

## Covid-19 supporting the most vulnerable

The government has set up a system to help those who are most at risk from COVID-19 and need to shield from it. This is to ensure the most vulnerable are prioritised and can get access to essential supplies whilst they are shielding. You may have received a letter from your GP surgery confirming you fall into one of the priority shielding groups or you may identify with groups which we have listed below.

To ensure you receive the help you need, if you have not done so, please make sure you register using the following link. If you need help to do this please call us on 0344 800 3800.

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

The register is to capture data and provide local councils and supermarkets with the right information so people who need help most can be identified quickly and prioritised.

People falling into extremely vulnerable groups include:

1. Solid organ transplant recipients.
2. People with specific cancers:
  - people with cancer who are undergoing active chemotherapy
  - people with lung cancer who are undergoing radical radiotherapy
  - people with cancers of the blood or bone marrow such as leukemia, lymphoma or myeloma who are at any stage of treatment
  - people having immunotherapy or other continuing antibody treatments for cancer
  - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
  - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
4. People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

**Here's some further information that will help you cope and stay safe and well during this difficult time.**

**Always follow the government advice**

**<https://www.gov.uk/coronavirus>**

**Keep up date with WhatsApp**

It's important to only trust information from official sources.

The Government has launched a free GOV.UK Coronavirus Information Service on WhatsApp. This provides rapid access to official, trustworthy and timely information and does not publish any misinformation about COVID-19. Using the App will reduce pressure on NHS services and help people to stay home, protect the NHS and save lives.

Signing up is easy. Simply add 07860 064422 to your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

**Changes to GP services**

GP's are requesting that you do not attend surgeries if you are displaying any symptoms of Covid-19. In such cases you are being asked to follow government guidelines and self-isolate for 7 days. If your symptoms do not improve or you are unable to be manage these at home, you should call NHS 111.

For other routine GP/nurse queries, including medication, please telephone your local surgery.

If you need help finding your local GP surgery please give us a ring.

**Need help getting medication?**

Pharmacies offer prescription delivery services. If you are self- isolating due to age or displaying symptoms, and would usually collect their medication, we can help you with details of local pharmacies and prescription delivery services.

## Your care package and provider

If you receive care you should have the contact details of your care provider in your Care Plan. If you have not had your planned visit or there is a problem or you have a concern, please let us if you need help to find what's happened. We can contact your care provider on your behalf to highlight any issues and then relay information back yourself. We can't take the place of your care provider but are happy to assist with contact.

## Community Alarm Service

You may be connected to Bernicia's community alarm service or you may purchase this type of service from another provider. As ever it's really important your details and those of your next of kin are absolutely up to date. So if you have any changes or are unsure of the details held on record please contact ourselves or your community alarm provider to check and update.

## Scams

Unfortunately there may be a very small minority of people who will try to take advantage of the current situation. So never let your slip. Always check the identity of callers to your home, never give out bank or personal details over the phone unless you are sure it is legitimate to do so and always report thing you think is suspicious.

Read the latest from Action Fraud

<https://www.actionfraud.police.uk/alert/coronavirus-related-fraud-reports-increase-by-400-in-march>

**Councils have set up community hubs to help the most vulnerable.  
Here's what's available in:**

**Northumberland County Council**

Northumberland Communities Together

Helpline: 01670 620015 (Monday – Sunday: 9am-6pm)

[northumberlandcommunitiestogether@northumberland.gov.uk](mailto:northumberlandcommunitiestogether@northumberland.gov.uk)

Covid 19 Northumberland Community response database

- [https://sheet2site.com/api/v3/index.php?key=1suocX7ClzwGbiykJOpAI-eg1ru9wl\\_Y6D0tDRUjaFkM&g=1&fbclid=IwAR2-uQICB4Q0b0ZhhJetPQRSIRfDuzfYWrK5OBTjy1uRrIXLQ1Ch6tHHQ9A](https://sheet2site.com/api/v3/index.php?key=1suocX7ClzwGbiykJOpAI-eg1ru9wl_Y6D0tDRUjaFkM&g=1&fbclid=IwAR2-uQICB4Q0b0ZhhJetPQRSIRfDuzfYWrK5OBTjy1uRrIXLQ1Ch6tHHQ9A)

**North Tyneside Council**

Covid-19 Support Hub

Helpline number: 0345 2000 101 (Monday to Friday, 8am to 5pm)

[contact.us@northtyneside.gov.uk](mailto:contact.us@northtyneside.gov.uk)

**Newcastle City Council**

CityLife Line

Helpline number: 0191 277 8000

Request support form - [https://newcastlecc-self.achieveservice.com/en/AchieveForms/?form\\_uri=sandbox-publish://AF-Process-541ba29f-ee02-413a-87c1-994fe82d50e3/AF-Stage-078ac3ec-1299-47bf-8eb8-76a794305efd/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen&consentMessage=yes](https://newcastlecc-self.achieveservice.com/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-541ba29f-ee02-413a-87c1-994fe82d50e3/AF-Stage-078ac3ec-1299-47bf-8eb8-76a794305efd/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen&consentMessage=yes)

**South Tyneside Council**

Covid-19 Support Hub

Helpline number: 0191 424 7575.

(Monday to Friday: 8am to 6pm, Saturday and Sunday: 9am to 1pm)

Love South Tyneside - <https://www.facebook.com/LoveSTyneside>

## **Gateshead Council**

Community Support

Helpline number 0191 433 7112

<https://www.gateshead.gov.uk/article/15182/I-need-help>

## **Sunderland City Council**

Helpline: 0800 234 6084  
(Monday to Friday: 8.30am to 5pm)

[helpsunderland@sunderland.gov.uk](mailto:helpsunderland@sunderland.gov.uk)

Request support form

- [https://forms.office.com/Pages/ResponsePage.aspx?id=-r8Uscn1IUmCu7FFYYVhni3xCIXv7pZFrzF\\_avW5z3FUN1VCR1JCV1pVQVhLVFITNTdGUFJENzNLVy4u](https://forms.office.com/Pages/ResponsePage.aspx?id=-r8Uscn1IUmCu7FFYYVhni3xCIXv7pZFrzF_avW5z3FUN1VCR1JCV1pVQVhLVFITNTdGUFJENzNLVy4u)

## **Durham County Council**

Locate Online Directory - <https://www.durhamlocate.org.uk/>

Helpline number: 03000 260260 (Monday to Friday: 9am-5pm, Saturday and Sunday: 10am 3pm)

<https://www.durham.gov.uk/covid19help>

## **Hartlepool Borough Council**

Hartlepool Support Hub

Helpline: 01429 272 905 (Monday to Friday: 10am-4pm, Saturday: 10am-12pm)

[helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)

## **Middlesbrough Council**

HelpBoro

Helpline number: 01642 729 777 (Monday to Sunday: 9am to 5pm)

[helpboro@middlesbrough.gov.uk](mailto:helpboro@middlesbrough.gov.uk)

## **Darlington Council**

Coronavirus Support database

- <https://livingwell.darlington.gov.uk/information/hubinformation>

## **Stockton-on-Tees Council**

Covid Community Support Team

Helpline number: 01642 524500 (9am-5pm, Monday-Friday and 10am-4pm, Saturday-Sunday)

## **Redcar and Cleveland Council**

Coronavirus Support Group

- <https://www.facebook.com/groups/2819334994816740/>