

Coronavirus (Covid-19)
General information and advice

healthwatch

Brighton and Hove

- The [Brighton and Hove Healthwatch website](#) contains up to date information, guidance on local services and links to services, government and NHS advice.

Government and NHS advice



- The latest government advice can be accessed via this [website](#)
- Updates from NHS England can be found [here](#)
- You can sign up to the government's [WhatsApp](#) service
- A full list of useful guidance documents can be accessed by clicking [here](#)

Brighton & Hove Council information



The Council webpages are regularly updated Tel: 01273 293117



new.brighton-hove.gov.uk/coronavirus-covid-19 or click [here](#)



@BrightonandHoveCityCouncil



@BrightonHoveCC

Brighton and Hove Clinical Commissioning Group



Brighton and Hove
Clinical Commissioning Group

The CCG are providing regular updates on their [website](#)

Accessible information on Covid-19

Easy read formats	<ul style="list-style-type: none"> • Public Health England resources in accessible formats • Resources from Learning Disability England • Easy read information on COVID-19 from Mencap
Sign language	<ul style="list-style-type: none"> • Signhealth is providing a video of summaries of key coronavirus guidance in BSL • To access the NHS 111 BSL online services click here
For people with aphasia	<ul style="list-style-type: none"> • Information produced by Speakeasy is available here
Different languages	<ul style="list-style-type: none"> • Click here for information produced by Doctors of the World • A series of videos are available in English, Arabic, Farsi, Kurdish and Sylheti. • Information has produced by Sussex Interpreting Services

Advice for community groups



Community Works is providing daily updates on their [website](#) and has launched a [Covid Brighton & Hove help directory](#) for the city

Healthwatch Brighton and Hove has published a separate guide to local health and social care services in Brighton and Hove. This provides information about changes to local services. You can access this separate guide by clicking [here](#)

The topics / areas covered in this separate guide include

- [Seeing a GP](#)
- [Seeing a Dentist](#)
- [Prescriptions](#)
- Hospital services:
 - Visitor restrictions in place across local hospitals
 - Bring discharged
 - Outpatient appointments
 - A&E
 - Testing for COVID-19
 - Sexual Health services
- Hospitals
 - [Brighton and Sussex University Hospital NHS Trust](#)
 - [East Sussex Healthcare Trust](#)
 - [Queen Victoria Hospital NHS Foundation Trust](#)
 - [Sussex Community NHS Foundation Trust](#)
 - [Sussex Partnership NHS Foundation Trust](#)
 - [Surrey and Sussex Healthcare NHS Trust](#)
 - [Western Sussex Hospitals NHS Foundation Trust](#)
- [Advice around pregnancy](#)
- [Advice for cancer patients](#)
- Information about Personal Protective Equipment (PPE)
- Patient Transport Services
- Making a complaint or raising a concern
- Mental Health Services
- Care Homes
- Testing for COVID-19

The information contained in this document provides answers to some commonly asked questions e.g. symptoms, self-isolating, high-risk groups, advice for specific groups and advice for schools and businesses.

What should everyone be doing at the moment?

Latest guidance

Visit the Healthwatch [website](#) for the latest information

Information issued by the UK government can be accessed [here](#). This sets out the [roadmap out of lockdown](#) out of lockdown.

[Get the latest NHS information and advice about coronavirus](#)

information issued by [Brighton & Hove Council](#).

STEP 1 8 March	29 March	STEP 2 No earlier than 12 April	At least 5 weeks after Step 1
EDUCATION 8 MARCH <ul style="list-style-type: none"> Schools and colleges open for all students Practical Higher Education courses 		EDUCATION <ul style="list-style-type: none"> As previous step 	
SOCIAL CONTACT 8 MARCH <ul style="list-style-type: none"> Exercise and recreation outdoors with household or one other person Household only indoors 		SOCIAL CONTACT <ul style="list-style-type: none"> Rule of 6 or two households outdoors Household only indoors 	
BUSINESS & ACTIVITIES 8 MARCH <ul style="list-style-type: none"> Wraparound care, including sport, for all children 		BUSINESS & ACTIVITIES <ul style="list-style-type: none"> All retail Personal care Libraries & community centres Most outdoor attractions Indoor leisure inc. gyms (individual use only) Self-contained accommodation All children's activities Outdoor hospitality Indoor parent & child groups (max 15 people, excluding under 5s) 	
TRAVEL 8 MARCH <ul style="list-style-type: none"> Stay at home No holidays 		TRAVEL <ul style="list-style-type: none"> Domestic overnight stays (household only) No international holidays 	
EVENTS <ul style="list-style-type: none"> Funerals (30) Weddings and wakes (6) 		EVENTS <ul style="list-style-type: none"> Funerals (30) Weddings, wakes, receptions (15) Event pilots 	

