

WINTER
2020

NHS

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East Kent
Hospitals University
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YOUR hospitals

your health

Life with Covid

From the frontline:
staff and patients
tell their Covid stories

Caring for the
caregivers:
staying healthy
and well this winter

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Dr Sara Mumford,
Interim Director of
Infection, Prevention
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Editor in chief

Natalie Yost 01227 864154

Editor

Gemma Shillito 01227 866315

Designer

Mark Ashby

Contributors

Liz Crudgington

East Kent Hospitals University
NHS Foundation Trust

Trust Offices, Kent &
Canterbury Hospital, Ethelbert
Road, Canterbury Kent CT1 3NG

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Francesca Hayward, ITU sister



As a nurse in intensive care, Francesca Hayward was right on the frontline at the height of the coronavirus pandemic.

But she wouldn't have wanted to be anywhere else.

Even after contracting Covid-19, and still suffering after-effects of fatigue and insomnia, she is intending to stand shoulder-to-shoulder with the rest of the team in the face of rising infections.

She said: "It is scary, and people don't like saying that because they think it makes them seem weak.

"But I am a nurse, and I am needed to help care for the patients who end up really sick and in critical care, so I will go to work.

"There is anxiety about a second wave, and I really don't want to get sick again, but I will go because that's what nurses to do.

"And when you see patients who go home, it makes it all worthwhile. It is so rewarding to be able to reunite people with their families."

Francesca originally thought she would follow her mum's footsteps and become a midwife, but decided to study adult nursing first to investigate all the options.

And after starting her career on the wards, she quickly realised she wanted a new challenge and applied for a role in intensive care.

She said: "This is the nursing I need to do. I love the adrenaline rush, how busy it is, and how complex and challenging it is.

"It keeps me on my toes, and the support of the team is fantastic. Nurses, consultants, support staff –

we all work together, we all have a voice and we're all listened to.

"There is so much that is positive, even in these challenging times. I love where I am, I am in the best place with an amazing team, I feel supported and listened to and my voice matters.

"As a sister, I'm able to support junior colleagues and I find that so rewarding."

That support has proved even more vital throughout the pandemic, as staff cope with not only the physical challenges of wearing personal protective equipment but the emotional toll of caring for so many sick patients.

Francesca said: "It was challenging in so many ways. It was heart-breaking – speaking to families on the phone you could feel their pain when they couldn't be there for their loved ones.

"It does take a toll on our mental wellbeing, and the exhaustion also set in after a while.

"For me, as a black nurse, the additional risk that posed was on my mind but we dealt with what we did with no fear, and with incredible teamwork.

"We couldn't have done it without the support of our colleagues."

Francesca is passionate about supporting other staff from Black, Asian and Ethnic Minority backgrounds and is part of East Kent Hospitals' BAME network where she can do just that.

She moved to the UK from Zimbabwe aged eight, but quickly adapted to her new life – even if the weather was a bit of a shock.

She said: "There were not many black people when I came. I remember when I started school there were probably three other black people in the school.

"But it is a land of opportunity and if you work hard you can achieve.

"There are challenges, but we all have a voice and we can use it to make improvements.

"As part of the BAME network I want to show there is always someone who is willing to listen. We can work together to make sure the Trust is a welcoming place for everyone, and I want to help other nurses achieve what they want to in their career.

"Everyone is important – black, white or green – but some people face difficulties others don't and we can highlight that and ask for change."

This is OUR Time
2020
#YearOfTheNurseAndMidwife

Ruth Hulbert, Clinical Lead Research Nurse

Ruth Hulbert and her team have been part of the fight to find treatments, diagnostics and vaccines to combat the coronavirus.

It has meant temporarily pausing other work – around 170 existing studies – to allow staff to concentrate on Covid-19.

Ruth said: “Throughout the current coronavirus pandemic, urgent research has had to be carried out to enable evidence to be gathered to inform national policy and develop new treatments, diagnostics and vaccines to beat this new disease.

“The whole team effectively dropped everything and pulled together to make sure this happened and, thanks to the ‘can-do’ attitude of the research staff and the fantastic support we received from the support departments and clinical teams, we were able to successfully open a variety of Covid-19 studies in EKHUFT within a matter of days.”

