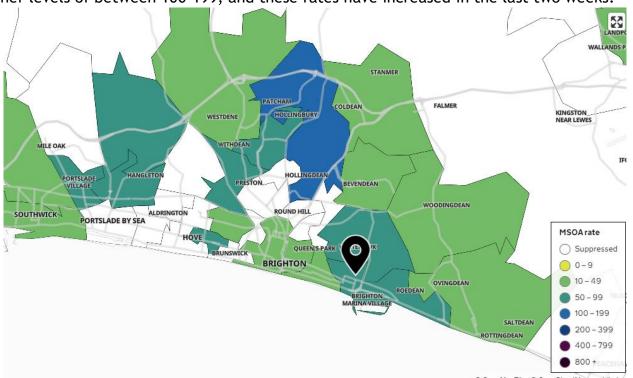
On 30th March there were 9 inpatients with confirmed COVID-19 across the Royal Sussex County and Royal Alexandra Children's Hospital sites. No patients were receiving intensive care. These figures relate to all patients and not just those from Brighton and Hove.

Government data shows the numbers of confirmed COVID-19 cases in Brighton and Hove by date:

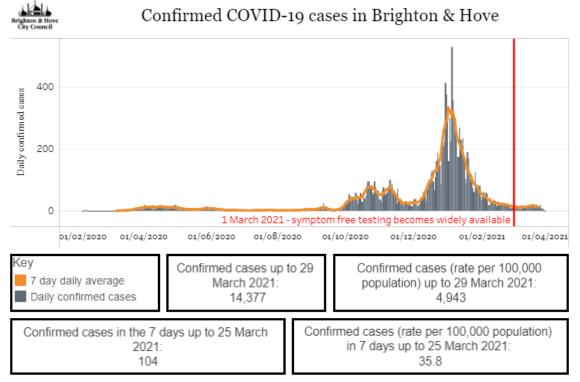
Date	No of confirmed	Total number of	
	cases	confirmed cases	
28.3.21	6	14,377	
27.3.21	5	14,371	
26.3.21	7	14,366	
25.3.21	18	14,359	
24.3.21	14	14,341	
23.3.21	9	14,327	
22.3.21	16	14,318	
21.3.21	18	14,302	
20.3.21	8	14,284	
19.3.21	21	14,276	

Where are the highest rates of infection in the city?

The government <u>map</u> displayed below shows weekly data and was last updated on 30th March 2021. This indicates that several areas of Brighton and Hove continue to record low rates of infection of less than 100 or less per 100,000 people (shown in green). Several areas have rates which are lower than 10 (shown in white). Hollingdean and Patcham are showing higher levels of between 100-199, and these rates have increased in the last two weeks.



COVID-10 confirmed cases following a test conducted within the those carried out by commercial laboratories (data obtained from the <u>Brighton and hove Council website</u>).

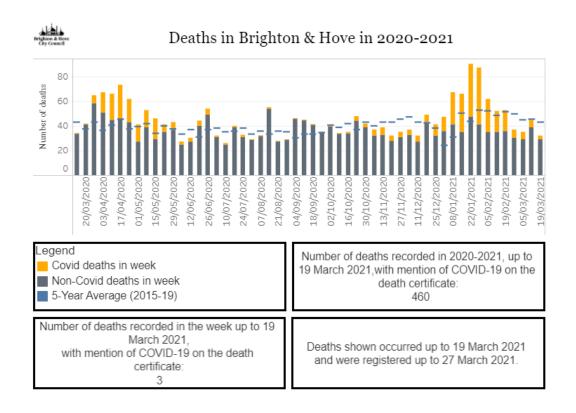


Most recent days subject to reporting delay. Last available data: 29 March 2021

Deaths related to COVID-19 in the city.

The total <u>number of deaths</u> recorded up to 19th March (registered as of 27th March) with mention of COVID-19 on the death certificate stood at 460. In the last 7 days up to 19th March, there were 3 new deaths recorded.

