

Dear CCG stakeholder,

Welcome to the latest news from Accord.

At our April meeting, the Accord Steering Group told us that Accord members would like to hear more about the things that are happening locally in response to the challenging times that we are currently facing. In the last Accord bulletin, we told you about the work that our Patient & Public Involvement Lay Member, Philip Bond, has been involved in over the past month. If you missed it last time, you can read Philip's update [here](#). Over the coming weeks we are hoping to bring you news about how some of our Accord members and local organisations have been responding to the outbreak. If you have been involved in any way in the response to the outbreak in North East Lincolnshire, and would like to let Accord members know about it, drop us an email at [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net). We are hoping to publish mini-stories about what our members have been involved in, and we would love to hear from you.

As always, we are continuing to post lots of useful information on our social media through the CCG's Facebook, Twitter and Instagram pages, as well as on the Accord & CCG websites. If you are on social media, we would encourage you to share our posts with your contacts, to help our information reach as many people as possible during these times.

### Pharmacies

Local pharmacies, like other healthcare services, are experiencing unprecedented demand during the current COVID-19 pandemic and the Humber Local Pharmaceutical Committee has issued the following advice for patients in relation to the ordering of repeat prescriptions.

Thank you very much for your support during this period:

- Please allow at least seven days between ordering your prescription and collecting from a pharmacy.
- Please do not over order.
- Please do not ring the pharmacy to see if prescription is ready as this may block the phone lines for urgent calls
- If you go to a pharmacy to collect a prescription before it is ready (some pharmacies are taking at least 7 days) then you may be asked to call back later that day or the following day.
- If your prescription is urgent that day please go to the pharmacy and they will complete it as soon as possible but you may have to wait or call back.
- If you get a message from your surgery/NHS app to say the prescription has been done, please give the pharmacy seven days to get it ready other than acute/urgent.

These are the options for ordering your repeat prescription:

- Online – Visit your GP Practice website for more information
- [Through the national NHS App – Download the NHS APP and find out more.](#)
- Through the post – to your GP Practice

Patients, including those that are 'shielded' or self-isolating, who cannot order online, or do not have friends, family or a volunteer who can order online on their behalf should visit the [Government's extremely vulnerable page online](#) or call 0800 0288327, the Government's dedicated helpline.

### GP Practices over the bank holiday weekend

GP practice services in North East Lincolnshire will be operating on Friday (Early May Bank Holiday/VE Day). This support will be in line with the way general practice services are currently being delivered in response to the COVID-19 pandemic.

The current coronavirus restrictions mean you should not attend a GP surgery unless you have been told to do so.

If patients need medical help for anything other than symptoms of coronavirus (a high temperature or a new, continuous cough) on the Bank Holiday they should ring their own practice for advice. The telephone advice may be provided by their own practice or they may have made arrangements with another practice to provide this support. If, following telephone triage, it is deemed they need to be seen, individual practices will either be seeing patients at their own premises or they will have made arrangements with another practice to see them.

If patients have coronavirus symptoms they should call 111 or use the online service [111.nhs.uk/covid-19/](https://111.nhs.uk/covid-19/).

Patients will also be able to access pharmacies.

After normal hours patients should ring 01472 256256 for urgent medical enquiries (not coronavirus) and 111 if they have coronavirus symptoms.

### Humber Jobs Fuse

A new service is helping those made jobless as a result of the Coronavirus outbreak in the Humber get back into employment – while supporting key regional employers with gaps in their staffing due to the pandemic, such as those in the care sector.

Humber Jobs Fuse, a joint service created by the Humber LEP, The Education Development Trust (a prime contractor for the National Careers Service in Yorkshire and the Humber), the Department for Work and Pensions, the four Humber Local Authorities and Skills Support for the Workforce, will help match opportunities as new and replacement needs arise as result of the Covid-19 pandemic. It will connect employers who have urgent vacancies with individuals across Humber who are available to start work – while also listening to employers who have to make redundancies to see if there are opportunities for their staff arising in the region.

Humber Jobs Fuse will also support those who have lost their jobs or whose job has been affected during the crisis through its dedicated telephone enquiry service – which offers free, impartial and professional advice to job seekers – including practical aspects such as CV writing and access to training.

You can find out more information on the [Accord website](#)

Opportunities to have your say

- [Healthwatch Covid19 survey](#)

If you have any family, friends or colleagues who you think may find these updates useful, please forward this email onto them. If this news bulletin has been forwarded to you and you are not a member of Accord and want to receive our updates please join us. You can sign up [here](#)

Kind Regards

Sally, Katie & Jonathan



The Accord Team  
North East Lincolnshire Clinical Commissioning Group  
Municipal Offices  
Town Hall Square  
GRIMSBY DN31 1HU

Tel: 0300 3000 567 (please note calls charged at local rate)

Email: [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net)

Web: [www.nelccg-accord.co.uk](http://www.nelccg-accord.co.uk)