



Info from NHS, Community, Police, Fire & Councils

We know there is a lot of information to take in right now.

Together we will make sense of it. This brings together information from a range of community partners and is correct today (7 April). Each organisation will have up-to-date info on their websites and social media.

Ely North & South Primary Care Networks.



As your local GP practices, we are facing our most significant challenge in the history of the NHS. The two Ely Primary Care Networks are working together to provide you with the best care, across the following GP surgeries: Burwell, Haddenham, and Staploe (Ely South PCN); and Cathedral, St George's, and St Mary's (Ely North PCN).

Please be reassured that all the changes we have made to how we deliver your care are to keep you and our staff as safe and well as possible, in line with government advice. We are working closely with community organisations to keep our community well. Where there are longer delays than you might like, please be patient with us.

Key changes are explained below. They may vary between practices but it gives you a good idea of what to expect, recognising that this may change again as the epidemic progresses.

1. More phone and video consultations. We have reduced face to face consultations in surgeries and at home, including residential and nursing homes, and are introducing video consultations. Your primary way of reaching your GP is now via: a. AskMyGP for Staploe, Haddenham, Cathedral, or St. George's; or b. By phone at Burwell (01638 741234) and St Mary's (01353 663434).
2. Reduced services. If we have cancelled an appointment with you, it's because we are re-focusing our teams to help those who may have contracted Covid-19, and/or to minimise the risk of spread of Covid-19.
3. Prescription changes. The demand for repeat prescriptions has increased by about 50% since the government announced the strict self-isolation guidance. This is putting immense pressure on our dispensaries and pharmacies. Please don't order your repeats early or stock-pile medication. Request them no more than 10 days before you are due to run out. We can only issue 1 month's worth of medication.
4. Government guidelines. The best ways to protect yourself and your family are to follow the government guidelines on social distancing applicable to everyone in the UK, self-isolation if someone in your household develops symptoms, and good personal hygiene.

Prescription services - Good Practice Advice



To prevent the spread of Coronavirus,

regularly wash your hands

for at least 20 seconds

with soap and warm water

For more information on how to protect yourself,
visit [NHS.uk/coronavirus](https://www.nhs.uk/coronavirus)



The demand for repeat prescriptions continues to be higher than normal, and we are also seeing much higher demand for advice. Due to social distancing guidelines, we have a smaller team than normal.

This is a stressful and challenging time for everyone, and we are very grateful to our patients who have been so understanding and appreciative of the situation. We are also deeply grateful to the volunteer groups who are collecting and delivering prescriptions to our vulnerable or self-isolating patient. It is an enormous contribution to the national effort to slow the spread of COVID-19. THANK YOU.

We are continually monitoring and adapting our approach to ensure that we maintain service to patients, and that we do so in a sustainable way. Below are up to date guidelines for patients to follow.

Please don't order your repeats early or stock-pile medication. Request them no more than 10 days before you are due to run out. We can **only** issue 1 month's worth of medication.

If you collect your prescription in person:

Please honour the social distancing guidelines. Don't bring extra family members if you can avoid it, queue at least 2m apart, and maintain only 2 people at the front desk at once. We know this takes time and effort. Thank you for your patience and kindness to our staff while you wait.

If you need your prescription delivered

If you are currently being shielded or self-isolating, and are unable to collect your prescriptions yourself, don't panic! There are lots of local volunteer groups who are collecting and delivering prescriptions to patients in need; contact information of many East Cambridgeshire community responses included in this leaflet.

All of them are set up slightly differently, so please talk to your local group and understand what delivery(ies) they can offer, what information they need from you, and when they need it by.

Please also remember: using a delivery service may take a little more time to receive your prescription than if you or a friend collected it, so contact them as soon as possible to ensure you receive your medication in time.

Where to go for support

There is lots of fantastic natural neighbourly support happening.
If you need further help....

1. Try Local first

You can find details of your local community response in East Cambs on the next two pages. The help offered varies. Examples of the support offered include shopping, running errands and friendly phone calls.

For most up-to-date list, check: www.eastcambs.gov.uk/content/community-support-group-details



2. If you need other support East Cambs District Council will help you



East Cambridgeshire District Council

If you need help during the coronavirus outbreak.

Please get in touch

Call (01353) 665555 email: covid19@eastcambs.gov.uk

*****For Easter Weekend Only*****

Cambridgeshire Covid-19 Coordination Hub will be open every day except Sunday over the Bank Holiday weekend as follows: Friday and Monday (8am to 6pm) and Saturday (9am to 1pm). East Cambs hub will be closed. To help manage demand, staff will be taking emergency calls only on **0345 045 5219**

Local Village Support Groups and Help

Village	Group	Contact
Ashley	Ashley Parish Support Group	Kevin Dadds 01638 731043
Bottisham	General Support	07572 892227
Bottisham	Bottisham and Lode shop-ping deliveries	07852 549654 lines open 9-11.30am
Brinkley/Burrough Green/Westley Waterless		TBC
Burwell	Burwell Help Group	Kirsty Pierson 01638 614331
Burwell	Burwell Day Centre (meals on wheels 5 days)	Elly Catling 01638 743363
Cheveley	Cheveley Parish and Support Group	Marylin Strand 01638 743363
Chippenham	Chippenham Helping Hands	07585 963756
Coveney (covering Wardy Hill)	Coveney Village Hall Support Group	07890 988443
Dullingham	Dullingham Volunteer Network	01638 507997
Ely		07704 156867
Fordham	Fordham Timebank	07395 941522
Haddenham	Haddenham Support Group	haddenhamvolunteers@gmail.com
Isleham	Isleham Parish and Volunteer Group	07831 168899
Kennett		kennettparishclerk@kennettvillage.co.uk
Little Downham and Pymoor	Covid-19 Mutual Aid	https://www.facebook.com/groups/210170143557727/ or mhebbard@hebbard3d.com or annabailey@hotmail.co.uk , register online , or phone 07850 521590