Staff volunteered to help by

working in different teams and on different sites, with one person even delaying retirement by three months.

Ruth found herself back on the front line recruiting patients to the RECOVERY clinical trial.

She said: “This was a daunting prospect for me, not having worked in a patient-facing role for many years.

“Along with my colleagues, I had to identify suitable patients on the very busy wards and the patients themselves were often very sick and frightened. Explaining the trial in detail in these circumstances, and whilst wearing full PPE was extremely challenging, but it was so important to find out more about the treatments being tested.

“Many patients agreed to take part and I was in awe of their willingness to help.”

Evidence quickly emerged about the effectiveness of the various treatments being trialled, and



researchers were able to demonstrate the Dexamethasone, a widely used steroid, dramatically improved survival rates in Covid-19 patients in hospital who needed oxygen or ventilation.

Ruth said: “This was fantastic news and it was amazing to see how quickly evidence can be generated and applied so that treatment of a previously unknown virus literally changed overnight!

“I have never seen this happen at such pace and scale and I am so excited to see what else can be done to beat Covid-19 through research in the weeks and months ahead. I feel immensely proud to be part of something so important and to work with such dedicated and supportive colleagues.”

Kyle Tallett, Superintendent Radiographer

Kyle Tallett began taking photos of his team in action as a way to record their contributions during the coronavirus pandemic, little knowing that one of his images would become part of the National Portrait Gallery lockdown exhibition.

Kyle's image of a radiographer after a 12-hour night shift at the William Harvey Hospital has been chosen as one of a hundred photographs representing the UK during lockdown.

Kyle took the photo of his colleague Allen Matembo just before the handover between shifts

Kyle said: “On this day, I was leading the day team. I walked in

to take handover from the night team that Allen was leading, as I sat opposite him I thought ‘There's a picture: a determined healthcare worker at the end of a trying shift’.

“I never saw panic by anyone – no matter how bad things were, I only saw a calm professionalism. I think this picture captures this. It reminds me of good colleagues and I cannot put into words the feelings towards my team.”

“I don't need words, this image says it all”



Allen Matembo

“My coronavirus birth was a positive experience”



Katie Wellbrook with husband Ewen and baby Dylan

A mum who gave birth during the coronavirus pandemic has thanked maternity staff for their care.

Katie Wellbrook had baby Dylan at the Queen Elizabeth The Queen Mother Hospital and said she felt safe and cared for throughout the birth.

The 31 year old has spoken out to reassure other mums-to-be, and said trying to stay informed helped her prepare.

She said: “I think it's easy to say don't worry – every new mum is going to be worrying because you want the best for your baby. But try not to let it overwhelm you.

“Reading positive stories

really helped me, and I tried to stay informed and get as much information as I could. I followed the Royal College of Midwives on Twitter who were putting out some really great stuff, and the East Kent Maternity Facebook page.

“There are also groups out there for new mums so you can have some interaction with people who are in the same situation.

“I've joined a WhatsApp group for Margate mums and we are doing baby massage on Zoom, which has been really nice.”

Although Katie, who is living with her husband Ewen and parents in Broadstairs, was not able to tour the hospital before the birth, she

found online information useful.

She said: “The hardest thing was that I didn't have a picture in my head of what it would look like when I gave birth because I wasn't able to go on a tour of the unit, which would have been really reassuring.

“But I looked at the Trust website and watched some of the videos and that helped a lot.”

Dylan was born on 4 April, and Ewen was able to stay with them throughout the labour and birth and until they were settled on the ward, giving him time to enjoy some skin-to-skin bonding with Dylan.

He was then able to visit from 8am until 8pm.

Katie said: “If it wasn't for the fact that everyone was wearing PPE, I don't think I would have been aware of the virus.

“It didn't really cross my mind when I was there. My midwife was with me almost every single minute of my labour which was very reassuring for me as a first-time mum. I definitely felt safe and very sheltered from everything.”



“I clapped for carers and they clapped for me”



Mandy Boxall ringing the bell at the end of her cancer treatment

Mandy Boxall and her family clapped for NHS staff and other key workers every Thursday – but the roles were reversed in May, when staff at the Cathedral Day Unit at Kent and Canterbury Hospital clapped for the mum and grandmother when she rang the bell to signal the end of her chemotherapy treatment.

