

Coronavirus Third Sector Bulletin: Edition 13

Introduction

Welcome to our latest bulletin.

This week as we reach a COVID-19 milestone – 100 days since the beginning of lockdown – we advise how to take the best decisions about, and make the best use of, local healthcare services during these challenging times.

With temperatures continuing to soar, it's essential you take note of all the support and advice available to help you enjoy the sunshine, whilst protecting your health.

For those of you who have been shielding, there's light at the end of the tunnel as measures start to be relaxed. You might find the detailed government advice confusing, so we help guide you through the maze with a simple overview of what the latest guidance means to you.

Finally, we provide updates on new support and guidance available around topics including alcohol, drugs, physical activity and smoking.

We hope you find this bulletin a useful and informative resource.

Help your NHS by choosing the right healthcare option

The NHS is here for you should you suddenly fall ill or get injured. To help ensure you're seen in the right place, at the right time by the right healthcare professional you need to use the most appropriate service.

- **Visit your pharmacy:** During hay fever season or possibly the time of year when a dodgy barbecue assaults your stomach, it's handy to know that pharmacists are trained medical professionals who can advise on the best treatment for common health conditions. There are many pharmacies across Leeds. You can walk-in (see note below about not doing so if you think you have coronavirus) and be seen in a private consultation room too.
- **Talk before you walk:** Call NHS 111 or go online at www.111.nhs.uk. Sometimes you know something doesn't feel right but you also know it's not an emergency. If you can't see a GP and your local pharmacy is closed then give NHS 111 a call. You'll access safe, clinical advice that will help you get to the right healthcare service. NHS 111 is a free number that you can reach 24 hours a day with interpreters available or for a BSL interpreter visit <https://interpreternow.co.uk/nhs111>.
- **Your GP practice is open** but the way you access your practice has changed. All initial appointments are done over the telephone or by video. You'll then be offered a face-to-face appointment if it's clinically necessary and safe to do so. Contact your GP practice if you've got any concerns about ongoing conditions - e.g. ear discharge/pain, rashes, or stomach ache – or if you have any cancer symptoms such as a lump in your breast, changes in bowel habits, blood in your pee or poo, unexplained weight loss, moles that appear to change or a cough that you've had for three weeks or more.
- **999/A&E:** You should only use this for life or limb-threatening serious illness or injury. Please help others by avoiding calling 999 or visiting A&E unless really

necessary – helping us ensure that people that need emergency care can get it as quickly as possible.

- **Face coverings must be worn** in any healthcare settings. Exceptions apply for under 3 year olds or for those with medical conditions that mean wearing a face covering isn't possible.
- **Self-isolate for 14 days before an operation.** You may also be tested before you arrive and may need to self-isolate after your operation. Please read any instructions you're sent carefully so that we can protect you, your family and our staff.

Remember if you have symptoms of coronavirus you must not walk-in to your GP practice, pharmacy or hospital. The advice for people with suspected coronavirus remains the same, stay at home and self-isolate. If you think you have symptoms of coronavirus, such as a high temperature, a new continuous cough or loss of taste or smell, you can use the online advice hub to see if you need medical help: <https://111.nhs.uk/service/COVID-19/>. If you're still worried please call NHS 111.

Your NHS is here for you, find out how to make the right choice by visiting www.leedsccg.nhs.uk/HereForYOU.

Keep your cool in hot weather

Although most of us welcome the summer sun, high temperatures can damage our health. During COVID-19, it's especially important we know what actions to take to keep ourselves and others safe from high temperatures.

Public Health England have developed [resources](#) on how to stay safe in hot weather including how to keep your home cool. They highlight who's at greatest risk, how to recognise when you or someone's health may be affected, and what to do if you or someone else becomes unwell.

PHE has also issued a heat warning encouraging vulnerable people to take care during the exceptionally hot weather forecast this week. You can find further information and advice [here](#).

Changes to shielding 6 to 31 July

The Government has announced the next steps for people who have been shielding. From 6 July:

- Those shielding can spend time outdoors in a group of up to six people (including those outside of their household). They should take extra care to minimise contact with others by maintaining social distancing. This can be in a public outdoor space, or in a private garden or uncovered yard or terrace.
- All adults - including the clinically extremely vulnerable - who live alone or with dependent children only can form a 'support bubble' with one other household. All those in a support bubble can spend time together inside each other's homes, including overnight.

The rest of the shielding advice remains in place. This includes:

- Strictly avoiding any contact with someone displaying coronavirus symptoms.

- Staying at home whenever possible – including for work, and if it's not possible to work from home, don't work at all.
- For children advised to shield, don't attend school in person.
- Don't allow anyone from outside your "support bubble" to come inside your home, except to meet essential care needs using protective equipment.
- Don't go out to shop.
- Ensure deliveries are left at your door.
- Maintain a strict routine of regular hand washing for a minimum 20 seconds at a time and catch any sneezes or coughs in your elbow (not your hands). Only use tissues once, bin them immediately and re-sanitise your hands.

The latest information about shielding in Leeds, including available help and support and tips to protect your physical and mental wellbeing, is available [here](#).

Forward Leeds

Forward Leeds (the city's alcohol and drug service) has reopened its three hubs for face-to-face appointments. A series of videos - [Armley Hub](#), [Kirkgate Hub](#) and [Seacroft Hub](#) – show how the hubs have changed to keep staff and visitors safe, and what service users can expect when they visit.

Healthy Living

The Healthy Living Team at Leeds City Council has developed a series of A4 sheets to support people changing their lifestyle. The sheets provide information about different aspects of healthy living - [Alcohol](#), [Cooking Skills](#), [Drugs](#), [Gambling](#), [Healthy Eating](#), [Physical Activity and Long Term Conditions](#), [Physical Activity](#), [Smoking](#) and [Healthy Living in Leeds booklet](#) - and include hints and tips and where to access help and support.

Useful contacts

- **Leeds Directory** is the council's online source of information about a range of local community care and support services, activities and events. During the COVID-19 pandemic the directory provides an important link to essential services, such as trades that can help with urgent repairs in the home to keep residents safe and well. Please take a look at the easy-to-use [website](#), [try it out and spread the word](#).
- Call the **Leeds City Council helpline** on 0113 378 1877 if you're self-isolating and don't have friends or family nearby who can help. Our volunteers can help you with shopping, transport to medical appointments, or a call to check how you are.
- **Call NHS 111** if you need medical help but it's not an emergency. A trained advisor will help you access the best service to meet your need. You can also go online www.111.nhs.uk.
- **MindWell** has a coronavirus information hub with the latest information and resources to help people in Leeds take care of their mental health and is at this time. It's also helpful if you're concerned about someone or if you're a professional supporting others.
- **MindMate** is a trusted Leeds-based website specifically for children and young people, their families and the professionals who support them.
- **Leeds Domestic Violence Service helpline** on 0113 246 0401. If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via <https://leedswomensaid.co.uk/>. If you're in immediate danger, call 999 (press 55 after the emergency number if you're in danger and unable to speak).