	<table border="1"> <tr> <td data-bbox="392 159 879 224"> STEP 3 No earlier than 17 May </td> <td data-bbox="879 159 1382 224"> STEP 4 No earlier than 21 June </td> </tr> <tr> <td data-bbox="392 224 879 311"> At least 5 weeks after Step 2 </td> <td data-bbox="879 224 1382 311"> At least 5 weeks after Step 3 All subject to review </td> </tr> <tr> <td data-bbox="392 311 879 421"> EDUCATION <ul style="list-style-type: none"> As previous step </td> <td data-bbox="879 311 1382 421"> EDUCATION <ul style="list-style-type: none"> As previous step </td> </tr> <tr> <td data-bbox="392 421 879 611"> SOCIAL CONTACT <ul style="list-style-type: none"> Maximum 30 people outdoors Rule of 6 or two households indoors (subject to review) </td> <td data-bbox="879 421 1382 611"> SOCIAL CONTACT <ul style="list-style-type: none"> No legal limit </td> </tr> <tr> <td data-bbox="392 611 879 880"> BUSINESS & ACTIVITIES <ul style="list-style-type: none"> Indoor hospitality Indoor entertainment and attractions Organised indoor sport (adult) Remaining accommodation Remaining outdoor entertainment (including performances) </td> <td data-bbox="879 611 1382 880"> BUSINESS & ACTIVITIES <ul style="list-style-type: none"> Remaining businesses, including nightclubs </td> </tr> <tr> <td data-bbox="392 880 879 1037"> TRAVEL <ul style="list-style-type: none"> Domestic overnight stays International travel (subject to review) </td> <td data-bbox="879 880 1382 1037"> TRAVEL <ul style="list-style-type: none"> Domestic overnight stays International travel </td> </tr> <tr> <td data-bbox="392 1037 879 1227"> EVENTS <ul style="list-style-type: none"> Most significant life events (30) Indoor events: 1,000 or 50% (plus pilots) Outdoor seated events: 10,000 or 25% (plus pilots) Outdoor other events: 4,000 or 50% (plus pilots) </td> <td data-bbox="879 1037 1382 1227"> EVENTS <ul style="list-style-type: none"> No legal limit on life events Larger events </td> </tr> </table>	STEP 3 No earlier than 17 May	STEP 4 No earlier than 21 June	At least 5 weeks after Step 2	At least 5 weeks after Step 3 All subject to review	EDUCATION <ul style="list-style-type: none"> As previous step 	EDUCATION <ul style="list-style-type: none"> As previous step 	SOCIAL CONTACT <ul style="list-style-type: none"> Maximum 30 people outdoors Rule of 6 or two households indoors (subject to review) 	SOCIAL CONTACT <ul style="list-style-type: none"> No legal limit 	BUSINESS & ACTIVITIES <ul style="list-style-type: none"> Indoor hospitality Indoor entertainment and attractions Organised indoor sport (adult) Remaining accommodation Remaining outdoor entertainment (including performances) 	BUSINESS & ACTIVITIES <ul style="list-style-type: none"> Remaining businesses, including nightclubs 	TRAVEL <ul style="list-style-type: none"> Domestic overnight stays International travel (subject to review) 	TRAVEL <ul style="list-style-type: none"> Domestic overnight stays International travel 	EVENTS <ul style="list-style-type: none"> Most significant life events (30) Indoor events: 1,000 or 50% (plus pilots) Outdoor seated events: 10,000 or 25% (plus pilots) Outdoor other events: 4,000 or 50% (plus pilots) 	EVENTS <ul style="list-style-type: none"> No legal limit on life events Larger events
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<p>How many cases are there in Brighton and Hove?</p>	<p>You can find key local data showing confirmed cases of COVID-19 and deaths related to COVID-19 on the Brighton and Hove Council website. We have reproduced some of this data below.</p> <p>The Council also provides links to other available data which can be accessed here.</p>														
<p>Information on Test and Trace</p>	<p>You can read more about NHS Test and Trace service. Those who have been in close contact with someone who tests positive must isolate even if they have no symptoms. Statistics can be found here.</p> <p>Track and Trace - avoid scams</p> <p>The Police and Trading Standards are concerned that fraudsters will try and exploit this new system and get people to click on links or pass over information they shouldn't.</p>														

The information below it to help you make sure you are in contact with the right people.

Genuine Contact Tracers will:

- Initially contact you by sending a text messages from 'NHS', calling you from 0300 013 5000 or by e-mail.

They will ask:

- That you sign into the NHS test and trace contact-tracing website seen here: <https://contact-tracing.phe.gov.uk>
- Your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.
- About the coronavirus symptoms you have been experiencing.
- You to provide the name, telephone number and/or email address of anyone you have had close contact with in the two days prior to your symptoms starting.
- If anyone you have been in contact with is under 18 or lives outside of England.

They will never:

- Try and get you to dial a premium rate (09 or 087) number to speak to them.
- Ask you to make any form of payment or purchase a product or any kind.
- Try and get you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else.
- Ask you to access any website other than this one <https://contact-tracing.phe.gov.uk>
- Try and get any details about your bank account.
- Ask you for any passwords or PINs.
- Try and get you to set up any passwords or PINs over the phone.
- Ask for your social media identities or login details, or those of your contacts.
- Offer any medical advice on the treatment of any potential coronavirus symptoms.

If you suffer from fraud as the result of any such scams then please do report to Action Fraud using the link here: [Action Fraud website](#)

The National Cyber Security Centre is also keen to have phishing attacks that people receive forwarded to them via the e-mail address here: report@phishing.gov.uk

Test and Trace mobile phone app

The app provides advice and outlines actions you need to take around self-isolating or getting a test. It also informs users if the local area becomes high risk. All leisure, hospitality, sports and faith venues that the public visit will need to display their own QR code poster so customers can check in quickly and easily.

[Find out more about the NHS Covid-19 app.](#)

Download now from:

Google Play Store:

<https://play.google.com/store/apps/details...>

Apple App Store: <https://apps.apple.com/us/app/id1520427663>

Find out more: <https://covid19.nhs.uk>

A video with BSL sign language is available [here](#)

Healthwatch England has produced guidance for patients which you can access [here](#).

What are the symptoms of coronavirus (Covid-19)?

What are the symptoms of coronavirus?

