



Covid-19 Patient FAQ's

When are we getting a letter?

If you qualify for the government's shielded list, you should have received or be receiving a letter in the post any day now. The Covid-19 pandemic is unprecedented and everyone in the health and social care sectors are working as quickly as possible to reach out to all vulnerable patients.

How long does it take to get a letter?

It is difficult to say exactly how long it will take for you to receive a letter. The Covid-19 pandemic is unprecedented and everyone in the health and social care sectors are working as quickly as possible to reach out to all vulnerable patients.

Why haven't I got a letter?

It may be that you don't qualify as extremely vulnerable under the government's shielding scheme. Firstly, we may be able to check your records and advise you if we feel that you should qualify. If not, there is still a lot of support in the community for you. For example,

- The **NHS Volunteer Scheme** is now up and running. This is a nation-wide scheme that can match you up with a local volunteer who can help you access food, medication and other essentials during the pandemic. Do you need to be referred to this scheme? <https://www.goodsamapp.org/>
- **Wokingham Borough Council together with Wokingham Citizens Advice Bureau** have set up a Covid-19 response by working with local voluntary and community groups. Please call The Citizen's Advice Bureau on 0300 330 1189 (if prompted also enter 0118 978 7258.)
- If you have access to Facebook there are numerous local groups of volunteers with **Covid-19 Facebook groups** who you can get in touch with.

Am I high risk?

You will be classed as high risk under the government's shielded scheme if you have one of the listed medical conditions below:

- have had a solid organ transplant
- have any cancer and are getting chemotherapy
- have lung cancer and are getting radical radiotherapy
- have cancer of the blood or bone marrow, at any stage of treatment - for example, leukaemia, lymphoma or myeloma
- have any cancer for which you're getting immunotherapy or other continuing antibody treatments
- have any cancer for which you're getting a targeted treatment which can affect the immune system - for example, protein kinase inhibitors or PARP inhibitors
- have had bone marrow or stem cell transplants in the last 6 months, or are still taking immunosuppression drugs
- have a severe respiratory condition - including cystic fibrosis, severe asthma or severe COPD (Chronic Obstructive Pulmonary Disease)
- have a rare disease or inborn error of metabolism that significantly increases your risk of infection - for example SCID or homozygous sickle cell
- are getting an immunosuppression therapy that's sufficient to significantly increase your risk of infection
- are pregnant, and have a significant congenital or acquired heart disease

Why am I not high risk? I've got

Please don't worry. It's not that you are not considered as vulnerable. There are many vulnerable people with health conditions in the UK. The government has had to act on medical advice to produce a list of the MOST vulnerable. If you don't qualify to go on the shielded list you can still access a lot of community support in your area.

- Referral to the **NHS Volunteer Scheme**. Need consent and register on the GoodSAM website <https://www.goodsamapp.org/>
- **Wokingham Borough Council together with Wokingham Citizens Advice Bureau** have set up a Covid-19 response by working with local voluntary and community groups. Please call The Citizen's Advice Bureau on 0300 330 1189 (if prompted enter 0118 978 7258.)
- If you have access to Facebook there are numerous local groups of volunteers with **Covid-19 Facebook groups** that you can get in touch with.

How do we arrange getting food delivered?

Shared details of **NHS Volunteer Scheme, Wokingham Borough Council/Wokingham CAB Scheme** or **Covid-19 Facebook groups**. Details above.

Over 70s - do they get a letter? Not an option on NHS digital.

Over 70s don't necessarily get a letter. If you don't receive a letter it doesn't mean to say that the government, your GP or hospital, doesn't think you are vulnerable. Just not someone who fits in to the extremely vulnerable category.

But there are still plenty of ways to get support in your community. You can be referred to the **NHS Volunteers Scheme**, to **Wokingham Borough Council/Wokingham CAB's Scheme** or one of the local **Covid-19 Facebook groups**.

Can you arrange for my prescription to be delivered?

Do you have an allocated pharmacy that your prescriptions usually get sent to? If so, you will need to call them and check if they are still delivering medications to patients' doors. If not, firstly, you could register with the **NHS Volunteer Scheme** and a local volunteer will collect and deliver for you, or alternatively you can temporarily swap your regular pharmacist for one in the area that is still delivering? There are also online delivery Pharmacies that can order and deliver your medication for you. Please ask your surgery for information and alternatives if you are unsure.

I have been onto NHS digital but I am not eligible, how do I get on the list?

I'm afraid you won't be able to. But please don't worry. There are a number of services in the community that can help you. Suggest **NHS Volunteer Scheme, Wokingham Borough Council/Wokingham CAB Scheme** and **local Covid-19 Facebook groups**. See above.

I have not got any internet access, how do I order my prescriptions?

You can still drop a repeat prescription note in to the box at the door of your GP Practice, but practices are strongly discouraging patients from coming in to the Practice, due to social distancing. Once ready, your prescription will be sent to your allocated pharmacy for collection or delivery. You can also order medication through your nominated pharmacy.