**COVID-19 STAKEHOLDER MESSAGE**

**FRIDAY 20 MARCH 2020**

We have issued this brief with West Lancashire Partnership colleagues and other local organisations who we work with closely to support West Lancashire community.

Today, alongside this briefing, we have issued some social media posts you can use. Alternatively, you can follow our social media (links below) and share them in this way.

It is a fast-moving situation. We have tried to keep to the main messages that we would like to highlight to the local public below. We would welcome your support in using any of the below to populate your own internal bulletins, websites and social media, so we can reinforce national messages locally.

Please note - we have kept this as a word document to allow for a quick copy and paste where required by our communications colleagues.

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| COVID-19 SYMPTOMS/SELF CARE |
| Stay at home for 7 days if you have either:   * A high temperature – you feel hot to touch on your chest or back. * A new continuous cough – this means you’ve started coughing repeatedly. |
| Stay at home for 14 days if one of the people in your household has the above symptoms of coronavirus. The 14-day period starts from the day when the first person in the house becomes ill. |
| If you start displaying symptoms within this 14-day period, you need to stay at home for 7 days from when the symptoms appeared. (This applies even if you become ill within an original 14 day isolation period.) |
| Do not go to a GP surgery, pharmacy or hospital if you have symptoms |
| You do not need to contact 111 to tell them you're staying at home. |
| Use the NHS 111 online coronavirus service if:   * you feel you cannot cope with your symptoms at home * your condition gets worse * your symptoms do not get better after 7 days |
| Only call 111 if you cannot get help from 111 online. |
| Stay At Home advice can be found [here](https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/) |
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| OTHER PUBLIC HEALTH MESSAGES |
| Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel. |
| Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available. |
| Avoid touching your eyes, nose and mouth with unwashed hands. |
| Avoid close contact with people who are unwell. |

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| SOCIAL DISTANCING |
| Follow Public Health England issued guidance relating to [social distancing](https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults) |

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| VISITING FRIENDS AND FAMILY IN HEALTHCARE SETTING |
| National [visitor guidance](https://www.england.nhs.uk/coronavirus/publication/visitor-guidance/) was published on NHS England’s website. |
| Southport & Ormskirk’s visiting announcement is here: <https://www.southportandormskirk.nhs.uk/coronavirus-covid-19-restricts-visiting-at-hospitals/> |

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| MEDICINES |
| West Lancs Prescription Ordering Direct (POD) is experiencing huge volumes of calls. |
| Patients do not need to stockpile medicines |
| There is currently no issue with medicine supply |
| If West Lancashire patients already use My GP/Patient Access apps, they can use them to order repeat prescriptions |
| Patients currently on NSAIDs (non-steroidal anti-inflammatory medications) for other medical reasons (e.g. arthritis) should not stop them. |
| Patients, who have confirmed Covid-19, or believe they have Covid-19, should use paracetamol in preference to ibuprofen, or other NSAIDs drugs |
| We will only issue your usual supply of medication, and if your repeat prescription is not within the next seven days please call when it is due to be issued. |
| Please be aware that we cannot accept requests for paracetamol, unless you currently receive regular repeat prescriptions for paracetamol. Paracetamol can be obtained from your local pharmacy or other retailer. |
| Unless you have a confirmed diagnosis of a chronic respiratory condition, we cannot accept a request for an inhaler at this time. |

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| LOCAL HEALTH SERVICES |
| West Lancashire health services are under huge strain |
| GP practices remain operational and are using telephone/video consultations |
| Any patients contacting the GP practices with symptoms cannot be supported (see national advice above) |
| We urge the public to follow the advice and avoid accessing any health care services if they have Covid-19 symptoms. |
| Community services are also carrying out initial screening before patients come to any appointments to ensure they have no Covd-19 symptoms |
| Our healthcare systems will continue to look after those who are elderly, frail and/or vulnerable – all with underlying health conditions. |
| Electives have been cancelled at Southport and Ormskirk Hospital NHS Trust and the trst is rolling out respiratory training for staff |
| The CCG and other colleagues are working together to pull together a list of vulnerable patients in West Lancashire so we can support them |
| Practices are working on a West Lancashire wide level to ensure they streamline services as best they can |
| Managing home visits by looking at joint solution between Acute Visiting Service, the GP Fed, GP practices, Urgent Treatment Centre and Extended Access. |
| Urgent Treatment Centre are screening patients and segregating patients in treatment rooms |

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| HYGIENE |
| Here are some NHS instructions on hand washing.  Please don’t forget your wrists too! <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/> |
| Please also wipe down/disinfecting well used items such as phones, door handles, steering wheels and keyboards <https://www.bbc.co.uk/news/av/technology-51863924/coronavirus-how-to-clean-your-smartphone-safely> |

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| SOCIAL MEDIA POSTS |
| We continue to share and retweet posts by NHS England and Public Health England. Can everyone please follow the CCG’s channels and share the content so we can reach a broader audience in West Lancashire – Twitter: <https://twitter.com/WestLancsCCG> and Facebook: <https://www.facebook.com/NHSWestLancsCCG/> |
| Some social media posts you may wish to use were issued alongside this briefing. |

**OTHER USEFUL LINKS**

* For latest public facing COVID-19 advice, please see [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

* Updates will be posted onto the CCG’s website and this stakeholder message will continue to be issued: <https://www.westlancashireccg.nhs.uk/coronavirus/>