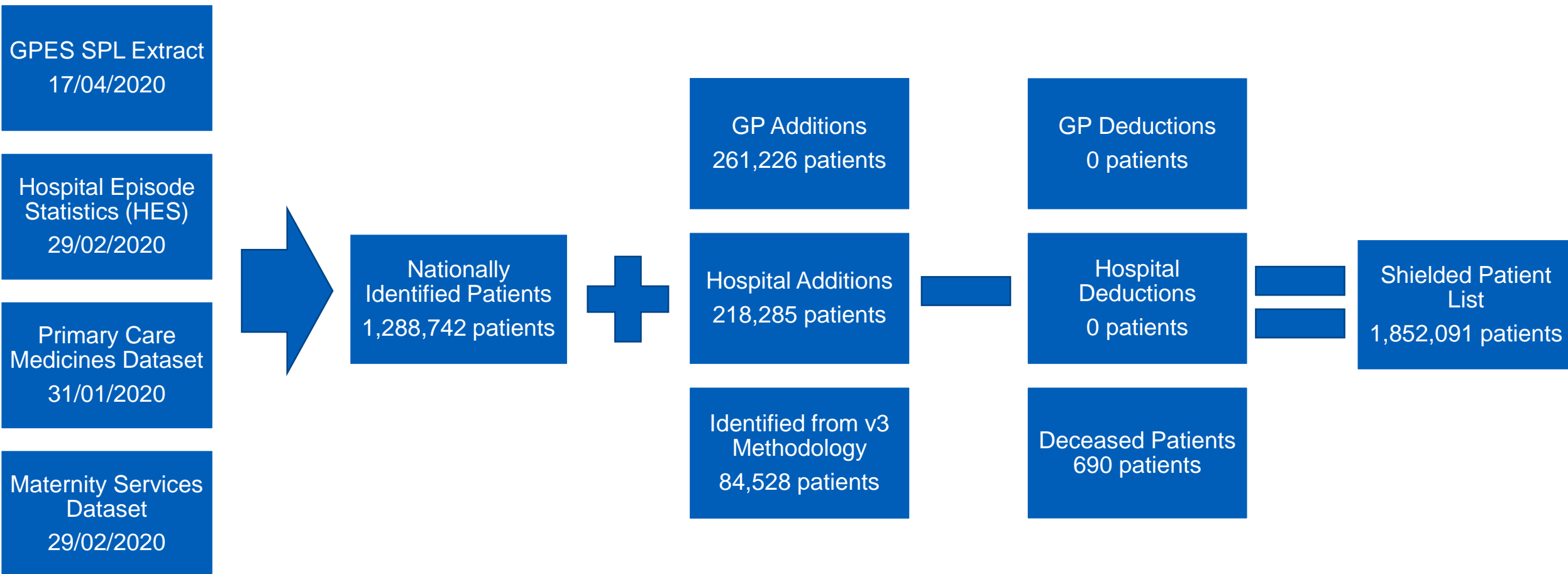


NHS Shielded Patient List 18th April 2020



We have asked you to:

- **Run a search** on your IT system to bring up a list of everyone in your practice who has been identified as being at highest clinical risk of mortality and severe morbidity from COVID-19; using the instructions from your system supplier.
- **Review this list** and
 1. **add** anyone who you think is at highest clinical risk and hasn't been identified through the national process.,
 2. **remove** anyone who you think isn't at highest clinical risk.

In both cases you should have **had a conversation** with the individual to discuss their situation.

- **Reviewed the ongoing care needs** of the individuals who are shielding, adapting their care plan where needed. This may also require discussion with any hospital care teams.
- **Review a specific list of people who self-declared** as clinically extremely vulnerable before 28 March, set out in a task within your IT system (to be complete by COP 28 April). Going forward, please review any new patients that contact you self-declaring to be clinically extremely vulnerable, adding any that – in your clinical opinion – meet the criteria to the list.

Next steps for this work:

- The majority of the work to establish the **Shielded Patient List** is near completion and by the end of the month we expect this to have resulted in the identification of about **2m people** who will have been contacted nationally, by their GP or their hospital clinician.
- As records and coding have been updated, a further 79k individuals have been flagged to be at highest risk nationally. Letters and text messages are now being sent to this group – starting on 24 April.
- Where you have not already done so, we are requesting that all practices make sure that they have **contacted all the people on their patient list who are shielding as a follow-up to the letter**. These conversations should: (a) discuss what shielding means, (b) describe any changes to their ongoing care and treatment, (c) confirm they have an arrangement in place for receiving their medications and (d) check that they are aware of the government support offer.
- We are also **setting up an Expert Group** chaired by Dr Raj Patel to consider what healthcare support should be provided to people who are and will be shielding.

