

SHIELDING INFORMATION FOR PATIENTS

If you are one of our patients who have been identified by the Government as '**high risk**' you should have received a letter asking you to shield. We would like to provide you with a little more information on what shielding is, how you can access care at Mayford House during this period (including receiving medications) and where else to receive help locally.

What is Shielding?

Shielding is a measure to protect extremely vulnerable people from coming into contact with coronavirus, by minimising all interaction between them and others.

Those who are extremely vulnerable should:

- not leave their homes
- minimise all non-essential contact with other members of their household

This is to protect those who are at very high risk of severe illness from coronavirus from coming into contact with the virus.

If you have received a letter, you're strongly advised to shield yourself to reduce your chance of getting coronavirus.

You should also follow these face-to-face distancing measures:

- Strictly avoid contact with someone who is displaying symptoms of coronavirus (high temperature and/or new and continuous cough)
- Don't leave your house
- Don't attend any gatherings - this includes gatherings of friends and families in private spaces for example family homes, weddings and religious services
- Don't go out for shopping, leisure or travel and, when arranging food or medication deliveries, these should be left at the door to minimise contact
- Keep in touch using remote technology such as phone, internet, and social media
- Use phone or online services to contact your GP or other essential services - if you require an ambulance, phone 999 and tell the call handler you're following shielding measures because of an underlying health condition

We know that stopping these activities will be difficult. You should try to identify ways of staying in touch with others and participating in your normal activities from your home. However, you must not participate in alternative activities if they involve any contact with other people.

This advice will be in place for at least the next 12 weeks.

Will my care change at the practice?

We will continue to care for you as before. If you normally have routine blood tests please book a telephone appointment with our Nurse Manager, Karen Hill who will guide you. Your normal checks or blood tests may be postponed but if not Karen will speak to you about how we arrange them. In certain cases we will arrange home visits where needed so that we can continue to provide you with the best care.

How do I go about getting my regular medicines?

If you receive regular medications via a repeat ordering system, these medications should now be delivered to you either via our own delivery drivers, a friend or family member or the voluntary system within Northallerton. If you are struggling with this please let us know so we can ensure you have your regular medications delivered on time. You should NOT be leaving the house to collect your medications.

Are you aware of the support available from the Government and local authorities?

All patients identified as highest clinical risk who are shielding are asked to register with the [Government Support](https://www.gov.uk/coronavirus-extremely-vulnerable) website (<https://www.gov.uk/coronavirus-extremely-vulnerable>). This service provides three offers of support:

1. Essential grocery supplies – a free, standardised weekly parcel of food and household essentials, as well as priority delivery slots with supermarkets (currently only available to those who are already registered with the supermarket in question);
2. Medicines – arrangements to have medicines delivered to people's homes by local community pharmacies and dispensing doctors; and
3. Social contact and basic needs – for example, emotional or social support such as people to talk to on the phone or via a computer

If you are struggling accessing support or if you don't have anyone who can help you can contact North Yorkshire County Council on [01609 780780](tel:01609780780) every day between 8am and 5:30pm and they will direct you to the right support.