



Coronavirus: High Risk Category Patients

Important advice to keep you, or the person you care for safe



There is now a widespread outbreak of Coronavirus. It is essential that you and those you are living with can keep you safe.

Your doctor has identified you as being at greater risk of becoming unwell if you catch Coronavirus.

Here in Norfolk and Waveney we are providing extra support for people who are at a higher risk.

Please take a little time to look carefully at this brochure.

Keeping you safe

Please ensure that you or your carer / family log in to www.nhspatient.org every day to update us with essential information. This will allow us to predict the need for medical support across our community.

Step 1: Go to the website www.nhspatient.org

Step 2: Enter your Covid code and click **Start Daily Update**



Step 3: Fill out your 8 essential questions

The whole process takes less than 2 minutes.

Help is also available from:

www.gov.uk/coronavirus-extremely-vulnerable

Tel: 0800 028 8327



Medical care

GP practice appointments - Do contact your GP surgery if you have healthcare problems. Wherever possible care will be provided by phone, email or online.

Planned hospital appointments - Your hospital or clinic will contact you if changes need to be made to your care or treatment, otherwise you should assume care or treatment will take place as planned.

Urgent medical attention - If you have an urgent question relating to your existing medical condition, or the condition of the person you are caring for, please contact your GP practice or specialist hospital care team, directly.

Why do you need to be shielded through self-isolation?

Anyone can transfer Coronavirus (Covid-19) on their hands or through their breath.

Many people will have the virus with no symptoms.

Due to your underlying health illness(es) you could become severely unwell if you come into contact with this virus.



How to effectively self-isolate

1- Please stay at home

Stay at home at all times. This will help stop you from coming into contact with Coronavirus.

Do not invite family members or friends around unless they are delivering essential supplies.

Any essential carers or visitors who support you with your everyday needs can continue to visit, but they need to take special care because they may have Coronavirus.



Use remote technology

Keep in touch with friends and family by phone, email or social media.

Use telephone or online services to contact your GP or other essential services.

Visit www.nhspatient.org daily where you can update your healthcare team regularly using your unique patient code through the online portal or your mobile phone. Please let us know how you would prefer to be contacted through this website.



Report any symptoms

The three main symptoms of Coronavirus are

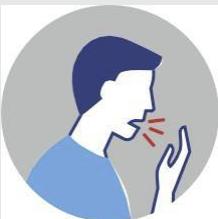
1. High temperature (above 37.8°C) / fever symptoms
2. New dry continuous cough
3. Loss or change to your sense of smell or taste

If you have any of these symptoms please use the NHS 111 online coronavirus service

(<https://111.nhs.uk/covid-19/>) or, if you don't have access to the internet, call NHS 111. Do this as soon as you get symptoms.



FEVER



COUGH



SHORTNESS OF
BREATH

2 - Regularly wash your hands

You should regularly wash your hands with soap and water for 20 seconds, especially prior to eating or after coughing, sneezing or handling things that are delivered to you such as post, food or medicines.

All essential visitors must remain at least 2 meters (3 steps) away from you where possible, and must wash their hands with hand soap or gel for 20 seconds, as soon as they arrive.



3 - Maintain your distance from each other

In your home:

- minimise the time you spend with others in shared spaces (kitchen, bathroom and sitting areas)
- keep shared spaces well ventilated
- aim to keep 2 metres (3 steps) away from others and encourage them to sleep in a different bed where possible
- use separate towels and, if possible, use a separate bathroom from the rest of the household
- clean the bathroom after every use
- avoid using the kitchen when others are present, take your meals back to your room to eat where possible, and clean all kitchenware thoroughly.

Ensure the rest of your household follow this guidance to keep you safe.



Support with daily living

It is particularly important for everyone to look after their mental health at the moment. To support this, a new 24/7 helpline offering mental health support has been setup. The number is **0808 196 3494**, which is free to call, open to everyone, and is staffed by mental health professionals from Norfolk and Suffolk NHS Foundation Trust.

Please ask others to do your shopping and pick up your medicines, which should be left outside your door.

Ideally quarantine all deliveries (including post) for up to 72 hours as it is possible the Coronavirus could be on any deliveries. Remember to wipe down all packaging with antibacterial wipes, then wash your hands after handling.

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<https://www.gov.uk/coronavirus-extremely-vulnerable>

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