

# Coronavirus

## Important advice and help for those who are 'shielding' at home

Due to your existing health conditions, you are at the highest risk of severe illness if you catch coronavirus.

You will have had a letter from the NHS advising you to stay at home and avoid all face-to face contact. It is important that you continue to follow this advice, rather than advice for the general public, as it is specific to you. The Government is currently advising people to shield until the end of June and is regularly monitoring this position

All patients identified as at highest risk who are shielding are asked to register with the government support website, please visit **[www.gov.uk/coronavirus-extremely-vulnerable](https://www.gov.uk/coronavirus-extremely-vulnerable)**



This leaflet provides more information on how to get support to help you manage staying at home.

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# Where can I get help?



## Getting help with food and other essentials

Please ask family, friends, neighbours or local community groups to support with daily tasks outside the home. If you do not have anyone who can help you, please visit **[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)**

There are lots of services in your area to help you manage staying at home, including help with food delivery, collecting medication, benefit support, tips to keep active, and look after your wellbeing. Visit your local council's website, or call NHS Volunteer Responders on **0808 196 3646** to request support.



## Getting help with healthcare and medication from home

Have someone else collect your medication from your local pharmacy for you, or contact your pharmacy to arrange for your medication to be delivered.

You can also visit **[www.nhs.uk/health-at-home](http://www.nhs.uk/health-at-home)** to order you repeat prescriptions, and for more information about how to access NHS services online. If you can't access the internet, or need advice on your medication, call your GP to make arrangements so that your medication doesn't run out.

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## Looking after your health

The NHS is still here for you. If you feel unwell or have any concerns about your existing medical condition, please contact your GP. It is important you do not wait if you need medical help.

Most appointments with a GP, nurse or other healthcare professional will now be via a phone call, and if you are advised that you do need to see a clinician in person, the NHS has put measures in place to make sure patients are seen safely.

You should also continue to attend appointments for ongoing treatment, unless you have been told not to.

It is important to look after your wellbeing too, visit **[www.nhs.uk/health-at-home](http://www.nhs.uk/health-at-home)** or call your GP practice if you're struggling to cope and they can refer you to the right NHS service for you.



## Getting help with getting to and from appointments

NHS Volunteer Responders can help with transport home after being discharged from hospital. You can get support by calling **0808 196 3646** between 8am and 8pm.

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## Key websites and phone numbers

- Government advice on how to protect yourself and access the care and treatment you need  
**[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)**
- Help with collecting medication, necessities, and more  
**[www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk)**  
or call **0808 1963646**
- Visit your **local council website** and search 'Coronavirus', or phone your council
- Employment and financial support  
**[www.gov.uk/find-coronavirus-support](http://www.gov.uk/find-coronavirus-support)**
- **Mental health support**

If you live in:

- The City or Hackney call: **020 7683 4278**
- Newham or Tower Hamlets call: **020 8475 8080**
- Barking and Dagenham, Havering, Redbridge or Waltham Forest, call: **0300 555 1000**.

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If you would like advice about shielding in another language or format, please email **[thccg.nelcommunications@nhs.net](mailto:thccg.nelcommunications@nhs.net)**