Useful resources:

- Shielded Patient List resources for GPs – <https://digital.nhs.uk/coronavirus/shielded-patient-list/guidance-for-general-practice>

- Self-referrers – <https://digital.nhs.uk/coronavirus/shielded-patient-list/guidance-for-general-practice/spl-self-referring-patient-gp-guidance>
- Overview of support available for patients who are shielding – https://future.nhs.uk/P_C_N/view?objectId=68352581

Additional information
about Government
support available
(Highest Clinical Risk
group only)

Food and grocery
deliveries

Direct to doorstep deliveries

- Government has offered a 'direct to doorstep' weekly food parcel delivery service for all those who are 'highest clinical risk' who require support getting essential supplies. This service will continue for as long as it is needed, to protect those who are shielding.
- Each parcel is based on a 7-day supply of essential items for one person, and includes food items, as well as toilet tissue plus hand soap and/or shower gel.
- An A4 note is included in each package, explaining that if the recipient has any allergies, and/or religious or cultural dietary requirements, they should **contact their local council**. The note also asks people to **contact their council** if they feel they need more than one package per week.
- Food parcels are delivered by major food service suppliers, directly to the doorstep.
- If there is no answer, the parcel will be left on the doorstep or recorded as 'unable to access', if leaving the parcel would mean leaving it at a communal entrance.
- Delivery drivers will observe strict social distancing measures when delivering food parcels.
- Delivery drivers will report on the outcome of individual deliveries. This information will be shared with local councils.

Supermarkets

- The Government Digital Service has provided supermarkets with the details of people who are shielding, and have requested food parcels. They are able to prioritise the highest clinical risk group for click and collect services and/or home delivery.
- To receive a priority supermarket slot, shielding individuals must register on the Government Support website once they have received their NHS letter, or use the automated telephone line. When signing up, they must request essential food supplies for their data to be passed on to supermarkets.

Additional information about Government Support available (Highest Clinical Risk Group only)

Medicine deliveries

- The NHS has put in place arrangements for individuals to have medicines delivered by local community pharmacies and dispensing doctors during the COVID-19 outbreak, if they have requested help with this via the Government support website.
- Medicines are being delivered by community pharmacies, or dispensing doctors, to eligible individuals who, due to their medical condition, should not present at the pharmacy, or at the dispensing doctor dispensary, and where there is no other person who can collect the item from the pharmacy and deliver it to the clinical extremely vulnerable person's door.
- This service will continue until the COVID-19 outbreak has subsided and Government decides that community pharmacies and dispensing practices are no longer required to provide home delivery services.
- Where there is no family, friend, neighbour or carer, the pharmacy or dispensing doctor team must advise the patient of the potential for a local volunteer to act on the pharmacy's/dispensing doctor team's behalf.

Additional information about Government Support available (Highest Clinical Risk Group only)

Social contact and basic care

- **Local councils** are key to the effective delivery of this component of the offer to highest clinical risk patients who are shielding, and who have registered with the Government website and requested assistance with social and basic care needs.
- **Local councils should contact** those people who have indicated, either via the Government support website, call centre, direct contact with the council or another partner, that they require help to meet their basic needs (e.g. help with bathing, domestic chores) to ensure these are met. Councils will assess what help is required and how best individuals can be supported, using existing resources or the voluntary and community sector as appropriate.
- People who are shielding may experience anxiety, fear and loneliness during this period, especially those who have no network of friends, family or neighbours nearby.
- Data shared by the Government support website with councils will indicate whether an individual has requested social contact during the period they are required to shield.
- It is for **local councils** to determine the best way to coordinate this support, locally, working with voluntary and community sector partners.

SHIELDING PATIENTS: I have a letter to say I am highest clinical risk and will be shielding for up to twelve weeks, where can I get help?



Help with food, medicine and basic needs

- Please go to the [Government Support](https://www.gov.uk/coronavirus-extremely-vulnerable) website (<https://www.gov.uk/coronavirus-extremely-vulnerable>) to register that you have got your letter and confirm if you need help at the moment.
- This government service provides access to food and medications, as well as help with social contact and basic needs, whilst at home if needed.
- Please **contact your local council** if you have an urgent need. Local councils are working with voluntary sector organisations and local communities to support residents in the response to COVID-19. You can find information about your local council here: <https://www.gov.uk/find-local-council>
- Your GP practice or other healthcare professional also can refer you for immediate help from an NHS Volunteer. NHS Volunteer Responders can help you with:
 - Check and chat – short term telephone support to say hello if you are feeling lonely and isolated
 - Community support – collecting shopping, medication or other essential supplies
 - Patient transport - transport to take patients home who are medically fit for discharge

Accessing healthcare from home

- [Health at home](#) – is a webpage that gives them an overview of NHS services that are available, such as how to order repeat prescriptions online and get them delivered (<https://www.goodsamapp.org/NHSreferral>).

Looking after your mental health and wellbeing

- Public Health England have provided some guidance on looking after mental health and wellbeing during the COVID-19 pandemic: <https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

Employment and financial support

- The government has provided advice on employment and financial support on their website: <https://www.gov.uk/coronavirus>