The [main symptoms](#) are listed below. It has not been recognised that there are up to [20 common symptoms of COVID](#).


Stay at home if you have any of the following. This will help to protect others in your community while you are infectious.

- **a high temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss of smell or taste**
- if you have symptoms of coronavirus, you'll need to stay at home
- Read the [advice about staying at home](#).

If you have symptoms or have tested positive for coronavirus, you'll usually need to self-isolate for at least 10 days.

You'll usually need to self-isolate if:

- someone you live with has symptoms or tested positive

	<ul style="list-style-type: none"> • someone in your support bubble has symptoms or tested positive • you've been told to self-isolate by NHS Test and Trace <p>You can use the 111 online coronavirus service to find out more about your symptoms and whether they are the coronavirus.</p> <p>Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long term conditions like diabetes, cancer and chronic lung disease.</p> <p>Children can get coronavirus (COVID-19), but they seem to get it less often than adults and it is usually less serious (see the advice around children below)</p> <p>Get text messages from the NHS about coronavirus If you have coronavirus symptoms, you can sign up for text messages from the NHS about coronavirus. You'll get advice and links to trusted sources of information and support. Sign up for text message advice</p>
<p>Does everyone show symptoms?</p>	<p>No. It is estimated that 1 in 3 people will have the virus, but that the majority will either not show symptoms, or only experience mild symptoms. You can still transmit the virus even if you do not feel unwell.</p> 
<p>How is the virus transmitted?</p>	<p>Anyone can spread the virus, even people who are not showing obvious symptoms</p> <p>Like many respiratory viruses, COVID-19 can be spread in tiny droplets released from the nose and mouth of an infected person as they cough/sneeze. Droplets can land on other people or objects, but smaller particles can remain in the air.</p> <p>In summary, COVID-19 can be transferred:</p> <ul style="list-style-type: none"> • By coughing/sneezing onto mucous membranes i.e. mouth/eyes. But you need to be in close contact with another person for this to occur.

	<ul style="list-style-type: none"> • By coming into contact with respiratory secretions • It can be transferred by touching mucous membranes • By touching tissues/surfaces contaminated with respiratory secretions.
<p>What about new variants?</p>	<p>You can read more about variants of COVID-19 by clicking here</p> <p>It is not uncommon for viruses to undergo mutations; seasonal influenza mutates every year.</p>
<p>Testing for coronavirus</p>	<p>Advice from Brighton and Hove Council is available here.</p> <p>A test for suspected COVID-19 is free and NHS treatment for COVID-19 is free for all, including overseas visitors who are not usually entitled to free treatment from the NHS</p> <p>Click here to get a coronavirus test.</p> <p>To help ensure the people that really need to get a test can please:</p> <ul style="list-style-type: none"> • only request a test if you have COVID-19 symptoms or have been advised to have a test • keep trying to book through the NHS website or by calling 119 • self-isolate immediately for 10 days if you have symptoms and all household members also need to stay at home. <p>Walk- in coronavirus test centres are available but must be pre-booked</p> <p>If you don't have access to the internet, you can call 119 to book or order a test.</p> <p>In the event that people with symptoms are unable to obtain a local test, it is not recommended that they travel long distances. Government advice is to try booking again in a few hours. A good time to try is 8.30pm when new slots are made available.</p> <p>Get a test as soon as possible if you have any symptoms of coronavirus.</p> <p>The symptoms are:</p> <ul style="list-style-type: none"> • a high temperature • a new, continuous cough • a loss or change to your sense of smell or taste <p>The test needs to be done in the first 8 days of having symptoms.</p>

You do not need to get a test if you have no symptoms or if you have different symptoms.

How to book a free community test

Anyone aged 18 and over who can't work from home is encouraged to book in for a symptom-free Covid-19 test. Local testing offers free, rapid lateral flow tests to anyone who isn't showing signs of Covid-19, who can't work from home and who can't access testing through other means. Further details, including how to book, are available on the Brighton & Hove City Council website at www.brighton-hove.gov.uk/communitytesting, or call 01243 642130.

What should I do if I think I have symptoms?

What should I do if I think I have symptoms?

Stay at home if you have any of the following. This will help to protect others on your community while you are infectious.

- **a high temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss of smell or taste**
- if you have symptoms of coronavirus, you'll need to stay at home
- Read the [advice about staying at home](#).

If you have symptoms or have tested positive for coronavirus, you'll usually need to self-isolate for at least 10 days.

	<p>You can use the 111 online coronavirus service if you have any of:</p> <ul style="list-style-type: none"> • high temperature • new, continuous cough • loss or change to your sense of smell or taste <p>Do not go to places like a GP surgery, hospital or pharmacy.</p> <p>If your symptoms are mild, you will usually be advised not to leave your home. This is called self-isolation.</p> <p>Read more about self-isolation if you have symptoms of coronavirus. Please also refer to the NHS website</p> <p>If you or someone you live with gets coronavirus symptoms again then the steps you should take depend on whether you have had a test for the virus and the result. Please read the advice here</p>
<p>What should I do if my child is ill and I am worried?</p>	<p>Children can get coronavirus (COVID-19), but they seem to get it less often than adults and it's usually less serious</p> <p>Call 111 if you're worried about a baby or child under 5. If your child seems very unwell, is getting worse or you think there's something seriously wrong, call 999. Do not delay getting help if you're worried. Trust your instincts. Get more advice about coronavirus in children.</p> <p>Call 111 or your GP surgery if your child:</p> <ul style="list-style-type: none"> • is under 3 months old and has a temperature of 38C or higher, or you think they have a fever • is 3 to 6 months old and has a temperature of 39C or higher, or you think they have a fever • has other signs of illness, such as a rash, as well as a high temperature (fever) • has a high temperature that's lasted for 5 days or more • does not want to eat, or is not their usual self and you're worried <p>Call 999 if your child:</p> <ul style="list-style-type: none"> • has a stiff neck • has a rash that does not fade when you press a glass against it (use the "glass test" from Meningitis Now) • is bothered by light • has a seizure or fit for the first time (they cannot stop shaking) • has unusually cold hands and feet

