

Getting Help and Support During COVID-19

1. The most reliable way will be to continue to use **family or friends or local networks** in order to help with shopping / prescriptions etc whilst isolating. Please keep using these methods wherever possible.

2. If no family or friends are available to help you, then try calling the

Bromsgrove Community Support line on 01527 306490 – lines open 8am to 8pm

Royal Voluntary Service 03305 550310

Age UK North Worcestershire 01527 570490 also have some (chargeable) services

3. If that doesn't work then with help from the practice we can try and access the **National NHS Volunteers Support Network** for you.

The possible helps that might be requested are:

Check in and Chat Support: Provides short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation.

Community Support: Provides collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home.

Patient Transport Support: Provides transport to take patients home who are medically fit for discharge.

NHS Transport Support: Provides transport for equipment, supplies and/or medication between NHS services and sites. Also involves assisting pharmacies with medication delivery.

To request this help on your behalf we ideally need a mobile number for you (or home number if that is only available), email address (again if possible) and need to know what your request is, and how quickly you were hoping it might happen – bearing in mind the service relies on volunteers.

The most accurate way to give the practice these details so that we can try and help will be via our website, churchfieldssurgery.co.uk where you will find the [Engage Consult tool](#) in order to feed the request to the practice. Ideally these requests will not come to us via telephone because we have a limited number of incoming lines and need to prioritise those for medical enquiries.

4. If none of these above options work for you then you may try calling 0808 196 3382 if you are in one of the high-risk groups (eg have had an official government letter or been advised you are high risk by a health professional) to access the National NHS Volunteers Support Network directly – we expect this line to be extremely busy however.

Priority will be given to patients identified as most at risk from COVID-19.