

# Coronavirus Update for Patient Groups

2 April 2020

## GOV.UK CORONAVIRUS ALERT: Everyone must stay at home. More info & exemptions at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) Stay at home. Protect the NHS. Save lives.

Your support now more than ever is needed to ensure that we get these simple messages out to the communities of Slough, whether this is via your newsletters, practice websites or any other methods of communication. By sharing key information, we'll continue to help one another and our national health service during these unprecedented times.

The information in this bulletin is correct at the time of being issued.

Please be aware that this is an evolving situation and public advice may change, so please visit [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/) for the latest public information.



### Message from NHS East Berkshire CCG

We understand that these may be difficult and worrying times for many of you and your loved ones. We'd like to reassure you that we continue to work closely with our NHS colleagues, both nationally and locally, as well as our partners to deal with the on-going Coronavirus crisis.

You'll no doubt have heard that the Prime Minister reinforced the single most important action we can now take which is to stay at home in order to protect the NHS and save lives.

You should only leave the house for 1 of 4 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, or to provide care or to help a vulnerable person
- travelling to and from work, but only where this absolutely cannot be done from home

These 4 reasons are exceptions – even when doing these activities, you should be minimising time spent outside of the home and ensuring you are 2 metres apart from anyone outside of your household.

In addition, you'll be aware that people who are considered to be at high risk from coronavirus i.e. those who have had an organ transplant; are having certain types of cancer treatment; have a severe lung condition; have blood or bone marrow cancer; or have a condition that makes them more likely to get infections must remain at home for a period of at least 12 weeks. People in this cohort are being contacted individually by the NHS with further advice and information. People should not attempt to make contact with their GP or healthcare team but await contact. If you or a loved one is contacted by the NHS, then you should be asking friends, family or neighbours to pick up shopping and medicines on your behalf. If this is not possible, and you need help getting deliveries or supplies such as food, then register by using the following link <https://www.gov.uk/coronavirus-extremely-vulnerable>. For more guidance on shielding and protecting people defined on medical grounds as extremely vulnerable, please click [here](#).

As has been widely reported, there are things which we can do to help reduce the risk to ourselves and others, such as those we may live with, from getting ill with coronavirus.

#### Do:-

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water is not available
- If you are leaving the house for 1 of the 4 reasons listed above, then wash your hands as soon as you get back home

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

**Don't:-**

- Do not touch your eyes, nose or mouth if your hands are not clean

Your support now more than ever is needed to ensure that we get these simple messages out to the communities of Bracknell and Ascot, whether this is via your newsletters, practice websites or any other methods of communication. By sharing key information, we'll continue to help one another and our national health service during these unprecedented times. **Please be aware that this is an evolving situation and public advice may change, so please visit [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/) for the latest public information.**



**Every Mind Matters**

It is natural to feel anxious during times of uncertainty. Every Mind Matters has released expert advice and top tips on how to look after your mental wellbeing if you need to stay at home during the coronavirus (COVID-19) outbreak. It also includes guidance if you're feeling worried or anxious about the outbreak.

Please visit: [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)

**Want to help your community?**

Our colleagues at Slough Borough Council and Slough CVS are working with local community groups and organisations so that we have a coordinated effort across our borough.



If you have a patient/client who is currently isolated at home and needs some practical support, please complete our Covid-19 community support request form, and our Wellbeing & Social Prescribing team will complete a welfare check and getting them help to connect them to the support they need.

Access the Covid 19 – Resident support form at <https://sloughcvs.org/covid19/>

We can help your patient/client access fresh food, non-perishable goods, medicines or prescriptions pick up, and a regular catch up call.

This is a challenging time for everyone. We want to help local people to support one another and provide essential services to people who need it.



**Slough Borough Council – Coronavirus information and support**

Our colleagues at Slough Borough Council have created a dedicated section on their website which contains an array of local information to support residents during the period of Coronavirus. It includes the following: Councils services; Helping the community;

Business rates and support; our approach to paying suppliers; changes to the cemetery and crematorium; information on self isolation; shielding; and social distancing. Visit <https://www.slough.gov.uk/health-and-social-care/coronavirus.aspx>

**USEFUL CONTACT INFORMATION**

**NHS** – If you suspect you have symptoms of coronavirus, use the NHS 111 online service online. Do not go to places like a GP surgery, pharmacy, or hospital. Stay at home. Only call 111 if you cannot get help online. Only call 999 if there is a life-threatening emergency i.e someone is seriously ill or injured and their life is at risk

**Slough Borough Council** - If you need to contact the council, please visit [Slough Borough Council](http://www.slough.gov.uk)

**Slough HealthWatch** – Visit <https://www.healthwatchslough.co.uk/>

**Slough CVS** – Visit <https://sloughcvs.org/>

**Information about coronavirus and claiming benefits** – click [here](#)

**Guidance for employees, employers and businesses** – click [here](#)

**If you have any questions regarding this newsletter, please email [Karen Shukla](mailto:karen.shukla@eastberkshireccg.nhs.uk) Communications and Engagement Manager – East Berkshire CCG**