

2nd April 2020

COVID-19 Commissioned Public Health Services Briefing

Dear KCC Partner,

This is a one-off briefing to update you on the current service levels for Commissioned Public Health Services due to the COVID-19 Outbreak.

Due to the outbreak of **Coronavirus (COVID-19)** in England, the national priority is protecting both front-line workers and the public and stopping the spread of disease. This will mean that where possible services must be delivered virtually or include a phone-based triage before face-to-face access is offered. If the service is not 'essential', it will stop.

This briefing provides information on the revised service offer and referral routes for Public Health services.

Future live updates will be via the [Coronavirus service updates page](#) on the KCC website. If you require more information, contact the provider directly. For all other COVID-19 queries, see the end of this briefing. Please note the situation is changing **rapidly** and updates will be released as required.

Thank you for your ongoing co-operation in promoting the Public Health advice given to slow the spread of the virus which includes: good hand hygiene; staying at home; having little or no social contact; staying 2 metres away from others.

Useful Digital Resources for Public Health in Kent: Where possible, promote, share and signpost clients to the following digital resources:

- [One You Kent](#) - information and guidance for healthy lifestyle choices, with a selection of free Apps and support offered via telephone.
- [Live Well Kent](#) - online & telephone mental and physical health support service
- [Your Sexual Health Matters](#) - sexual health information, access to [condoms](#) & [STI online testing](#)
- [Health Visiting Service](#) - contacts for Kent Health Visitors
- [NHS 111 Online COVID-19](#) - NHS Online Coronavirus Tool
- [Public Health England COVID-19 Promotional Materials](#) - leaflets, posters, guides etc.

Below is the current position for Public Health Services as of 30th March:

Sexual Health: Sexual health services will no longer operate walk-in clinics across Kent and will triage patients via telephone and organise appointments based on client risk. Pharmacy and GP provision may also be limited. Where appropriate direct clients online via the [KCC Sexual Health website](#) where they can access a range of sexual health services including [online STI testing](#) and [condom distribution](#).

These service changes may result in sexual health services being **unable** to offer appointments for non-emergency Long Acting Reversible Contraception (LARC), cervical

screening, vaccinations (i.e. HPV, Hep B), repeat contraception which will result in increased waiting times.

For more information, call the provider using the following numbers:
0300 790 0245 (East Kent) Phone line open 8am-5pm (Monday to Friday)
01622 225713 (West Kent) Phone line open 8am-10am (Monday to Friday)

How to refer or signpost clients in light of COVID-19:

- Communicate the importance of responsible sexual behaviour
- Direct clients to online services for condoms, STI testing, and information, call the provider using the above numbers if the need is urgent (i.e. exposure to HIV, emergency hormonal contraception),
- For sexual health services, pharmacy, GP and sexual health clinic availability will be limited during this time. Clients who wish to attend a GP or clinic should call in advance of attendance. Please tell clients that pharmacy availability of sexual health services may be limited and to expect lengthy wait times and social distancing measures. Please make clients aware that core opening hours for pharmacies will be 10-12PM & 2-4PM and that most pharmacies will be open for longer; these are their minimum opening times. Please note that pharmacies may not be able to conduct face to face consultations.

www.kent.gov.uk/sexualhealth.

Clients who may need HIV Post Exposure Prophylaxis treatment should attend their nearest A&E department within 72 hours of exposure.

Adults' Public Health Services:

Substance Misuse Services: Any referrals received to the Drug and Alcohol Services will be provided with harm reduction and brief intervention advice, Change, Grow Live, will screen urgent cases. Due to this response times and waiting list times will be longer than usual. Please only refer the most urgent cases. All other cases can be referred to the [One You Kent](#) and [Live Well Kent](#) websites, where appropriate.

Response and waiting will be longer than usual. Advice and support to patients will be provided but capacity will be limited. Group sessions for psychosocial support are suspended until further notice.

CGL & Forward Trust are making changes to their prescribing regimes for service users on an Opiate Substitute Therapy medication (Methadone and Buprenorphine) to ensure current prescribing regimes are sustainable in the current circumstances. As a result, there will be an increase in the take home supply of medication. At this time service users are being reminded to safely store all OST medication in the lockable box that has been provided by the substance misuse services.

How to refer or signpost clients in light of COVID-19: All non-essential cases should be referred to [One You Kent](#) & [Live Well Kent](#). Essential cases should be referred to the providers via their websites [CGL](#) (West Kent) and [Forward Trust](#) (East Kent).

Needle exchange services are still running within the drug and alcohol services. Please tell

clients to first contact their provider before considering pharmacy provision. Please inform clients that pharmacy availability will be limited and to expect lengthy waiting times and social distancing measures. Please make clients aware that core opening hours for pharmacies will be 10-12PM- 2-4PM and that most pharmacies will be open for longer; these are their minimum opening times.

Encourage safe storage of all medications including Opiate Substitute Therapy medication (Methadone and Buprenorphine) where take-home supply of medication is being given.

Residential Recovery Housing: No referrals until further notice.

How to refer or signpost clients in light of COVID-19: Check the KCC [Coronavirus service updates](#) page for further announcements.

Health Checks: This service will be suspended until further notice.

How to refer or signpost clients in light of COVID-19: Direct potential clients to the [One You Kent](#) and / or [Live Well Kent](#) websites.

One You Smokefree Service: New referrals **will be accepted**, with clients being offered support by telephone, **0300 123 1220** or oneyou.kent@nhs.net. All face-to-face sessions and support groups have been suspended. Anyone in an existing support programme will continue to be supported via telephone. To ease the unprecedented demand, please do not direct potential clients to pharmacies or GPs.

