

North Yorkshire Public Health Commissioned Services

Changes to Service Provision during the COVID-19 Outbreak

BRIEFING DOCUMENT

This briefing provides an overview of the current offer provided by services commissioned by the North Yorkshire Public Health Team, including:

- Health Visiting and School Nursing Services
- Compass REACH - Young People's Drug and Alcohol and Emotional Health and Wellbeing Service
- YorSexualHealth (YSH)
- North Yorkshire Horizons – Adult Drug and Alcohol Service
- Living Well Smokefree (LWSF) Community Stop Smoking Service
- Adult Weight Management Service (tier 2)
- Healthy Choices – Children and Family Weight Management Service
- NHS Health Check Programme
- Warm and Well Single Point of Contact
- Primary care based public health services
- An update specific to each of the localities in North Yorkshire (in Appendix 1)

Please note, this information is accurate at the time of last updating the briefing (6th August 2020). As you will appreciate, services are adjusting frequently to take into account changes to national guidance and local needs. Recent changes are highlighted in yellow.

Please visit <https://www.northyorks.gov.uk/public-health-services-during-coronavirus-covid-19> for the most up to date information on public health services in North Yorkshire.

1. Service updates and current provision - General

Health Visiting and School Nursing Services - provided by Harrogate District NHS Foundation Trust

0-5 Healthy Child Service (Health Visiting)

In line with national guidance, some aspects of the Healthy Child Service had originally ceased, however, as part of recovery planning, the prioritisation of face to face contacts has now been reviewed. In respect to community delivery all child health clinics, drop-ins and breastfeeding groups have ceased and this will continue to be the case. All ante natal and new birth contacts will now be face to face. These contacts will include a Family Health Needs assessment that includes the Home Environment Assessment Tool. The Health Visitor will initiate Infant Feeding Support and any follow up support required will be provided by a skill mix team. In addition, all 6-8 week reviews will also now be face to face.

All safeguarding contacts will be face-to-face again, as will be visits to families on the Vulnerability Pathways. Review Health Assessments will be undertaken on a virtual basis or a face to face contact where clinically indicated. Welfare calls will be undertaken as required or at a minimum every 3 months, and the service continues to take part virtually in multi-agency and safeguarding processes.

All other contacts are being assessed and stratified for vulnerability or clinical need. There also continues to be a duty phone service and digital signposting is taking place through text, email and using social media. Duty contact details can be found here; <https://www.northyorks.gov.uk/public-health-services-during-coronavirus-covid-19> and in the appendix below.

5-19 Healthy Child Service (School Nursing)

In line with national guidance, some aspects of the Healthy Child Service had originally ceased, however, as part of recovery planning, the prioritisation of face to face contacts has now been reviewed. In respect to community delivery, all community contacts, drop-ins, groups and National Child Measurement Programme have ceased and this will continue to be the case. A duty phone rota is in place and WhatsApp service is being used as method of maintaining contact with families.

All safeguarding contacts will be face-to-face again, as will be visits to families on the Vulnerability Pathways. Review Health Assessments will be undertaken on a virtual basis or a face to face contact where clinically indicated. Welfare calls will be undertaken as required or at a minimum every 3 months, and the service continues to take part virtually in multi-agency and safeguarding processes.

All other contacts are being assessed and stratified for vulnerability or clinical need. There also continues to be a duty phone service and digital signposting is taking place through text, email and using social media. Duty contact details can be found here; <https://www.northyorks.gov.uk/public-health-services-during-coronavirus-covid-19> and in the appendix below.

Please refer to the website for team contacts should you have a query relating to an individual child <https://www.hdft.nhs.uk/services/childrens-services/>

North Yorkshire County Council Commissioning manager contact: Emma Lonsdale emma.lonsdale@northyorks.gov.uk or Victoria.ononeze@northyorks.gov.uk

Young People's Service - Compass REACH

Due to PHE guidance and social distancing Compass REACH have reviewed all essential activity and are not providing any face to face delivery. The service has implemented alternative methods for contacting families and young people outside of home primarily by telephone but also by text and email. Referrals are still being received and processed by the team. The Team also continue to be virtually engaged in local multi-agency and safeguarding meetings.