- has pale, blotchy, blue or grey skin
- has a weak, high-pitched cry that's not like their usual cry
- is drowsy and hard to wake
- is extremely agitated (does not stop crying) or is confused
- finds it hard to breathe and sucks their stomach in under their ribs
- has a soft spot on their head that curves outwards
- is not responding like they usually do, or not interested in feeding or usual activities

What are the treatment options for coronavirus (Covid-19)?

What are the treatments for someone with the coronavirus?

Current treatment options relieve the symptoms while your body fights the illness.

[Dexamethasone proves first life-saving drug](#). A cheap and widely available drug can help save the lives of patients seriously ill with coronavirus. The low-dose steroid treatment dexamethasone is a major breakthrough in the fight against the deadly virus, UK experts say. Read more by clicking here.

In May last year, the government announced that [selected NHS patients would be given access coronavirus treatment remdesivir](#). The anti-viral drug remdesivir will be made available to patients meeting certain clinical criteria to support their recovery in hospital. The drug is currently undergoing clinical trials around the world, including in the UK, with early data showing it can shorten the time to recovery by about 4 days.

Treating a high temperature

If you have a high temperature, it can help to:

- get lots of rest
- drink plenty of fluids (water is best) to avoid dehydration. Drink enough so your pee is light yellow and clear
- take [paracetamol](#) or [ibuprofen](#) if you feel uncomfortable

Treating a cough

If you have a cough, it's best to avoid lying on your back. Lie on your side or sit upright instead. To help ease a cough, try having a teaspoon of honey. But do not give honey to babies under 12 months. If this does not help, you could contact a pharmacist for advice about cough treatments.

It's important to get medical help if your symptoms get worse.

Use the 111 online coronavirus service if:

- you feel you cannot cope with your symptoms at home

	<ul style="list-style-type: none"> • your symptoms get worse and you're not sure what to do <p>Call 999 for an ambulance if you or someone you care for:</p> <ul style="list-style-type: none"> • are struggling to breathe • are coughing up blood • have blue lips or a blue face • feel cold and sweaty, with pale or blotchy skin • has a rash that does not fade when you roll a glass over it • collapse or faint • become confused or very drowsy • have stopped peeing or are peeing much less than usual • tell the operator you might have coronavirus symptoms.
<p>Should I take paracetamol or ibuprofen?</p>	<p>Since April 2020, advice issued by the Government is that patients can take paracetamol or ibuprofen when self-medicating for symptoms of COVID-19, such as fever and headache, and should follow NHS advice if they have any questions or if symptoms get worse.</p> <p>The Commission on Human Medicines has also now confirmed there is no clear evidence that using ibuprofen to treat symptoms such as a high temperature makes coronavirus worse.</p> <p>Try paracetamol first if you can, as it has fewer side effects than ibuprofen and is the safer choice for most people.</p> <p>Patients should always read the patient information when taking over-the-counter medicines, such as ibuprofen and paracetamol, and follow the instructions on how to take the medicines. For further information click here</p>
<p>Do I need antibiotics?</p>	<p>Antibiotics do not help. They do not work against viruses.</p>
<p>What about the vaccination?</p>	<p>We have created a dedicated webpage on the Healthwatch Brighton and Hove website. This will be updated regularly as information about the roll-out of vaccines is released. The website explains how the vaccine is currently being rolled-out, and what you need to do.</p> <p>We are working with local NHS Clinical Commissioning Groups to ensure you get the information you need.</p> <p>You can access some answers to Frequently Asked Questions about the vaccine by clicking here.</p>

It is important to remember that you can still catch and transmit the virus even if you have been vaccinated, although any symptoms should be less severe. It is important to continue to follow advice about social distancing.



How can I protect myself and others?

How can I avoid catching or spreading coronavirus?

Everyone should do what they can to stop coronavirus spreading. It is particularly important for people who:

- are 70 or over
- have a long-term condition
- are pregnant
- have a weakened immune system

Do the following more often than usual:

- wash your hands with soap and water often - do this for at least 20 seconds
- always wash your hands when you get home or to work
- use hand sanitiser gel if soap and water are unavailable
- 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
- avoid close contact with people who have symptoms
- only travel on public transport if you need to
- work from home, if you can
- use phone, [online services](#), or apps to contact your GP surgery or other NHS services

Who are included in 'high risk' groups?

