



## COVID-19 briefing 10 April 2020

This is the third of our Frimley COVID-19 briefings; aimed to provide you with the latest information on the measures we are putting into place to mitigate the impact of Covid-19 on our local health and care services.

The pace of change and level of expectations to respond are increasing each day and we are working together across our organisations and with the NHS England team to ensure our communications are consistent and timely. For the latest local position on COVID-19 please visit this link <https://www.gov.uk/government/publications/covid-19-track-coronavirus-cases>

### Today's update covers:

1. **National position for Easter Weekend**
2. **Local Community Support**
3. **Non-covid related services across Frimley Health and Care system:**
4. **People at high risk of Corona Virus**
5. **ICS Volunteer Bureau**
6. **Don't be scammed**
7. **How people can help**

#### 1/ **National position for Easter Weekend**

National data is showing us that the public are following advice on social distancing but because these measures take time to work, the number of hospital admissions and deaths are still going up. When the peak of the epidemic will be, will depend partly on how well social distancing measures are adhered to.

Current Government rules mean that we must all stay at home and only leave for one of four specific reasons:

- Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- One form of exercise a day, for example a run, walk, or cycle – alone or with members of your household
- Any medical need, including to donate blood, avoid or escape risk of injury or harm, or to provide care or to help a vulnerable person
- Travelling for work purposes, but only where you cannot work from home

These exceptions only apply for those people who are well. If, over the Easter bank holiday weekend you feel unwell with suspected coronavirus symptoms, such as a high temperature and a new, persistent cough and you need medical advice, please stay at home and do not visit a GP surgery, pharmacy or hospital.

#### 2/ **Local community support**

There are also lots of ways people can stay connected within their immediate neighbourhood to find support or help. The local council, Voluntary Service (CVSs) and Volunteer Centres can provide advice about what is available in each local area.



# Frimley Health and Care



Those vulnerable residents who are shielding or self-isolating and do not have the support of friends, family or a trusted neighbour can get help from their local council through their websites. This might include helping residents who are unable to leave their home and who do not have support networks in place if they are unable to get food delivered from supermarkets and local stores.

Although we may not be able to visit loved ones this Easter, we are asking all residents to be encouraged to use the telephone or social media to check-in on family, friends and neighbours to ensure they have any support they need. We are urging everyone to virtually check in with vulnerable friends or family members and support them if they need it.

Things such as Facebook Community Groups, WhatsApp Groups and the Nextdoor App that sends neighbourhood alerts can also be great ways of staying in touch with people.

If you would like to understand the support that is available in your community, feel you know someone who could benefit from it or you would like to volunteer your time you can also visit the Frimley Health and Care for advice and guidance:  
<https://www.frimleyhealthandcare.org.uk/our-work/helping-you-to-stay-well/homecommunity-support/>

### 3/ **Non-covid related services across Frimley Health and Care system:**

We're still here for people if they need other healthcare during the coronavirus pandemic. There are a range of services open which mean we can still protect the NHS and get people the support they need. Across Frimley ICS, our NHS and care services are working together to ensure that people can still access urgent healthcare for other symptoms, not just the coronavirus.

It's important to know where to go for support during this time. The NHS is well prepared to cope, so if someone is seriously unwell, they need to access the relevant service to ensure their condition doesn't get worse.

If you, or someone you know, becomes unwell with non-coronavirus related symptoms and need help or advice they can:

- Use the [NHS website](#)
- Visit your GP surgery website to request an online consultation. If you do not have internet access, please call them
- Use the [NHS 111 online service](#) for urgent medical help – only call 111 if you're unable to get help online

The Easter weekend is expected to be a crucial time for the pandemic and as a result many services which would ordinarily be closed for the long weekend will instead be open.

**Our GPs** continue to offer telephone and on-line consultations, so we don't want people to be afraid to ask for help if they need it urgently. Whilst GP practices will





remain open over the Easter Bank Holiday weekend, they will be operating a triage system which means that all requests for appointments must be made by calling the surgery or online through your surgery's website. We are asking people to contact their local practice online for more information.

**Emergency Care** - We want to remind people that if they are experiencing life threatening symptoms, they must call 999 or go to their nearest A & E (emergency department) immediately.

**Child health** - It is also important to speak to someone about concerns around children's health for both COVID-19 or other worrying symptoms. Please contact your GP practice online service, 111 online or, in an emergency, 999.

**Pharmacies** - You can leave your home for medicines collection and urgent pharmacy support including walk-in centres. Find out where your nearest pharmacy is at <https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/>. Pharmacy opening hours will have changed over the Easter weekend, so check online or telephone them if you can before you leave home.