Please refer to the website to contact the service or make direct referrals. <https://www.compass-uk.org/services/north-yorkshire-compass-reach/>

North Yorkshire County Council Commissioning manager contact: Emma Lonsdale emma.lonsdale@northyorks.gov.uk or Victoria.ononeze@northyorks.gov.uk

YorSexualHealth (YSH)

YSH continue to provide a high quality, although slightly reduced, service and are currently undergoing a phased return to the full range of provision. The service priorities remain the delivery of the central booking line, online and postal provision of sexually transmitted infection testing and treatment, free

condoms and contraception. However, as restrictions have eased, YSH have been expanding their service provision accordingly. They are working on a RAG system that has enabled them to re-introduce face-to-face services in as safe a manner as possible.

North Yorkshire residents are, unfortunately, still not able to be seen without first talking to the central booking team. To be able to arrange a discussion, and for confirmation of all support in place in clinics across the county, YSH can be contacted on 01904 721111 (9am - 3pm) Monday to Friday. If the issue is URGENT e.g. emergency contraception, HIV post-exposure treatment or new and significant symptoms, people are advised to let the booking team know. The 'contact us' option on the website can be used but there may be some delays in responding to non-urgent queries.

If someone is under 18 and/or are living in a situation where they are unable to safely call, they can text on 07980 973337. A reply will be received within 1 - 2 working days. Please note that this texting service is not for routine enquiries. If safety is at risk please contact the Police.

Clinics - YSH are currently operating clinics in York, Selby, Harrogate, Scarborough, Northallerton, Catterick and Skipton - all other clinics are temporarily suspended.

ALL patients, visitors and staff are required to wear a mask or face covering in all NHS buildings. If you do not have your own face covering YSH can provide a mask when attending pre-arranged appointments.

The YorSexualHealth website www.yorsexualhealth.org.uk/ has all the latest updates on service access and online provision available across North Yorkshire.

Virtual support remains in place for counselling and HIV support services until further notice.

Condoms are FREE to order online via the YorSexualHealth website: <https://www.yorsexualhealth.org.uk/order-condoms/> The age restriction has been lifted and condoms can be posted to residents of any age in North Yorkshire.

All GP practices can be contacted to discuss any concerns about new or existing contraception methods. Emergency contraception is classed as a priority service; free provision is now available remotely with local collection. The nearest participating [pharmacy](#) can be contacted directly or North Yorkshire residents can call YorSexualHealth 01904 721111.

North Yorkshire County Council Commissioning manager contact: Emma Davis emma.davis@northyorks.gov.uk or Dan Atkinson Dan.Atkinson@northyorks.gov.uk

North Yorkshire Horizons – Drug and Alcohol Service

Horizons has continued to provide clinically critical face to face appointments and interventions throughout the response phase, with other assessments, appointments and groups delivered by telephone and digital means.

The service has reviewed their COVID-secure risk assessment process across all 5 hubs, overseen by their lead provider, Humankind, and are now in a position to extend face to face appointments from Monday 6th July. This extension is strictly by appointment only (with the exception of needle exchange which will continue to be offered on a socially distanced drop-in basis, including at pharmacies), to ensure that those who most need face to face care can be prioritised. Psychosocial support will still be available via telephone and / or digital means (where required). Horizons is reinforcing symptomatic, social distancing and test and trace messages and have updated their website accordingly, and they have issued a statement on social media.

Horizons prescribers have re-visited the treatment plan of every client receiving opiate substitute therapy (OST – e.g. methadone, buprenorphine) utilising a risk matrix system. They did the same at the start of lockdown. This has allowed Horizons to take a uniform approach to assessing risks for each individual client and to determine the level of prescribing, dispensing and where appropriate supervised consumption required for each client as restrictions ease. Service users seen in general practice (GP) settings will be undergoing a similar approach to this and will be re-assessed to review appropriate treatment plans. Changes to treatment plans will be discussed on an individual basis with every service user and communicated with their GP where relevant, and their pharmacy.

For more details, please contact their Single Point of Contact on 01723 330730 or visit their website: <https://www.nyhorizons.org.uk/index.php/2020/07/01/were-extending-face-to-face-appointments/>

A drug and alcohol treatment system business continuity plan was previously approved in April 2020 by North Yorkshire County Council, Horizons, the Local Medical Committee (YorLMC), Community Pharmacy North Yorkshire and North Yorkshire CCG. This plan is being re-drafted to reflect these recent changes in prescribing and re-issued for approval.

Horizons will continue to work with partners across the system to meet needs as safely as possible – this includes but is not limited to children's safeguarding; Prisons and Probation; homeless hostels and associated co-ordination arrangements; GPs, community pharmacies and community safety hubs.