<p>What are 'at risk groups'?</p>	<p>Coronavirus can make anyone seriously ill, but there are some people who are at a higher risk. People most at risk from coronavirus are sometimes called "shielded" or "extremely vulnerable" people.</p> <p>You can access COVID-19: guidance on shielding and protecting people defined on medical grounds as extremely vulnerable. This provides information for shielding and protecting people defined on medical grounds as extremely vulnerable from COVID-19. The Majority of children no longer need to shield.</p> <p>Register for support If you've been told you're at high risk from coronavirus, you can register for support, such as getting food delivered to your home. It's a good idea to do this even if you do not need support right now. You can either:</p> <ul style="list-style-type: none"> • register for coronavirus support on GOV.UK • call 0800 028 8327 to register <p>You'll need your NHS number to register. You can find this on the letter you received telling you that you're at high risk, or on any prescriptions.</p> <p>People who are shielding remain vulnerable and should continue to take precautions but can now leave their home if they wish, as long as they are able to maintain strict social distancing.</p> <p>Can you still access support? People who are shielding themselves from the coronavirus can self-refer to the NHS Volunteer Responder Programme via telephone (0808 196 3646) or online by clicking on this new site</p> <p>What to do if you are unsure? See the full advice on protecting yourself from coronavirus if you're at high risk (extremely vulnerable) on GOV.UK and what to do if you live with someone who is at high risk from coronavirus.</p>
<p>Can someone collect my prescriptions for me?</p>	<p>Yes</p> <p>Many pharmacies have stopped their free medicines deliveries service. Patients are advised to make alternative arrangements:</p> <ul style="list-style-type: none"> • ask a friend or relative to collect their medicines for them • call NHS Volunteer Responders on 0808 196 3646(8am to 8pm) to arrange support, or


	<ul style="list-style-type: none"> • contact their pharmacy or their local council to find a local volunteer. <p>Where collections are made by friend or family It is recommended that medicines are collected and delivered by friends, family or a volunteer. Whoever is collecting the medication will need to confirm the patient’s details and they may be asked to declare the correct prescription charge exemption for the patient. Pharmacists may seek written authorisation from the patient, however it is acceptable to take a phone call from the patient in exceptional circumstances. The person collecting is acting as the “patient’s agent” and it is this authorisation that allows them to legally collect the prescription on behalf of the patient.</p> <p>Healthwatch has produced a guide which explains how you can arrange to have your prescriptions collected on your behalf.</p>
<p>I have a specific medical condition; is there any advice I should follow?</p>	<p>Some charities and organisations have worked with the NHS to produce specific advice about coronavirus.</p> <p>Alzheimer's disease and dementia Alzheimer's Society: coronavirus - support for a person with dementia living alone Dementia UK: coronavirus - questions and answers</p> <p>Arthritis and other joint or muscle conditions Versus Arthritis: coronavirus (COVID-19)</p> <p>Asthma, COPD and other lung conditions Asthma UK: coronavirus (COVID-19) British Lung Foundation: coronavirus (COVID-19)</p> <p>Cancer Cancer Research UK: coronavirus (COVID-19) and cancer Macmillan: coronavirus (COVID-19) guidance for people with cancer</p> <p>Cystic fibrosis Cystic Fibrosis Trust: coronavirus help and advice</p> <p>Diabetes NHS England and NHS Improvement published a study that shows that people living with type 1 diabetes are at three and a half times the risk, and people living with type 2 are at double the risk, of dying in hospital with COVID-19, compared to people without diabetes. In response, NHS England and NHS Improvement announced the expansion of support to people with diabetes to include a dedicated helpline to advise those who need help with</p>

	<p>insulin, established with Diabetes UK and others. Diabetes patients will also have access to additional online advice to help them to manage their condition better.</p> <p>Heart disease British Heart Foundation: coronavirus - what it means for you if you have heart or circulatory disease</p> <p>HIV Terrence Higgins Trust: coronavirus (COVID-19)</p> <p>Kidney disease Kidney Care UK: coronavirus (COVID-19) guidance for patients with kidney disease</p> <p>Liver disease British Liver Trust: coronavirus (COVID-19) - health advice for people with liver disease and liver transplant patients</p> <p>Mental health Mind: coronavirus and your wellbeing</p> <p>Motor neurone disease MND Association: coronavirus and MND</p> <p>Sickle cell Sickle Cell Society: coronavirus (COVID-19) and sickle cell disorder</p> <p>Stroke Stroke Association: information on coronavirus for stroke survivors</p>
<p>What support is available during self-isolation?</p>	
<p>What if I need medical help whilst self-isolating?</p>	<p>If you need medical help for any reason, do not go to places like a GP surgery, pharmacy or hospital. If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the 111 coronavirus service.</p> <p>If you need help or advice not related to coronavirus:</p> <ul style="list-style-type: none"> • for health information and advice, use the NHS website or your GP surgery website • for urgent medical help, use the NHS 111 online service - only call 111 if you're unable to get help online • for life-threatening emergencies, call 999 for an ambulance <p>Read more advice about getting medical help at home.</p>

<p>Do I need proof that I need to self-isolate?</p>	<p>If necessary, you can get an isolation note to give to your employer.</p> <p>Isolation notes will provide employees with evidence for their employers that they have been advised to self-isolate due to coronavirus, either because they have symptoms or they live with someone who has symptoms, and so cannot work.</p> <p>For the first seven days off work, employees can self-certify so they don't need any evidence for their employer. After that, employers may ask for evidence of sickness absence. Where this is related to having symptoms of coronavirus or living with someone who has symptoms, the isolation note can be used to provide evidence of the advice to self-isolate.</p> <p>If you live with someone who has symptoms of coronavirus, you can get an isolation note to send to your employer as proof you need to stay off work.</p> <p>You can request an isolation note by visiting NHS 111 online, rather than <u>visiting a doctor</u>.</p>
<p>How can I access services during the pandemic?</p>	<p>Sussex NHS Commissioners has produced a guide to support you to access NHS services that are still here for you during COVID-19, which includes helpful information explaining how you may need to access services in a different way to stay safe. This guide is also available in different languages and British Sign Language (BSL) on request by contacting the Public Involvement team on 01903 708 411.</p>
<p>Support whilst self-isolating</p>	<p>Staying at home and reducing contact with other people can be hard. There are things you can try to help you to stay well:</p> <ul style="list-style-type: none"> • stay in touch with family and friends over the phone or on social media • spend time doing things you enjoy - such as reading, cooking, indoor hobbies, listening to the radio or watching TV • do light exercise at home • spend time with the windows open to let in fresh air • spend time in your garden or on your doorstep, if possible - but stay at least 2 metres away from other people • read the advice about how to look after your mental wellbeing while staying at home from Every Mind Matters • read the advice on wellbeing and autism, dementia, learning disabilities, older people, and mental health conditions from GOV.UK

What specific local and national guidance is available?