The number of deaths of Brighton & Hove residents where COVID-19 was recorded on the death certificate (yellow) is shown in the graph below (data obtained from the Brighton and Hove Council website)



NATIONAL COVID DATA

(1) COVID-19 national data

(a) Death rates

Deaths are counted where a lab-confirmed positive coronavirus test result is reported in any setting.

Deaths within 28 days of positive test by area

Across the whole of the UK, as of 30th March 2021, the total number of deaths of people who had had a positive test result for COVID-19 and died within 28 days of the first positive test stood at 126,670.

In the South East, the total number of deaths stood at 17,232 cases.

Data on death rates are published on the <u>daily dashboard</u>.

(b) Infection levels

The data reveals that as of 30th March 2021:

- Across the whole of the UK, the total number of lab-confirmed UK cases of COVID-19 since February 2020, stood at 4,341,736. This is the total number of people who have had at least one positive test result.
- In the South East, the total number of lab-confirmed UK cases of COVID-19 stood 533,519. There were 3,258 new cases in the last 7-days.

For up-to-date numbers of coronavirus (COVID-19) cases and risk in the UK, click here.

(2) Government announcements

The current situation means that new guidance is being issued daily. Below we have provided links to some announcements which may be of interest.

(COVID-19) Coronavirus restrictions: what you can and cannot do

COVID-19 restrictions posters: 29 March 2021

Coronavirus and clinically extremely vulnerable people in England: 22 February to 27 February 2021

<u>Vaccination rates by socio-demographic characteristics, England: 8 December 2020 to 11</u> <u>March 2021</u>

<u>Letter from the Health and Social Care Secretary on COVID-19 vaccination to protect</u> severely immunosuppressed adults

New vaccine advice for adults living with adults who are immunosuppressed

Slides and datasets to accompany coronavirus press conference: 29 March 2021

PM statement at coronavirus press conference: 29 March 2021

COVID-19: Guidance for managing playgrounds and outdoor gyms

Sir Lenny Henry urges Black Britons to take COVID-19 vaccine

Healthwatch Brighton and Hove information and advice

The following Healthwatch COVID-19 guides are available (these are being regularly updated):

- COVID-19 information and advice webpage
- COVID-19 Vaccination webpage
- COVID-19 Vaccine Fact Check webpage
- Answers to Frequently Asked Questions
- Maternity and pregnancy advice and information

- Top tips for staying active and looking after your mental health.
- Guides which provide information about:
 - visiting a dentist
 - seeing a GP
 - collection of prescriptions

Plus, accessibility resources to help you communicate about COVID-19.

- **NEW:** Beyond Words is providing free picture stories and illustrated guides to support people with learning disabilities and autism through the coronavirus pandemic
- A series of videos aimed at encouraging people to continue to use health services if they are unwell. They are available in English, Arabic, Farsi, Kurdish and Sylheti.
- Resources from Learning Disability England
- Sign health has made their Interpreter Now remote BSL interpretation service available for free across all healthcare services
- Signhealth is providing a video of summaries of key coronavirus guidance in BSL
- Signhealth advice for testing
- Public Health England stay at home guidance, translated and in Easyread.
- NHS guidelines translated into up to 50 languages by Doctors of the World and find video advice here
- Easy read information on COVID-19 from Mencap
- About the NHS Test and Trace scheme
- What to do if you are contacted by NHS Test and Trace
- The NHS have also created <u>easy read posters like this</u> so people know when and how to get a test for coronavirus.
- Public Health England resources in accessible formats
- COVID-19 guidance for providers of services for people experiencing rough sleeping
- The handwashing rap, produced to help people who have a learning disability



Join us!

You can sign up to receive regular bulletins and information from matters Healthwatch.

Please email office@healthwatchbrightonandhove.co.uk

Share your experiences of health and social care services with us: office@healthwatchbrightonandhove.co.uk 01273 234040

Follow us!

Facebook @healthwatchbrightonandhove

Twitter @HealthwatchBH Instagram healthwatchbh

Website: www.healthwatchbrightonandhove.co.uk