Mandy, who lives in Herne Bay, was diagnosed with Non-Hodgkin Lymphoma, a blood cancer, on 30 January – the same

day as the first diagnosed cases of coronavirus in the UK.

She said: “I got to ring the bell when my course of chemotherapy finished.”

Mandy, who worked as a childminder, has observed changes to the way treatments and appointments are run as the virus spread.

But she praised staff for keeping patients safe and for their care.

She said: “As the weeks went on, the hospital visits became more daunting; temperature taken upon arrival, more patients wearing masks, chairs spaced for social distancing in the waiting room, chairs cleaned down when a person vacated the spot.

“That really rammed home just how scary this whole thing is.

“My chemo took place over a whole day, so I used to sit and see others coming and going. We’re all sitting so far apart, that you can’t strike up a conversation: just sending each other a nod or reassuring smile across the room.

“You look forward to having your observations done or meds checked as it means you snatch

a few moments chatting with a nurse. They are wonderful; remaining so cheerful, even when they’re sweltering in their masks and plastic aprons.”

Mandy’s first two rounds were as an inpatient on the haematology ward, and she was able to be accompanied by her husband or close friends.

But the third round took place at the Cathedral Day Unit and she had to attend alone because of the restrictions.

She said: “I felt really anxious going on my own into an unfamiliar part of the hospital and meeting new staff. It was hard on my husband too, who really wanted to be there with me.

“But I felt really safe on the ward and, as always, the staff were supportive and reassured me about any anxieties I had.

“I know a lot of patients have had their treatment affected one way or another and I know that the specialists are fighting their corner. We have to put our faith in them, that they are making the best decisions on our behalf.”

“My care was wonderful from start to finish”

A former city and county councillor has praised East Kent Hospitals staff for their care and dedication after receiving life-saving heart attack treatment.

Mr Hirst represented Greenhill on Canterbury City Council for eight years until 2019, and was a member for Herne Bay on Kent County Council for 12 years until 2013.

He said: “My experience was wonderful from start to finish. The staff – from the ambulance crew to the nurses on the ward – worked relentlessly for the best outcome and I admired them tremendously.

“I don’t want people thinking they can’t go to hospital. I was thinking that, before I nearly died. But actually with all the care that has been taken there they couldn’t do any more.”

“The discipline was evident, everyone was masked up and everyone was washing their hands. Every effort was made to account for the virus and keep people safe.”

Mr Hirst, who is 72 and a retired surveyor, was taken ill in the early hours of Friday, 10 July with chest pains, vomiting and sweating.

Ambulance staff from South East Coast Ambulance Service worked to stabilise him at his home in Upper Hardres, near Canterbury, before taking him to the specialist cardiac centre at the William Harvey Hospital in Ashford.

He said: “Without the attention the ambulance crew gave me in my home and on the journey I don’t think I would have made it.

“They were working on me all the way to the hospital, and when I was wheeled out of the ambulance there was a team of practitioners waiting for me and I went straight in to have the procedure to fit a stent to open the collapsed artery.

“Without that attention things would have been very different.”

Mr Hirst also praised the team’s commitment while he recovered on the ward, adding: “I was monitored closely all the time. Nearly every time I opened my eyes there was a nurse leaning over me.

“I can’t tell you how good the care was. The quality of the nursing was extraordinary. Although if I were to meet one of the nurses now I wouldn’t recognise them because they were all masked up.

“It was a very strange time. Of course there were no visitors but I managed to get my mobile in and then I could keep in touch with loved ones on facetime and messenger – it wasn’t really a hardship because I was still able to ‘see’ family and talk to them.”

Jason Eldridge



Jason Eldridge

A former East Kent Hospitals employee, who returned to help colleagues in pharmacy, says the experience has given him a new-found respect for the NHS.

Jason Eldridge now works as a civil servant full time, managing a policy team in the Office of the Secretary of State for Wales, but gave up time at weekends to volunteer at the Queen Elizabeth The Queen Mother Hospital in Margate during the coronavirus outbreak.