<p>Local Healthwatch advice</p>	<p>On our website you can find:</p> <p>An essential update on changes to local health and social care services during the Covid-19 outbreak. Please click here.</p> <p>Advice about seeing a dentist or GP, and how to arrange the collection of prescriptions</p> <p>How to request help for a vulnerable people (for yourself or someone else). Please click here.</p> <p>Advice about avoiding scams, and how to report these. Please click here</p> <p>We have also produced a list of commonly asked questions which you can find on our website.</p> <p>We have produced a short guide giving advice on staying active indoors & looking after your mental health</p> <p>The World Health Organisation has produced a Myth Busting guide about the virus which you can read here.</p>
<p>National NHS advice</p>	<p>Advice published by NHS England can be accessed here</p>
<p>National Government advice</p>	<p>A list of useful guidance documents has been published by the government.</p>
<p>Support with mental health</p>	<p>Support to maintain good mental health can be accessed here</p> <p>People across Sussex struggling with their mental health during the coronavirus (COVID-19) outbreak are being offered additional telephone and crisis support to help them cope.</p> <p>Sussex Partnership NHS Foundation Trust has expanded the Sussex Mental Healthline - 0300 5000 101 - to provide a 24/7 service to people needing urgent help with their mental health</p>

	
<p>Brighton and Hove Council advice</p>	<p>Updated information is being issued regularly by Brighton & Hove Council. The Council has also created a COVID-19 Community Advice and Support Hub.</p> <p>Vulnerable people can get additional COVID-19 related support including emergency food bank referrals, shopping and medicine collection from the community advice and support hub.</p> <ul style="list-style-type: none"> • If you, or someone you know needs support to get essential supplies like food or medication and you don't have family, friends or a support/care worker to help you, go to: new.brighton-hove.gov.uk/coronavirushel • If you have no way of getting online and no one to help you, call 01273 293117, and press option 2 (Monday to Friday, 10am to 4.30pm) <p>Please see their website with information on a range of topics. If you need information about changes to existing council services because of the COVID-19 situation, such as Parking, Bus Passes, Council Tax payments, or Business Rates, please search for the relevant service on the council website, or visit: www.brighton-hove.gov.uk/coronavirus (please use the online forms to contact the service wherever you can as phone links will be busy).</p>
<p>Travel advice</p>	<p>From June 2020, it is the law that you must wear a face covering when travelling in England on a bus or coach, train or tram, ferry or hovercraft or other vessel aircraft or cable car.</p> <p>Brighton and Hove Buses has provided some information explaining what this means, and what exclusions apply. You can find more information on our website.</p> <p>If you have returned from overseas please refer to this page and this page for more information</p>

<p>Advice for claimants of benefits</p>	<p>Apply for Universal Credit online. Only call DWP to book an initial telephone appointment. Because the lines are currently extremely busy, local Jobcentres will also try to call customers if they have applied online but have not yet got an appointment booked. Claims will start the day people submit their application online, this is not reliant on identity being verified online.</p> <p>DWP Visiting Service have suspended routine face-to-face home visits except for the following three criteria: Visits to vulnerable customers; where a visit is needed to ensure benefit payments can be made; visits to undertake safeguarding checks. For organisations who make referrals to DWP Visiting, please continue to do so in the same way you do at present.</p> <p>Advice for claimants of Personal independence payments: PIP</p>
<p>What support is available for specific groups?</p>	
<p>Bereavement support</p>	<p>The Coronavirus pandemic is likely to have an impact on people’s experience of bereavement and grief.</p> <p>Information and resources on how bereavement and grief may be affected by the pandemic are available:</p> <p>Healthwatch England has produced information for you and your loved ones discuss your preferences for end of life care. This is especially important if you have been identified as high risk of severe illness if you catch Covid-19.</p> <p>Coronavirus: dealing with bereavement and grief</p> <p>Coronavirus: information, advice and guidance on supporting bereaved children and young people during the Coronavirus outbreak</p> <p>The government has produced guidance to support the safe management of funerals. On this webpage you will also find details of organisations who offer support and advice.</p>
<p>Support for those aged 50 and over</p>	<p>Ageing Well is there to support you.</p> <p>If you need information, help or simply someone to talk to whilst social distancing or self-isolating, call 07770 061072 or email ageingwellbh@impact-initiatives.org.uk</p>