How to refer or signpost clients in light of COVID-19: Promote the [One You Kent](#) website for information and the smokefree app, submit *essential* referrals via: 0300 123 1220 or oneyou.kent@nhs.net.

One You Obesity and Lifestyle Services: New referrals **will be accepted**, with clients being offered support by telephone.

Referrals for the service will be **via online referral form** at [One You Kent](#).

Clients can also call 0300 123 1220 to speak to an advisor who will be able to talk through options and direct them to their local service or they can email oneyou.kent@nhs.uk and an advisor will contact them.

Face-to-face sessions and support groups will stop for all groups.

Anyone in an existing support programme will continue to be supported via telephone support. To ease the unprecedented demand, please do not direct potential clients to pharmacies or GPs.

How to refer or signpost clients in light of COVID-19: Promote the [One You Kent](#) website and apps, Live Well websites and submit *essential* referrals via: **online referral form** at [One You Kent](#) Or by phone on 0300 123 1220 or oneyou.kent@nhs.net.

One You Kent Ashford shop: The One You Kent shop in Ashford is now closed to the public and all groups and events have been postponed. Promote the One You Kent and / or Live Well Kent websites, submit essential referrals via: 0300 123 1220 or oneyou.kent@nhs.net for Ashford residents.

Postural Stability Service: Classes are suspended until further notice. Existing clients will be supported via telephone with the provision of 'health and wellbeing' advice and information.

How to refer or signpost clients in light of COVID-19: Do not refer clients to this service. Instead, direct potential clients to the [Exercise As You Get Older NHS Page](#) and [One You Kent](#) website.

Children's Public Health Services:

Targeted Relationships: The Be Free service is currently continuing to accept referrals but are no longer providing face to face sessions, with the offer being tailored to digital and telephone delivery.

How to refer or signpost clients in light of COVID-19: Submit new referrals via the [online referral form](#).

Young Person Substance Misuse Service: We Are With You, (formally known as Addaction) continue to take referrals but will prioritise the most urgent cases and offer support via telephone. Stakeholders should be aware that, due to group sessions being temporarily stopped and the new method of telephone support, there will be a waiting list for this service.

How to refer or signpost clients in light of COVID-19: Submit new referrals to 01795 500881 or to yps.kent@wearewithyou.cjsm.net

Health Visiting and Infant Feeding Services: The Health Visiting Service is operating on a reduced basis. Families with a new baby will be offered a face to face appointment at their home between 10 and 14 days. Pregnant women will be offered an appointment via telephone. Development check clinics, parenting groups and drop in clinics are currently suspended. All other contacts will be triaged via the local health visitor duty line. Support for vulnerable and high-risk families will continue via video conferencing and telephone where appropriate. Some face-to-face contacts may be offered under exceptional circumstances including for safeguarding and the specialist feeding service.

How to refer or signpost clients in light of COVID-19: If mothers, babies and their families need advice or support from a health visitor please ask them to call their local health visitor team duty line. More information is available at the [Kent Health Visiting service web page](#). Regularly check the [KCC Coronavirus updates page](#) for more information.

Breastfeeding drop-in groups have stopped and clients should be encouraged to access information and support via websites, social media, a health visitor or a specialist service. <https://www.kentcht.nhs.uk/service/kent-baby/specialist-breastfeeding-service/>.

How to refer or signpost clients in light of COVID-19 Signpost clients to www.wearebesideyou.co.uk, @besideyoukentmedway on [Facebook](#) and [Instagram](#). Clients requiring support can also refer themselves to the service using the [self-referral form](#).

Primary School Public Health Service & Adolescent School Health and Targeted Emotional Health Service: The School Public Health Service continues to operate, via a reduced digital and telephone offer. **All referrals to both services** (including the Emotional Health Service) should still be made through the Single Point of Access (SPA). Referrals will continue to be triaged daily and clients will be offered advice and signposted to an appropriate **digital service** where required.

How to refer or signpost clients in light of COVID-19: Submit all referrals via the [online referral form](#).

For more information, contact nem-tr.kentchildrenandyoungpeoplehealthservices@nhs.net or call 0300 123 4496

The Vision and Hearing assessment for pupils in Reception Year has been suspended.

The National Child Measurement Programme (NCMP) for pupils in Reception Year and Year Six has been suspended.

Chathealth confidential texting service for young people aged 11-19 will continue to operate as normal – contact <https://www.kentcht.nhs.uk/service/school-health/chathealth/> for help.

How to refer or signpost clients in light of COVID-19: Encourage young people to text the school health team about any concerns or health issues on 07520 618850. The number is monitored Monday to Friday, 9am to 5pm.

Download and use the [map for navigating the 'Kent Emotional and Wellbeing System'](#) to signpost a CYP to the most appropriate service for them.

Stay up to Date with KCC Developments:

If you are a subcontracted provider, your lead organisation will be in touch with you directly to confirm delivery expectations and confirm payment arrangements.

Please visit www.kent.gov.uk and <https://kccmediahub.net/> for the latest information from KCC, and also @[kent_cc](#) on twitter and @[kentcountycouncil](#) on Facebook.

All Other COVID-19 Related Queries:

Contact PHBusinessSupport@kent.gov.uk with the subject '**COVID-19 Query**' with details of your query, and you will be directed to the appropriate individual.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Andrew Scott-Clark', with a large, loopy initial 'A'.

Andrew Scott-Clark
Director of Public Health

A handwritten signature in black ink, appearing to read 'Victoria Tovey', with a stylized 'V' and 'T'.

Victoria Tovey
Lead Commissioner for Public Health