He had no hesitation in stepping forward after receiving an email asking if he would be interested in returning, and re-registered on the General Pharmaceutical Council’s temporary register so he could help out.

He said: “I trained at QEQM and

I have kept in touch with some of the team so it is lovely to be able to repay some of what the Trust gave me.

“Going back reminds me of all the reasons I wanted to do the job in the first place, and it is a privilege to be able to help out in this way.”

Jason is one of 161 volunteers who helped East Kent Hospitals during the coronavirus outbreak in Spring, with others delivering snack bags to staff, helping with catering and with the linen store, as well as working as a response team to replenish supplies and assist as required across the Trust.

Thank you

We want to say an enormous ‘thank you’ to everyone in the local community who has supported the hospitals and our staff this year.



East Kent Hospitals Charity

Caring for the care givers

Whether you are a health or care worker, have caring responsibilities for someone in your life, or are helping someone who is clinically vulnerable at this time, it's important to look after yourself, too.



Keeping physically well

Being active

Most people can still exercise outside while maintaining social distancing. One You has lots of ideas to help you build movement into your day. You can download the Active 10 app which helps you to incorporate a brisk 10-minute walk into your day, or use the Couch to 5k app to help you start running. Lifestyle advisors can also support you via phone or video call to make the small changes that can make a big difference to your

physical wellbeing, and the One You website also give lots of links to exercises you can do at home.

If you are self-isolating with symptoms, or someone in your household has symptoms, you should not leave your home - but that doesn't mean you should stop moving. It's really important to use movement and activity as a way of breaking up your routine, if you feel well enough. Cook, play active games, dance or go into the garden if you've got one.

If you are unwell - use your

energy to get better and don't try to be active. Once you are feeling better, return to your normal routine gradually. Find out more at: <https://www.kentcht.nhs.uk/service/one-you-kent/>

Mental health and emotional well-being

Naturally, you may be feeling worried or anxious due to the unprecedented challenges we are facing.

You may find your mood and feelings are affected and you may feel low, worried or have problems sleeping. You might feel lonely if you are social distancing or self-isolating.

At times like these, it can be easy to fall into unhealthy patterns of behaviour which, in turn, can make you feel worse.

There are simple things you can do that may help, to stay mentally and physically active during this time such as:

- Look for ideas of exercises you can do at home on the NHS website at <https://www.nhs.uk/live-well/>
- Spend time doing things you enjoy when you have time - this might include reading, cooking, other indoor hobbies or listening to or watching favourite radio or TV programmes.
- Try to eat [healthy, well-balanced meals](#), drink enough water, regularly exercise and try to avoid smoking, alcohol and drugs.
- Keep your windows open to let in fresh air, get some natural sunlight if you can or get outside into the garden. You can also go for a walk outdoors if you stay more than two metres away from others.

The One You website can point you to a range of resources and services available to help you with your mental health - visit <https://www.kentcht.nhs.uk/service/one-you-kent/>

It also gives details of support available for children and young people, parenting, and bereavement services.

Support for NHS staff

Did you know, East Kent Hospitals and 2gether Support Solutions staff can access the 'Health Assured' service for support you through any of life's issues or problems?

The service provides support with a number of different issues including, stress and anxiety, financial wellbeing, housing concerns, legal information and much more.

There's lots of support including various forms of counselling, Cognitive Behavioural Therapy (CBT), webinars and four-weekly programmes.

There's also a free 24/7 telephone hotline - for details please visit the Health and Wellbeing pages on Staff Zone.

Did you know there are more than 100 mental health champions in East Kent Hospitals? Mental health champions are a point of contact for an employee who is experiencing a mental health issue or emotional distress, helping the person get appropriate help, and also providing early intervention for someone who may be developing a mental health issue. For more information, please visit the Health and Wellbeing pages on Staff Zone.

Winter watch: top tips for keeping well this winter

- Check your home medicines cabinet - is everything in date? Restock with essentials.
- Keep up to date with any repeat prescriptions you or your family or friends need.
- Look out for any vulnerable family or friends - watch for winter hazards such as old slippers that need replacing to reduce the risk of a fall.
- Heat your home to at least 18C (65F). You might prefer your main living room to be slightly warmer.
- Keep your bedroom at 18C all night if you can - and reduce drafts - if you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable.
- Wear several layers of light clothes. They trap warm air better than one bulky layer.