	<p>You can also check out a list of services and support available for if you need to stay at home: http://ageingwellbh.org/coronavirus/</p> <p>They will be updating the list every other day.</p> <p>Ageing Well have created a directory specifically with supermarket opening times and dedicated shopping times for older people, carers, vulnerable people and NHS workers, it will be updated regularly, please see here: http://ageingwellbh.org/</p>
<p>Children and Young people</p>	<p>Children's story book released to help children and young people cope with COVID-19</p> <p>Simple, fun activities for kids, from newborn to five</p> <p>The YMCA has created a dedicated information and resources webpage</p> <p>The Council's directory of youth services provides information on all local services and weblinks</p> <p>Advice for parents and carers on looking after the mental health and wellbeing of children or young people during the coronavirus (COVID-19) outbreak</p> <p>Chanua provides Neurolove.org, a platform providing a friendly ear and human support for young people to help them to keep virtually social and safe online. Supporting young people to manage anxiety and low mood</p>
<p>Support for parents of children with SEND needs</p>	<p>Advice about Special Schools is available on the Amaze website. This includes Frequently Asked Questions (FAQs) about the coronavirus for parent carers of children with SEND.</p>
<p>Support for children with learning difficulties</p>	<p>Please see the following resources:</p> <p>Deciding Together (in advance) whether someone should go into hospital when they get ill with the virus Jack plans ahead for coronavirus</p> <p>Supporting people with learning disabilities when someone they love dies at this time of social isolation When someone dies from coronavirus</p>

	<p>Easy read go-to resource links:</p> <ul style="list-style-type: none"> • Easy read Coronavirus posters from Photosymbols • A set of easy read Coronavirus resources from Mencap • A Coronavirus hub hosted by Learning Disability England • Opening Doors (Formally People First) has developed a range of resources such as a guide to self-swabs testing and staying safe at home.
Safeguarding children	<p>In these unusual times it's even more important that as a city we work together to ensure that children are safe. If you see or hear something that worries you - please say something.</p> <p>If you are worried about a child, contact the Front Door for Families: www.brighton-hove.gov.uk/front-door-families 01273 290400 (Monday to Thursday, 9am to 5pm, and Friday until 4.30pm) In an emergency call 999.</p>
Adults with learning disabilities	<p>Government advice on COVID-19: supporting adults with learning disabilities and autistic adults</p> <p>You can report your concerns to adult social care services, through Access Point: www.brighton-hove.gov.uk/adult-social-care or call 01273 295555 (Monday to Friday, 9am to 4.30pm)</p>
People in receipt of Direct Payments	<p>Guidance produced by the government is available here</p>
Support for those who are pregnant	<p>There's no evidence that pregnant women are more likely to get seriously ill from coronavirus. But pregnant women have been included in the list of people at moderate risk (clinically vulnerable) as a precaution. This is because pregnant women can sometimes be more at risk from viruses like flu.</p> <p>Advice for pregnant women has been produced by the Royal College of Obstetricians and Gynaecologist</p> <p>Healthwatch England has produced an updated guide explaining how coronavirus could affect you, your baby and your pregnancy care.</p> <p>Healthwatch Brighton and Hove has also produced a local guide on maternity and pregnancy advice and information</p>

	<p>The government has also produced guidance which you can access here. This includes advice about birthing, when to call your midwife and what steps to take should you develop symptoms of coronavirus.</p> <p>In addition, our local Trust has produced maternity guidance here</p> <p>Peppy helps parents-to-be, and new parents remotely access trusted, convenient advice from perinatal and mental health experts</p>
<p>Victims of domestic violence</p>	<p>The government has produced guidance to support victims of domestic abuse during Covid-19 - available here.</p> <p>If you need support from RISE or are worried about a friend you can call our helpline on 01273 622 828, or contact us online via the Portal.</p> <p>If you have been affected by domestic or sexual abuse and violence you can talk to someone and get support from:</p> <ul style="list-style-type: none"> • The Portal freephone 0300 323 9985 • National Domestic Violence 24hr helpline 0808 2000 247 • In an emergency call 999 <p>If it is not safe for you to speak to the police you can use the Silent Solution system - call 999, and if you don't speak you will be diverted to an automated system. You can then press 55 to be transferred to the local police.</p> <p>Healthwatch England has produced information to support people who are experiencing or feel at risk of domestic abuse or are worried about someone who might be. This includes information about where you can go for advice and help.</p> <p>https://www.healthwatch.co.uk/advice-and-information/2020-05-04/what-domestic-abuse-and-how-can-i-get-support</p>
<p>Advice for cancer patients</p>	<p>Healthwatch England has produced a comprehensive guide on cancer and coronavirus. This provides advice for people living with cancer and anyone who is worried that they may be displaying symptoms of cancer. You can also find more information from our cancer webinar, including a Q&A with experts, as well as downloading a video of the event itself.</p> <p>Our local Trust has also produced guidance for cancer patients, plus answers to commonly asked questions. You can access these here</p> <p>Ask Eve has developed a cancer and coronavirus information hub, so that people can access up to date and accurate information on gynaecological cancer pathways, from first investigation of</p>