Local Village Support Groups and Help (continued)

Village	Group	Contact
Little Thetford	Little Thetford Parish and	07795 200447
Littleport	Covid-19 Group	Covid19helplittleport@hotmail.com or clerk@littleportparishcouncil.gov.uk
Mepal	Mepal Parish and Support Group	07842 499377
Reach	Reach Parish Council and Sup-	a.degorgiomiller@gmail.com
Soham	Soham Handy Helpers	01353 723472 (weekdays 9am-1pm)
Stetchworth		01638 780835
Stretham	Stretham Parish Council and Stretham Womens Institute	clerk@strethampc.org.uk
Sutton	Sutton Timebank	07595 736664
Sutton	Sutton Handy Helpers	https://www.facebook.com/
Sutton	Sutton Surgery PPG (medication	07749 838267
Swaffham Bulbeck	Swaffham Bulbeck Support Response	jgoodland66@gmail.com or 01223 813556
Swaffham Prior	Swaffham Prior Parish Support Response	swaffhampriorclerk@gmail.com or 07825 787896
Wicken	Wicken Support Group	CoronaVirusHelp@outlook.com
Wilburton	Wilburton Isolation Support	wisguk2020@gmail.com
Witcham	Witcham Parish and Support Group	01353 774913 or 07900 566544
Witchford	Witchford Parish and Support Group	07933 547290 or https://www.facebook.com/
Wentworth		07842 499377

A network of COVID-19 Coordination and Response Hubs has been launched across Cambridgeshire.

This includes the countywide co-ordination hub, which has been in operation now for two weeks, and local district hubs. Ours is led by East Cambs District Council (please see details on previous page).

The countywide hub is focussed on supporting residents who have been identified as shielding and being of the highest risk. It will ensure that critical services across the public sector, such as care for the elderly, can continue through the support of staff who have been redeployed from other council services and partner organisations and the support of volunteers.

This work includes ensuring our most vulnerable residents have access to food, medicines and other important supplies, as well as ensuring broader social needs are met as far as possible, to minimise anxiety.

The East Cambs hub will provide more local support. Working closely with the countywide hub, they will also respond to individual requests, in collaboration with local support (see previous page 'Where to go for Support' for detail)





Support your community

As we are all aware this is a strange and difficult time for many in our communities. And now is a time where the community spirit can be seen rising to the challenge. We wanted to share the Community Eyes and Ears Campaign with you all and ask that you share the information with friends, colleagues and family members.

There are so many vulnerable people in our communities and we must keep up our awareness of how we can recognise and support them. The web page below outlines the Eyes and Ears Campaign as well as ways in which you can get involved. You will also find the full Eyes and Ears book available to learn much more about how to become aware of the others in your community and what organisations are out there to help.

Thank you for making your Community your Business

eastcambs.gov.uk/community-safety/community-eyes-and-ears

A Message from Sargeant Mark Rabel



Our Neighbourhood Policing activities will include:

- Engagement with the community and key agency partners
- Visibility through foot patrols and social media. Including attention to supermarkets, chemists, foodbanks and public spaces
- Problem Solving in regards to neighbourhood issues that continue despite the worrying times
- Targeted activity towards criminals who are still active
- Monitoring any Hate related incident or crime
- To be particularly aware of any homeless people and make sure details are captured and passed to the local authority
- To work with our Community Safety Partnerships and their community resilience plans to support vulnerable people

I have observed an increase in domestic related incidents - we ask the community to look out for their neighbours well-being and to contact the Police if concerned. I have also seen some appalling driving along the quieter roads and have attended injury road traffic collisions. These are avoidable and consume valuable resource of the NHS. A plea to motorists to slow down!



**Cambridgeshire
County Council**

National Domestic Abuse Helpline
0808 2000 247

Cambridge Women's Aid (covering Cambridge City, East Cambridgeshire and South Cambridgeshire)
call 01223 361 214
www.cambridgewa.org.uk

Refuge (covering Fenland, Huntingdonshire and Peterborough)
call 07787 255 821
www.refuge.org.uk/covid19-survivor-tips

Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence Partnership
www.cambsdasv.org.uk

SafeLives - UK-wide charity
www.safelives.org.uk

If you or someone else is in immediate danger,
please call 999 and ask for the Police.

Cambridgeshire Fire and Rescue Service

We are working hard to ensure there are crews of firefighters ready to respond to emergencies. Residents are however urged to stay fire safe while they isolate in their homes, as many fires we attend can often be avoided by following safety advice or people being more careful.

It is really important that residents take care while isolating and make sure they don't put themselves at risk. Small things like not having bonfires to clear garden waste and making sure any smoking materials are disposed of properly can all help prevent an unnecessary fire, as well as thinking twice before lighting candles.

One really simple thing people can do to protect their families and their home is to ensure they have working smoke alarms. They will alert you to a fire and give you precious minutes to escape to safety. You should have at least one on every floor and test them regularly.

Not only are we ready to respond to emergencies, but our staff are also joining the local community hub to provide support to residents who are shielding. We are also providing support to the ambulance service by providing staff to drive ambulances, deliver medicines and to take vulnerable people to medical appointments.

More fire safety information, including activities to keep children entertained, can be found on our website www.cambsfire.gov.uk.



- ♥ Be kind
- ♥ Offer help
- ♥ Give advice
- ♥ Stay connected when apart

Cambridgeshire
together ♥
against
Coronavirus

together we can make a big difference to people who are feeling alone at this time.

#CambsTogether