For further information on how to protect yourself and others this winter please visit <https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>



Going home checklist

- ✓ Take a moment to think about today.
- ✓ Acknowledge one thing that was difficult during your working day - let it go.
- ✓ Consider three things that went well.
- ✓ Check on your colleagues before you leave - are they OK?
- ✓ Are you OK? Your senior team are here to support you.
- ✓ Now switch your attention to home - rest and recharge.



Sourced from Doncaster and Bassetlaw Teach Hospitals NHS Foundation Trust

East Kent Hospitals Council of Governors

There is no better time... ...to become a member of your local NHS Trust

East Kent Hospitals is your local NHS Trust and provides hospital care.

There are lots of great reasons to become a Trust member

- Becoming a member of our Trust is FREE
- You get access to high street discounts normally only available to NHS staff
- It makes it easier for us to keep in touch with you
- You'll be kept up to date with improvements and changes to local NHS services
- You can get involved as much or as little as you want
- You can vote for the person who will represent you on our Council of Governors

For more information about becoming a Trust member

[Click here to visit our website](#)
email foundationtrust@nhs.net
phone 01227 868784

As a Foundation Trust, our members elect a Council of Governors who have an important role in listening to and representing YOUR views.

Our governors are here to represent you

Staff governors are members of the Trust's staff and public governors are members of their local communities. Partner governors are representatives of other parts of the public sector, for example the voluntary sector, education or local government.


Governors are elected by members of the Trust, they work closely with the Non-executive Directors of the Trust and have other duties such as appointing the Chairman and non-executive Directors.

You can find out more about our governors on our website [by clicking here](#).

Our members also receive an invitation to our annual members' meeting. Due to the coronavirus pandemic our annual members' meeting was held virtually on Thursday 15 October 2020.

The Trust Chair, Stephen Smith, CEO, Susan Acott, Director of Finance and Performance, Phil Cave, and the Deputy Lead Governor, Jane Martin gave short presentations. A question and answer session followed at the end of the meeting, which was well attended.



Our governors are

 Professor Stephen Smith
Trust Chair

Partnership Governors

 Debra Towse, Partnership: Universities
 Robert Bayford, Partnership: Local authorities
 Vacant, Partnership: Volunteers



Public Governors for Ashford

 Jane Martin
 Nick Hulme



Public Governors for Canterbury

 Alex Lister
 Vacant

Public Governors for Dover

 Bernie Mayall
 Vacant

Public Governors for Folkestone and Hythe

 Carl Plummer
 Liz Baxter

Public Governors for Swale

 Jenny Chittenden
 Ken Rogers



Public Governors for Thanet

 Paul Scofield
 Marcella Warburton

Public Governor England and Wales

 Vacant

Staff Governors

 Julie Pain
 Sally Wilson
 Carla Wearing

An interview with

Dr Sara Mumford,
Interim Director of Infection Prevention and Control



How long have you worked at East Kent Hospitals?

I joined the Trust at the end of July this year and took over as Director of Infection Prevention and Control when Paul Stevens retired in August

Can you describe your job in three sentences or fewer?

It's my job to give expert infection prevention (IPC) advice to Susan Acott and the other executives, leading and advising on strategic decisions related to IPC and formulating policy related to IPC. I have also been busy on the operational side, supporting the IPC team, site management teams, care groups and wards with turning round the IPC performance of the Trust following the NHS England and Improvement and CQC inspections and report. I'm also involved with

IPC training through webinars, small group sessions, videos and informal updates on my travels around the hospital sites

How has Covid-19 changed your job?

Before Covid, infection control was only about a quarter of my working life. I'm also a consultant microbiologist and a deputy medical director with a focus on quality and patient safety – both jobs kept me busy. Since Covid I have switched to infection control being my absolute focus with only a very small amount of time spent on other things.

Working with East Kent has also been a huge change, dividing my time between Maidstone and Tunbridge Wells and East Kent.