	<p>symptoms through to follow up post treatment, as well as information on the national cervical screening programme. www.eveappeal.org.uk/coronavirus Their nurse-led information service is there to answer any questions relating to gynaecological health and is completely free and confidential. People can contact Ask Eve by emailing nurse@eveappeal.org.uk or calling 0808 802 0019.</p> <p>Macmillan Horizon Centre Schedule is offering phone support (counselling, benefits advice and general information and support) and virtual support sessions for the rest of April and for May. Phone support: 01273 468770 Virtual Support sessions To enquire and book a session either e-mail horizoncentre@macmillan.org.uk or call us on 01273 468770</p> <p>Vinehealth is a mobile app to support cancer patients and their loved ones during treatment by allowing them to easily track and understand their care, including their symptoms, side effects, appointments and medications</p>
<p>Befriending services</p>	<p>Together Co, a local charity maybe able to help:</p> <ul style="list-style-type: none"> • Put you in touch with someone to have a phone chat. • Drop off essential food shopping and supplies. • Set up technology to help you stay in touch, such as WhatsApp or video calling <p>VideoVisit® HOME allows the elderly to communicate with their family members and home care providers through a virtual care tablet designed specifically for elderly.</p>
<p>Information on food banks</p>	<p>Brighton and Hove Food Partnership is regularly updating its website which you can access here</p>
<p>Refugees and Migrants</p>	<p>There is a regular COVID19 migrant support zoom meeting with some of the service providers in the city. It acts almost like a COVID19 response sub-group of the Refugee and Migrant Forum. If you are interested in joining these zoom meetings, please email info@brighton-and-hove.cityofsanctuary.org.</p>
<p>Rough sleepers</p>	<p>If you are concerned about someone who is rough sleeping, please contact our street outreach service by emailing BrightonSOS@mungos.org.</p>

	<p>More details on local services for homeless people and people who are rough sleeping</p> <p>Targeted information has been published by the government for hostels and day centres for people rough sleeping.</p> <p>Beam is a digital platform that supports the homeless and vulnerable. Beam takes referrals from local authorities and homeless charities, then ensures goods are funded, delivered and documented.</p> <p>Homeless advice in English, Romanian and Polish. Resources from Groundswell include:</p> <ul style="list-style-type: none"> • Coronavirus advice for people who are sleeping rough • Coronavirus advice for people who are in shared accommodation, and • Advice on accessing and managing benefits during the coronavirus pandemic <p>Find out more: https://groundswell.org.uk/coronavirus/</p>
<p>What do all of the terms being used mean?</p>	
<p>What is the difference between coronavirus and Covid-19?</p>	<p>Coronaviruses are a large family of viruses that can cause illnesses ranging from the common cold to more severe diseases such as SARS (Severe Acute Respiratory Syndrome)</p> <p>Coronaviruses circulate between animals and humans; sometimes new variants of the coronavirus emerge - such as COVID-19. Therefore, Covid-19 is a new strain of coronavirus that has not been previously identified in humans.</p> <p>COVID-19 has the potential to spread widely as lack of immunity means everyone in the population is susceptible.</p>
<p>What is furloughing?</p>	<p>The government announced a coronavirus job retention scheme which gives employers access to support from HMRC to continue paying wages and avoid laying off staff or making them redundant due to the covid-19 pandemic.</p> <p>The basics are:</p> <ul style="list-style-type: none"> • Employees can be furloughed and kept on the payroll. They should not work during this time but will remain employed. • The scheme is open to all UK employers that had a PAYE scheme in place on 19 March 2020, including charities and not-for-profit organisations.

	<ul style="list-style-type: none"> Where staff are furloughed employers can apply for a grant to claim up to 80% of wage costs up to a cap of £2,500 per month, plus the associated employer national insurance contributions and minimum auto enrolment pension contributions. Wages of furloughed employees will remain subject to income tax and other usual deductions. <p>NVCO has produced a guide to furloughing: What it is, how it works, who is eligible. The government's Portal to claim for furloughed employees has opened (from 20 April)</p>
<p>What is self-isolation, and how do I do it?</p>	<p>Self-isolation is about protecting others and slowing down the spread of COVID-19. It is very important that anyone who has the virus, or might have been exposed to it, limits the number of people they come into contact with. This is the most effective way of preventing the coronavirus from spreading.</p> <p>Some further information is available here including what to do if you share a home with others, or have pets.</p>
<p>What is social distancing?</p>	<p>Social distancing can include things like temporarily reducing socialising in public places such as entertainment or sports events, reducing use of non-essential public transport or recommending more home working. Guidance has been published by the UK government.</p>
<p>What is shielding?</p>	<p>Please refer to this article produced by Healthwatch England</p>
<p>What's the difference between social distancing, self-isolation and shielding?</p>	<p>Self-isolation, social distancing and shielding have been introduced by the Government to help you and your loved ones stay safe from COVID-19. You can find out more about what they mean in practice and what applies to you by clicking this link.</p>
<p>What is the 'R' number?</p>	<p>An 'R' number refers to the number of people an individual is likely to infect with COVID-19.</p> <p>An R of 1 means that on average every person who is infected will infect 1 other person. This indicates that the total number of new infections is stable.</p> <p>If R is 2, on average, each infected person infects 2 more people.</p>

	If R is greater than 1 the epidemic is generally seen to be growing, if R is less than 1 the epidemic is shrinking.
What is the growth number?	The growth rate reflects how quickly the number of infections are changing day-by-day. If the growth rate is greater than zero (+ positive), then the disease will grow, and if the growth rate is less than zero then the disease will shrink. The size of the growth rate indicates the speed of change. A growth rate of +5% will grow faster than one with a growth rate of +1%. Likewise, a disease with a growth rate of -4% will be shrinking faster than a disease with growth rate of -1%.
What is a 'social bubble'?	"Bubbling" describes a policy where people living in small, non-overlapping, groups of households are permitted to come into contact with one another. This has the effect of creating one large household out of two or more smaller households.

Myth busters: advice for the public

There is a lot of misinformation about coronavirus, how do I know what is correct?

A new GOV.UK WhatsApp Coronavirus Information Service has now been launched to combat the spread of misinformation. To use the service, members of the public simply add +44 7860 064422 to their contacts and send a WhatsApp message saying "Hi".

In addition, the World Health Organisation (WHO) has produced a [webpage](#) which tackles some misconceptions.