The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	2 February 2021	**Agenda item:**	20
Report Title:	COVID-19, COVID-19 Restoration and Recovery, Winter and EU Exit		
Author:	Denise Smith, Chief Operating Officer		
Executive Sponsor:	Denise Smith, Chief Operating Officer		

Implications					
Link to key strategic objectives *[highlight which KSO(s) this recommendation aims to support]*					
KSO1	**KSO2**	**KSO3**	**KSO4**	**KSO5**	**KSO6**
Safe and compassionate care	*Modernise hospital and estate*	***Staff engagement***	***Partnership working, clinical and financial sustainability***	***Healthy lives staff and patients***	*Investing in our staff*

Board assurance framework		
Significant risk register	2699 2703	
	Y/ N	If Yes state impact/ implications and mitigation
Quality		Impact: There is a risk that the COVID-19 pandemic will result in the Trust being overwhelmed with an increase in infectious patients experiencing acute respiratory symptoms and requiring admission and/or intensive care. There is also a risk that a significant proportion of staff will experience sickness or be required to self -isolate or commence social distancing and be away from work. This could result in the hospital being unable to safely and effectively manage or isolate infectious patients and deliver its normal services or standards of care. Mitigation: robust emergency planning and governance arrangements
Legal and regulatory		
Financial		

Assurance route	
Previously considered by:	Monthly report to Trust Board

Executive summary					
Action required: *[highlight **one** only]*	Approval	**Information**	Discussion	Assurance	Review

Purpose of the report:	The purpose of this paper is to provide the Board (and public) with an update on the Trust's recovery and response to the COVID-19 pandemic, planning for winter and EU Exit preparations.
Summary of Key issues:	**COVID-19 cases at QEH – a summary** As at 26 January 2021, QEH has treated 1,244 patients who have tested positive for COVID-19. Of those, 669 have recovered sufficiently to be discharged; sadly 372 patients have died at our hospital. All patients are tested on admission to hospital and these tests are repeated at day 3 and day 6 days after admission. The last positive swab was received on 25 January 2021 and there are currently 182 inpatients with confirmed COVID-19. **COVID-19 related deaths** There were 20 patient deaths from COVID-19 in November and 70 in December 2020. **COVID-19 vaccination programme** The Trust is a hospital hub site for COVID-19 vaccinations. The Trust started administering COVID-19 vaccinations on 30 December 2020 and, to date, has vaccinated over 10,500 people. **Focusing on improving patient experience and delivering safe and compassionate care** The Trust acknowledges that the ongoing restrictions on visiting since October 2020 are understandably causing increased anxiety and reducing the opportunity for families and our staff to communicate regularly which has increased the number of complaints; this situation is also compounded by the increased acuity and dependency of our patients and staff sickness. Recognising this gap the Trust launched a COVID-19 patient helpline on 25 January 2021, staffed from 08:00-17:00 Monday to Friday and 09:00-16:00 at weekends. To date the line has been receiving an average of 15 calls per day; the call handlers visit the ward to seek first-hand updates from the ward team and relay information back to the family member. To date this system has been working well. However, patients at end of life, vulnerable patients and those living with dementia are welcome to have one daily visitor. As a Trust we are reviewing the visiting status weekly, but this position is unlikely to change in the near future. Compassionate visiting via handheld devices and daily calls to families remains in place and patients with their own mobile telephones are calling their families independently.

	For maternity, one partner is welcome to accompany women for dating scans and anomaly scans. Special arrangements are made for women who are vulnerable or have had a previous baby loss according to individual need, for antenatal and birthing phases. However, for routine antenatal clinics for women not identified as vulnerable, partners are not permitted merely due to the limited clinic waiting space and the need to maintain social distancing. Partners are permitted for the labour and birth. Most requests are accommodated and the verbal feedback from Maternity Voices to date is positive about the birthing experience at the Trust during the COVID-19 pandemic because women know they will be supported. Patients are permitted to bring a friend or family member to accompany them for cancer diagnostics and clinics or if support is required for those who are living with a learning disability for example. **Staff engagement** During the second wave of COVID-19 and as we entered the third national lockdown, the Trust has further strengthened staff engagement and support for Team QEH. Entering into a New Year and challenging times has required additional psychological support for staff with the Trust's Clinical Psychology team offering a 6.30am-9pm support service for staff. Located in The Macmillan Lodge and supported by Health First Aiders, the team are on hand to offer either 1-2-1 or team support sessions. The new Post Traumatic Stress Disorder specialist will start in post early March 2021, further strengthening this crucial team. The Trust took the decision to further extend free car parking for staff until at least March 2022 and free night snack and breakfast bags are being provided to frontline staff working overnight as part of its strengthened approach to staff engagement. **Communications** Despite approaching the peak of the second wave, our strategy has been to continue to communicate in an open and honest way with patients, partners, local community, volunteers and staff. Daily communication updates to our staff are shared to keep colleagues informed about COVID-19 developments, including the vaccination programme, and weekly staff briefing sessions, led by the Chief Operating Officer, Medical Director and Chief

	Nurse, continue, providing a valuable listening forum and opportunity. The Trust gave the Lynn News access to the hospital for the day for an important article showing the realities of COVID-19 and how the Trust is responding to the pandemic. Regular briefings, led by the Chief Executive and Executive Directors, are held with volunteers, Governors and a range of external partners and stakeholders, to update on COVID-19 and the vaccination programme, including local MPs and the Borough Council of King's Lynn and West Norfolk. **Restoration and recovery of elective activity** The Trust continues to provide cancer and clinically urgent surgery, diagnostic and outpatient services. As far as possible, outpatient services are being provided by remote consultation where clinically appropriate. **Winter** The Trust opened an additional 62 inpatient beds in preparation for the winter period, these beds are expected to remain open for the remainder of the winter period. **EU Exit** The UK left the European Union (EU) on 31 December 2020 and a trade agreement has been agreed between the UK and the EU.
Recommendation:	The Board of Directors is asked to note the report.
Acronyms	