For up to date information please call the SPOC on 01723 330730 or visit <http://www.nyhorizons.org.uk/>. If you have need to speak with the clinical team or a prescriber, please telephone the SPOC and ask to speak with the clinical administrators (Khadijah Khanum and/ or David Barber) or duty clinician.

North Yorkshire County Council Commissioning manager contact: Angela Hall angela.hall@northyorks.gov.uk or Dan Atkinson dan.atkinson@northyorks.gov.uk

Living Well Smokefree (LWSF) Community Stop Smoking Service

Smoking has been recognised by the Chief Medical Officer and Health Secretary as a cause of increased risk for coronavirus, as smokers are at greater risk of:

- getting acute respiratory infections
- the infection lasting longer
- the infection being more serious than it would be for someone who does not smoke

The North Yorkshire Stop Smoking Service, Living Well Smokefree is still operational, providing a 12-week package of telephone support with a specialist advisor and facilitating access to stop smoking medications through local pharmacy and GP provision. To refer clients please call: 01609 797272.

North Yorkshire County Council Commissioning manager contact: Phillippa Sellstrom Phillippa.sellstrom@northyorks.gov.uk or Ruth Hine Ruth.Hine@northyorks.gov.uk

North Yorkshire Adult Weight Management Service (tier 2)

In line with national guidance, the Adult Weight Management Service had ceased face to face delivery of any element of the service for clients currently accessing the service, and it had also ceased any new referrals. From 1st July 2020, the service is now allowing referrals from GP practices. Providers will be working existing clients who need support to re-engage with the service again. New referrals will be managed carefully and waiting lists may need to be maintained.

Providers of the service across the county are now working through a phased approach to reopening elements of the service where safe, practical and where it meets client needs. A remote offer will continue to be available for all clients for the foreseeable future, particularly for those high risk and/or isolating.

All existing clients and new clients will receive a triage assessment and options of service offered will be discussed individually with each client.

For more information please contact the individual service providers via <https://www.northyorks.gov.uk/healthy-weight-and-eating-well>

North Yorkshire County Council Commissioning manager contact: Ruth Everson ruth.everson@northyorks.gov.uk or Jessica Marshall jessica.marshall@northyorks.gov.uk

Healthy Choices – Children and Family Weight Management Service

The Healthy Choices service is not currently taking on any new referrals. During the COVID-19 outbreak it ceased providing face to face sessions and support, and has instead been continuing to support existing clients using a 'remote offer' including Skype, telephone and email. All families were contacted to let them know about the change in service provision, which includes support and advice around staying physically active, having a healthy diet and looking after our mental health and wellbeing. For more information please contact the Healthy Choices team on 01609 798081 or keep up to date with any future changes in circumstances to the service at www.northyorks.gov.uk/healthy-choices

North Yorkshire County Council Commissioning manager contact: Helen Ingle helen.ingle@northyorks.gov.uk or Dora Machaira dora.machaira@northyorks.gov.uk

Warm and Well single point of contact

The Warm and Well single point of contact (SPOC) provides support via the telephone and internet to help North Yorkshire residents who are living in or at risk of a cold home, fuel poverty or struggling to afford their energy bills. Referrals can be made either by professionals or by individual householders. This service will continue to operate and provide support to households.

For more information visit <https://www.warmandwell.org.uk/> or phone 01609 767555.

North Yorkshire County Council Commissioning manager contact: Carly Walker carly.walker@northyorks.gov.uk or Ruth Hine ruth.hine@northyorks.gov.uk

2. Service Updates and Current Provision – Primary care

Pharmacies:

Emergency Hormonal Contraception (EHC)

Emergency contraception is classed as a priority service; free provision is now available remotely with local collection. The nearest participating [pharmacy](#) can be contacted directly or North Yorkshire residents can call YorSexualHealth 01904 721111. All pharmacies have been advised to follow the FSRH and BASHH guidelines on remote access to EHC.

Supervised consumption

There may be clinically exceptional circumstances where a Horizons clinician deems it unsafe to issue a 7 day take home prescription for a client who requires opiate substitute therapy. In these exceptional circumstances, the Horizons prescriber will write prescriptions for supervised consumption, but more routinely for more regular collections of medication from Pharmacies – ranging from daily collection to multiple collections per week. A drug and alcohol treatment system business continuity plan sets out the agreed system approach and was approved by North Yorkshire County Council, Horizons, the Local Medical Committee (YorLMC), Community Pharmacy North Yorkshire and North Yorkshire CCG. If you have need to speak with the clinical team or a prescriber, please telephone the SPOC and ask to speak with the clinical administrators (Khadijah Khanum and/ or David Barber) or duty clinician.

