

- **Key information that was felt to be missing included:**
 - Information and tips to promote health and well-being, e.g. nutrition and exercise while shielding; impact of Ramadan and fasting.
 - Information and guidance to relieve the negative impact of shielding, e.g. dealing with loneliness, how to access food deliveries telephone or video consultations with clinicians.
 - Empowering guidance and activities to mitigate shielded people from feeling like “vulnerable” people, e.g. ways to support the pandemic response from home.
 - More information and clarity for carers and family members, e.g. what should happen if the carer gets sick.
 - More information about less known/common symptoms of COVID-19 to be aware of given that many cases are mild and some people may be infectious before or without symptoms.
 - Guidance on what they should expect and what they need to know once restrictions are lifted, e.g. information about virus and antibody testing and what they/others can and cannot do.
- **Attendees suggested several improvements that could be considered for future guidance:**
 - Clarity around what individuals MUST follow and what they can CHOOSE to follow depending on their circumstances.
 - Improving how understandable the content is, e.g. including example case studies and/or key definitions or glossary of terms.
 - Improving people’s awareness of the Guidance, and any updates, using multiple channels.
 - Improving the accessibility and usability of the Guidance, e.g. including the ability to personalise the content and/or navigate to the parts that are relevant to the reader; signposting to translations; including text-to-speech functionality.
 - Using more positive language and empowering tone of voice.
 - A suggestion was made to involve the public in the creation of the Guidance so that it met their needs.

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