It has however, been an amazing time. I've seen teams come together, whole hospital sites working together to manage the pandemic and I've made new connections with people who I wouldn't have otherwise met.

What are the hospitals doing to keep patients coming in for appointments or procedures safe?

We have put lots of measures in place to keep patients safe whilst they are under our care. We have minimised the number of patients and visitors to our hospitals so that only those who must be seen face to face come in, others are having telephone and video appointments. All patients are asked to wear face masks when coming into the hospital and they will have their temperature

checked and be asked about any possible symptoms at the front door.

We have established pathways within our hospitals – so that we can safely separate Covid-19 confirmed or suspected patients away from those who do not have Covid-19 symptoms or are known to have tested negative.

In addition we are promoting hand hygiene and social distancing (including extending the waiting area in our emergency departments) and all the PPE measures that you are familiar with.

What are your top tips for patients?

Hands – face – space is a good place to start. Mask wearing is really important and is the main way of preventing infection together with good hand hygiene. Even when wearing a mask it's still a good idea to maintain two metre social distancing.

What are your top tips for hospital staff?

The same applies to hospital staff. It's really important to remember to socially distance when not wearing a mask, particularly at breaks. Make sure that offices and meeting rooms are well ventilated, keeping the windows open whenever possible and stay two metres apart. I would suggest always wearing masks in meetings, even when socially distanced. Spending time in a stuffy room carries a risk of transmission of infection despite social distancing.

A new hope:

First Kent Covid vaccines given at William Harvey Hospital

The William Harvey Hospital in Ashford began vaccinating patients against coronavirus on 8 December, on day one of the biggest immunisation programme in history.

The hospital was one of 50 hospital hubs to start vaccinations for people aged 80 and over as well as care home workers and NHS workers who are at higher risk.

Eighty-year-old great-granddad Kenneth Lamb, from New Romney, was the first patient to receive the vaccine at William Harvey Hospital.

Kenneth, who has 10 grandchildren and one great-granddaughter, said: "I couldn't believe it when they phoned to say I could have the vaccine – but I didn't have to think twice about it.

"We have been staying at home for most of the pandemic, only really going out for shopping. My great-granddaughter Rosie is six months old and we've only seen her on video

call – I haven't been able to give her a cuddle and I'm really looking forward to being able to do that.

"I have the flu jab every year so this is the same as that. It makes sense to me to have it."

Susan Acott, Chief Executive of East Kent Hospitals, said: "This was a truly momentous day. Staff from East Kent Hospitals have worked extremely hard to prepare for the launch day and I want to pay tribute to them.

"We are privileged to be able play a part in delivering this life-saving vaccine."

How the vaccine is being rolled out

We are contacting people directly to invite them to have the jab, which is typically delivered by a simple injection in the shoulder.

People are being invited for vaccination based on a nationally set priority list, with the elderly and



Kenneth Lamb receives his vaccine from Kirsty Rison, Occupational Health Nurse.

most at risk from Covid-19 being vaccinated first.

Covid-19 vaccinations will be available from a range of NHS services over the coming months. There will be a range of places providing vaccination including GP services, pharmacies and large vaccination centres.

In all cases appointments are by invitation; there are no walk-in Covid-19 vaccination services.

You will be contacted when you can have the vaccine. Please wait to be contacted.

Need
urgent
medical care
or advice?



111 First

Just use
111 first

NHS 111 can book a slot with the right service for you.

Phone 111 or visit 111.nhs.uk

If you have an urgent but not life-threatening medical need, make sure you contact NHS 111 first rather than going straight to A&E. If you do need urgent care, then NHS 111 can now book you in to be seen quickly and safely in A&E. As well as this, NHS 111 is also able to direct to or book an appointment at Urgent Treatment Centres, GP surgeries, pharmacies, emergency dental services and walk-in clinics.

Contacting 111 first will also help the NHS to keep you safe by maintaining social distancing and ensure that you receive the right care in the right place, in a more timely and safe way. If you or your loved one have a life-threatening illness or injury then you should always use 999 and if you do arrive at A&E without contacting NHS 111 you will still receive medical care, with emergency treatments prioritised.



When you think you need
A&E, contact NHS 111 by phone
or online.

111 first help us help you

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