Stop Smoking Services

Pharmacies across North Yorkshire are still providing a 12-week package of telephone support with a specialist advisor and facilitating access to stop smoking medications through local pharmacy and GP provision. To find out details of local pharmacies offering the service please contact the Living Well Smokefree service on: 01609 797272.

General practice:

Long Acting Reversible Contraception (LARC)

All GP practices can be contacted to discuss any concerns about new or existing contraception methods. Long Acting Reversible Contraception (LARC) will start to resume in general practice throughout July, August and September.

North Yorkshire County Council Commissioning manager contact: Emma Davis emma.davis@northyorks.gov.uk or Dan Atkinson Dan.Atkinson@northyorks.gov.uk

Shared care

Practices continue to deliver general practice based drug treatment with on-going support from Horizons. Individual arrangements are in place with each practice regarding pre-emptive batching of prescriptions and most patients have been moved to 7day take home prescription arrangements. If practices need to discuss arrangements, please contact the Horizons SPOC - 01723 330 730 and ask to speak with Nicky Booth.

Stop Smoking Services

GP practices across North Yorkshire are still providing a 12-week package of telephone support with a specialist advisor and facilitating access to stop smoking medications through local pharmacy and GP

provision. To find out details of local GP practices offering the service please contact the Living Well Smokefree service on: 01609 797272.

NHS Health Check Programme

National guidance instructing NHS trusts and community providers to cease delivery of NHS Health Check provision expired on the 31 July 2020, and following further guidance from PHE the delivery of NHS Health Check programme can now resume across North Yorkshire. The physical clinical test aspect of the service should remain as face to face, however alternative delivery methods for follow up may be more appropriate to take into account staff / patient safety, time and resource.

North Yorkshire County Council Commissioning manager contact: Natalie Smith natalie.smith@northyorks.gov.uk or Beth Downie beth.downie@northyorks.gov.uk

3. Further information

- Further details (locality-specific information) are provided below (appendix 1).
- North Yorkshire County Council would like to thank their partners for their continued support.
- For queries about the commissioning arrangements, partners can email nypublichealth@northyorks.gov.uk and one of the Public Health Team will respond as soon as possible.
- Please forward this information to partners and colleagues as appropriate.

Appendix 1 – locality information

1. Hambleton and Richmondshire

❖ Sexual Health and Coronavirus (Covid-19)

- YorSexualHealth (YSH) are currently limiting all face-to-face services in order to reduce the risk of transmission of Coronavirus and to enable staff to be re-deployed elsewhere as required.
- There are no 'walk-in' clinics and appointments can only be booked through our Booking Line team on 01904 721111.
- YSH are increasing the availability of online, telephone and postal services to ensure that you can still take care of your sexual health whilst following the current government guidance.
- The Sexual Health Centre in this locality is: Harewood Medical Practice, The Health Centre, 42 Richmond Road, Catterick Garrison, DL9 3JD.

❖ Adult Weight Management (Tier 2):

- Take that step – Hambleton - Reduced service due to leisure centre closures but are maintaining contact with clients via phone, text, email and social media. They are uploading short exercise classes for clients onto the Hambleton District Council leisure centre and Take That Step Facebook pages.
- Choose to Lose – Richmondshire – As a new service all current clients are being contacted by advisors for support and motivation via telephone.

2. Craven

❖ Sexual Health and Coronavirus (Covid-19)

- YorSexualHealth (YSH) are currently limiting all face-to-face services in order to reduce the risk of transmission of Coronavirus and to enable staff to be re-deployed elsewhere as required.
- There are no 'walk-in' clinics and appointments can only be booked through our Booking Line team on 01904 721111.
- YSH are increasing the availability of online, telephone and postal services to ensure that you can still take care of your sexual health whilst following the current government guidance.
- The Sexual Health Centre in this locality is: Community Sexual Health, Skipton Dyneley House, Newmarket Street, Skipton, BD23 2HZ.

❖ Adult Weight Management (Tier 2):

- Healthy Lifestyles – Craven - Reduced service due to leisure centre closures but are maintaining contact with clients via phone, WhatsApp, email and social media.

3. Harrogate and Rural District

❖ Sexual Health and Coronavirus (Covid-19)

- YorSexualHealth (YSH) are currently limiting all face-to-face services in order to reduce the risk of transmission of Coronavirus and to enable staff to be re-deployed elsewhere as required.
- There are no 'walk-in' clinics and appointments can only be booked through our Booking Line team on 01904 721111.

