

000001000000000000002418473  
07707701011956001002

**IMPORTANT: PERSONAL**

21st March 2020

Dear 

**IMPORTANT ADVICE TO KEEP YOU SAFE FROM CORONAVIRUS**

Your safety and the continued provision of the care and treatment you need is a priority for the NHS. This letter gives you advice on how to protect yourself and access the care and treatment you need.

**The NHS has identified you, or the named person you care for, as someone at risk of severe illness if you catch Coronavirus (also known as COVID-19).** This is because you have an underlying disease or health condition that means if you catch the virus, you are more likely to be admitted to hospital than others.

**The safest course of action is for you to stay at home at all times and avoid all face-to-face contact for at least twelve weeks from today, except from carers and healthcare workers who you must see as part of your medical care.** This will protect you by stopping you from coming into contact with the virus.

If you are in touch with friends, family or a support network in your community who can support you to get food and medicine, follow the advice in this letter. If you do not have contacts who can help support you go to [www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable) or call 0800 0288327, the Government's dedicated helpline.

If, at any point, you think you have developed symptoms of coronavirus, such as a new, continuous cough and/or high temperature (above 37.8 °C), seek clinical advice using the NHS 111 online coronavirus service (<https://111.nhs.uk/covid-19/>). If you do not have access to the internet, call NHS 111. **Do this as soon as you get symptoms.**

You, or the person you care for, should:

- strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature (above 37.8 °C) and/or a new and continuous cough
- not leave your home
- not attend any gatherings. This includes gatherings of friends and families in private spaces e.g. family homes, weddings and religious services
- not go out for shopping, leisure or travel. When arranging food or medication deliveries, these should be left at the door to minimise contact



- keep in touch using remote technology such as phone, internet, and social media
- use telephone or online services to contact your GP or other essential services
- regularly wash your hands with soap and water for 20 seconds. Ask carers or support workers who visit your home to do the same.

The rest of your household should support you to stay safe and stringently follow guidance on social distancing, reducing their contact outside the home. In your home, you should:

- minimise the time you spend with others in shared spaces (kitchen, bathroom and sitting areas) and 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, or 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 ensure all kitchenware is cleaned thoroughly.

If the rest of your household are able to follow this guidance, there is no need for them to take the full protective measures to keep you safe.

You will still get the medical care you need during this period. We are considering alternative options for managing your care and will be in touch if any changes are needed. Your hospital care team will be doing the same. We also advise that:

#### **1. Carers and support workers who come to your home**

Any essential carers or visitors who support you with your everyday needs can continue to visit, unless they have any of the symptoms of coronavirus. All visitors should wash their hands with soap and water for 20 seconds, on arrival and often.

It is also a good idea to speak to your carers about what happens if one of them becomes unwell. If you need help with care but you're not sure who to contact please visit [www.gov.uk/coronavirus-extremely-vulnerable](https://www.gov.uk/coronavirus-extremely-vulnerable).

#### **2. Medicines that you routinely take**

The government is helping pharmacies to deliver prescriptions. Prescriptions will continue to cover the same length of time as usual. If you do not currently have your prescriptions collected or delivered, you can arrange this by:

1. Asking someone who can pick up your prescription from the local pharmacy, (this is the best option, if possible);
2. Contacting your pharmacy to ask them to help you find a volunteer (who will have been ID checked) or deliver it to you.

You may also need to arrange for collection or delivery of hospital specialist medication that is prescribed to you by your hospital care team.





- spend time doing things you enjoy – reading, cooking and other indoor hobbies
- try to eat healthy, well-balanced meals, drink enough water, exercise regularly, and try to avoid smoking, alcohol and recreational drugs
- try spending time with the windows open to let in fresh air, arranging space to sit and see a nice view (if possible) and get some natural sunlight. Get out into the garden or sit on your doorstep if you can, keeping a distance of at least 2 metres from others.

You can find additional advice and support from [Every Mind Matters](#) and the [NHS mental health and wellbeing advice website](#).

Further information on coronavirus, including guidance from Public Health England, can be found on the [nhs.uk](#)<sup>1</sup> and [gov.uk](#)<sup>2</sup> websites.

Yours sincerely,

[Redacted Signature]

**List of diseases and conditions considered to be very high risk:**

1. Solid organ transplant recipients
2. People with specific cancers
  - People with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
  - People with cancers of the blood or bone marrow such as leukaemia, 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. People who are pregnant with significant heart disease, congenital or acquired

<sup>1</sup> <https://www.nhs.uk/conditions/coronavirus-covid-19/>

<sup>2</sup> <https://www.gov.uk/coronavirus>