**Maternity** – Maternity services are still here for families. Health and care services are taking extra care in how we run our maternity services to make sure people stay safe. The Frimley Health and Care maternity website, developed with us by local people provides a range of support, signposting and advice:

<https://www.frimleyhealthandcare.org.uk/our-work/transforming-maternity-services/new-maternity-website-created-by-local-women-working-with-midwives-and-doctors/>

**Mental health** – Health and care services are still here for people who are experiencing mental health and wellbeing issues while staying at home.

Find support at Every Mind Matters – our dedicated health and wellbeing online resource, including information on how to access urgent support:  
<https://www.nhs.uk/oneyou/every-mind-matters/>

#### 4/ **People at high risk of Corona Virus:**

Last week the NHS wrote to those people considered to be at highest clinical risk from coronavirus (COVID-19) to inform them that they should stay at home at all times and avoid all face-to-face contact for a period of at least 12 weeks. This is set out in the Public Health England guidance published on 21 March 2020. This is known as 'shielding'.

The GPs and hospital clinicians looking after people in these groups have also received letters informing them of the highest clinical risk group and have been asked to review their patient lists and to add in any patients they think should be on that list.

The guidance includes information on what the contact texts include and describes what people in those groups need to do:

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/20200402-FAQs-Patients-vFINAL.pdf>





## 5/ ICS Volunteer Bureau

Volunteers play an important role in delivering health and care services by adding value to the work of paid staff. The response from local communities during the COVID-19 outbreak has been overwhelming. Volunteers have been recruited locally and nationally and new guidance has been issued by the government and by NHS England to ensure that volunteers can be placed quickly, effectively and safely.

We have established an ICS Volunteer Bureau to support the workforce of the Frimley system in response to the evolving COVID-19 outbreak. This was active from Thursday 9th April and will support three key areas:

- Coordinating requests for volunteers and supporting placements. Staff will be able to request volunteers using a simple form. The Bureau will then log and prioritise need, working closely with the workforce bureau, national volunteer scheme and local voluntary sector to support safe effective placements.
- Logging and coordinating offers of support: Staff will be asked to share offers of support that they are made aware of. The Volunteer Bureau will then ensure that these offers can be utilised in the best way to support the system.
- Providing volunteering information and advice: There is a great deal of information and guidance about volunteering during the outbreak. The Bureau will provide a space for questions, queries and concerns.

This will be coordinated by a small team, initially via email but we are hoping to offer telephone support for this process too in the coming days. The Volunteer Bureau will be active Monday-Friday 9am-5pm (including Good Friday and Easter Monday). Emails will be accepted 7 days a week but will only be monitored during the above hours. For further information please contact:

[eastberksccg.icsvolunteerbureau@nhs.net](mailto:eastberksccg.icsvolunteerbureau@nhs.net)

## 6/ Don't be scammed

Trading Standards have highlighted a series of latest scams in relation to the Covid-19 pandemic. Fraudsters come in all shapes and sizes and can contact people at the door, by phone, post or online.

Coronavirus scams advice - This is what Trading Standards are currently aware of:

- People offering miracle cures for coronavirus – there is no specific treatment for coronavirus (COVID-19).
- Bogus healthcare workers claiming to be offering 'home-testing' for coronavirus – this is a scam these kits are not currently available to buy.
- The council do not need to enter your house to do a deep clean.
- Emails saying that you can get a refund on taxes or business rates should be treated with extreme caution. Often the sender just wants your personal details.
- There are new mobile phone apps that claim to give you updates on the virus, instead they lock your phone and demand a ransom.
- Your bank or the police will NEVER ask for your bank details over the phone.
- People offering to do your shopping and ask for money upfront and then disappear.





If you are online, be aware of fake news and use trusted sources such as GOV.uk or NHS.uk

## 7/ How people can help

### Help the NHS track the virus

An **NHS coronavirus status tracker** has been launched by the NHS for people to report potential coronavirus symptoms. The survey will help the NHS understand more about how and where coronavirus (COVID-19) is affecting people currently. Anyone can complete this tracker, therefore you do not need to necessarily have symptoms to start this tracker.

### Social distancing

We need people to continue to follow the government advice and comply with social distancing rules and socially isolate where necessary. This will have the biggest impact on the prevention of spread of Covid-19, and support the NHS by reducing the number of patients needing support at any one time. Your support in continuing to promote these messages would be most welcome.



**CORONAVIRUS**

**STAY HOME. PROTECT THE NHS. SAVE LIVES.**