- YSH are increasing the availability of online, telephone and postal services to ensure that you can still take care of your sexual health whilst following the current government guidance.
- The Sexual Health Centre in this locality is: Harrogate Sexual Health Centre, Heatherdene, Lancaster Park Road, Harrogate, HG2 7SX.

❖ **Adult Weight Management (Tier 2):**

- Fit4Life – Harrogate - Exercise and nutrition is offered to all current clients via the Fit4Life, Brimhams Gym, and Fairfax Community Centre Facebook pages. Clients are also being contacted by telephone and email with live Q&A sessions. As close to a full service as possible is being offered digitally with a maintained structure.

4. Scarborough and Ryedale

❖ **Sexual Health and Coronavirus (Covid-19)**

- YorSexualHealth (YSH) are currently limiting all face-to-face services in order to reduce the risk of transmission of Coronavirus and to enable staff to be re-deployed elsewhere as required.
- There are no 'walk-in' clinics and appointments can only be booked through our Booking Line team on 01904 721111.
- YSH are increasing the availability of online, telephone and postal services to ensure that you can still take care of your sexual health whilst following the current government guidance.
- The Sexual Health Centre in this locality is: Scarborough Sexual Health Centre, The Mulberry Unit, Scarborough, YO12 7AF.

❖ **Adult Weight Management (Tier 2):**

- NHS Humber Trust - All clients have been contacted and contact will be maintained monthly at the request of clients. There is a reduced working capacity due to redeployment within the organisation. Remote phone call and SMS service will be maintained.

5. Selby

❖ **Sexual Health and Coronavirus (Covid-19)**

- YorSexualHealth (YSH) are currently limiting all face-to-face services in order to reduce the risk of transmission of Coronavirus and to enable staff to be re-deployed elsewhere as required.
- There are no 'walk-in' clinics and appointments can only be booked through our Booking Line team on 01904 721111.
- YSH are increasing the availability of online, telephone and postal services to ensure that you can still take care of your sexual health whilst following the current government guidance.
- The Sexual Health Centre in this locality is: Selby Sexual Health Centre, New Selby War Memorial Hospital, Doncaster Road, Selby, YO8 9BX

❖ **Adult Weight Management (Tier 2):**

- Move It, Lose It – Selby - Reduced service due to leisure centre closures and staff levels. Contact is being maintained with clients via telephone alongside Slimming World support.

Health Visiting and School Nursing Services - provided by Harrogate District NHS Foundation Trust

Support and advice will be provided through the Single Point Of Contact (SPOC)

Area	Phone	Website
All of North Yorkshire	01609 780780	NYCC - Coronavirus Info

Duty Health Visitors can be contacted on;

0-5 Teams		
Area	Phone	Facebook
Scarborough Town	01609 536622	
Scarborough South	01423 542979	
Whitby	01423 557650	
Northallerton	01423 542464	Health Visitors - Hambleton
Stokesley	01426 542211	Health Visitors - Hambleton
Easingwold	01423 542995	Health Visitors - Hambleton
Thirsk	01609 534075	Health Visitors - Hambleton
Ryedale	01423 542482	
Catterick	01423 544270	
Richmond	01423 542250	
Craven	01423 544265	Health Visitors - Craven
Harrogate	01423 555316	
Knaresborough	01423 557794	
Ripon	01765 645932	
Selby	01423 542275	
Tadcaster & Sherburn	01423 544220	

Duty School Nurse on;

Area – School Nurses	Phone	Facebook
Scarborough Town	01423 542982	Growing Healthy 0-19 - Scarborough
Scarborough South	01423 544278	Growing Healthy 0-19 - Scarborough
Whitby	01423 557654	
Northallerton	01423 542287	Growing Healthy 0-19 - Hambleton
Ryedale	01609 798585	Growing Healthy 0-19 - Ryedale
Richmond	01609 534298	Growing Healthy 0-19 - Richmond
Craven	01423 553432	Growing Healthy 0-19 - Harrogate, ripon and craven
Harrogate	01423 553432	Growing Healthy 0-19 - Harrogate, ripon and craven
Ripon	01423 553432	Growing Healthy 0-19 - Harrogate, ripon and craven
Selby, Tadcaster & Sherburn	01423 542283	Growing Healthy 0-19 - Selby

Health Visitors and School Nurses will contact families by telephone when they are next due a visit.