

# Coronavirus (COVID-19) Trust Update

06 April 2020

This bulletin draws together the latest updates and information from the Royal Devon and Exeter NHS Foundation Trust which we hope will be useful to our local partners and communities.



## A message from Suzanne Tracey, Chief Executive, RD&E

"Just a few short weeks ago life was carrying on as usual as we all went about our business. Now, life cannot in anyway be described as normal and we have all had to adapt quickly to a life that is barely recognisable. It is therefore completely understandable that many of us may feel a sense of anxiousness and concern so I would like to reassure you that the safety and wellbeing of our patients, staff and communities are at the forefront of everything the RD&E is doing to manage this pandemic.

For the last month we have been busy preparing ourselves for the rise in the number of COVID patients and the whole team has done a brilliant job in readying the organisation for the times ahead. To some extent we have been fortunate - compared to places like London and the West Midlands which have seen rapid increases in the numbers of cases - and have used this precious time to prepare really robust plans.

This is a rapidly changing situation and so we want to ensure that we keep people informed and updated as best we can. Key news and developments are regularly posted on our website and social media channels, and I hope this regular bulletin, which pulls the latest information together in one place, will also be helpful."

## Key news and information

### OUTPATIENT APPOINTMENTS

If you have an outpatient appointment over the coming weeks please do not attend unless advised otherwise by the Trust. All outpatient appointments are being clinically reviewed by the appropriate specialist. Following the review, unless your appointment is essential, it may be replaced with a non-face to face appointment such as a telephone consultation or it may be deferred for a clinically-appropriate period of time. We will contact you – there is no need to contact us.

### VISITING RESTRICTIONS

To reduce the risk to patients, staff and any visitors and maintain the Government's direction on social isolation, no visiting will be allowed at the RD&E unless:

- Specific reasons of safety (dementia or learning disability where anxiety would be increased significantly)
- In patients under the age of 18 years old (one parent/guardian only)
- A patient receiving end of life care

Even under these circumstances you should not visit if you have a new, persistent cough or high temperature (of 37.8 degrees centigrade or higher). Additionally, if you live with someone who has symptoms you will need to stay at home for 14 days starting from the day the first person in your house developed symptoms and should not visit.

## FREE CAR PARKING

Parking at the Trust's hospitals is now FREE to staff, patients and visitors during the Covid 19 outbreak. Due to the limited space we will be carefully managing on-site availability, supported by further off-site free parking close or as close to the site as possible.

At Wonford, visitor/patient parking is being prioritised in two existing areas:

Centre for Women's Health

Main car park opposite the main entrance (car park F).

## FREE TV AND PHONE CALLS FOR INPATIENTS

We have arranged free access to TV and phone calls (landline and mobile) for patients on our wards. This is currently available now until 30 June 2020. Patients can also access entertainment on their own devices with support from free NHS WiFi, which is available across all Trust sites.

## NHS VOLUNTEER RESPONDERS

The national scheme is now live! Local GPs, health care workers, local authority leads, local authority resilience leads, and pharmacies can refer local people to receive support across four main areas:

- Community Response: volunteers collect and deliver shopping, medication or other essential supplies.
- Patient Transport: volunteers provide transport to patients who are ready for discharge and ensure that they are settled safely back into their homes.
- NHS Transport: volunteers transport equipment, supplies and/or medication between NHS services and sites. It may also involve assisting pharmacies with medication delivery.
- Check in and Chat: volunteers provide telephone support to individuals who are at risk of loneliness.

Referrals for support can be made by any health professional or local authorities and should be made via the NHS Volunteer Responders referrers portal, known as the GoodSAM app.

[www.goodsamapp.org/NHSreferral](http://www.goodsamapp.org/NHSreferral).

## BANK HOLIDAY GP AND PHARMACY SERVICES

NHS Devon CCG has confirmed that GP surgeries and pharmacies in the county are expected to be open on Good Friday and Easter Monday. For more information visit [www.devonccg.nhs.uk](http://www.devonccg.nhs.uk)

## TRADING STANDARDS WARNING ON COVID SCAMS

Devon, Somerset and Torbay Trading Standards have issued a warning about scams seeking to exploit the Covid-19 situation. Please see the accompanying poster.

*and finally...*

## HELP US HELP YOU

The RD&E Charity has launched a new appeal to support our NHS staff at the Trust during this vital time. Our wonderful NHS staff are working extremely hard to keep everyone safe and well, and we know that many of these key workers will need extra support. We want to be able to provide those NHS staff who need it with meal packages and essential items to keep them going, plus a create a dedicated rest area where there will be refreshments available.

Visit [www.rdecharity.com](http://www.rdecharity.com) to find out more.

**#HelpUsHelpYou** 

SUPPORT YOUR **NHS** STAFF  
BY DONATING TO THEIR FUND

Registered Charity No. 1061384