



KINGFISHER PRIMARY CARE NETWORK

NEWSLETTER

Covid-19

The past few weeks have been an incredibly challenging time for everyone but especially those involved in Healthcare provision. It may help to give a brief overview of how Kingfisher Primary Care Network is coping during this pandemic.

The Kingfisher and Nightingale PCN's have come together to create Red/Amber and Blue Hubs to manage patients in a safe way. What would normally take months of negotiation has been done in a few weeks and is working incredibly well for staff and patients. Patients with Covid-19 symptoms who need to be assessed can be seen (following triage) in the Red Hub. There are Amber Hubs for patients who do not have Covid symptoms, but need to be assessed on a GP rota system. We are also holding Amber Nurse and Phlebotomy clinics for prioritized workloads. All of the clinicians have risen to the challenge and the cooperation across the PCN's has been remarkable. The patients have adapted well to this new way of working and their cooperation is greatly appreciated.

ADVICE FROM NHS WEBSITE

The main symptoms of coronavirus are:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

Urgent advice: Use the 111 online coronavirus service [111.NHS.UK/COVID-19](https://111.nhs.uk/covid-19) if you have any of:

- high temperature

- new, continuous cough
 - loss or change to your sense of smell or taste
- 111 will tell you what to do and help you get a test if you need one.

Babies and children

Call 111 if you're worried about a baby or child under 5.

If your child seems very unwell, is getting worse or you think there's something seriously wrong, call 999.

Do not delay getting help if you're worried. Trust your instincts.

TESTING FOR THE VIRUS

<https://www.gov.uk/apply-coronavirus-test-essential-workers>

Use this service to apply for a coronavirus (COVID-19) test if you have symptoms and you:

- are [an essential worker](#)
- live with an essential worker (check for current guidance as the criteria changes)

Coronavirus symptoms are:

- a high temperature
- a new, continuous cough
- a loss of or change to your sense of smell or taste

This test can tell you if you have coronavirus at the time the swab sample is taken. The test to tell if you've ever had coronavirus ('antibody test') is not available yet.

When to apply for a test: Apply within the first 3 days of having symptoms. The test is best taken within 5 days of symptoms starting.

HELP AND ADVICE

Covid-19- Children's Centres: Have you got children 0-19yrs & need to talk to someone?

Redditch Families: 07506 554297 Families can contact for any advice needed, including food banks, nursery funding, parenting advice, Health Visitor advice or general enquiries.

Redditch Borough Council – www.redditchbc.gov.uk/coronavirus you can check on service updates during the pandemic and access support.

Here 2 Help - There are many vulnerable people in our community who have to self-isolate. This site provides a central location for the vulnerable who are unable to seek help from family, friends and neighbours. You can request help, volunteer to help and find useful resources

Supermarkets Protected Shopping Times

- **Tesco Extra (Open Monday-Saturday 8am-10pm, Sunday 10am-4pm)**
Priority time for NHS staff has been allocated for Tuesdays, Thursdays and Sundays between 9am-10am.
On Mondays, Wednesdays and Fridays elderly and vulnerable customers will be given priority at the same time.
- **Morrisons (Open Monday-Saturday 8am-8pm, Sunday 10am-4pm)**
NHS staff will be given early access Monday to Saturday between 7am-8am and between 9am-10am on Sundays.
The store said it did not have specific hours for the elderly and vulnerable.
Morrison's in Redditch has teamed up with Deliveroo so customers can order from 70 essential household items for on-demand delivery. The move is part of a nation-wide scheme and will be for the duration of the Covid-19 crisis aimed at helping families staying at home and those unable to order speedy delivery from supermarkets due to high demand. All deliveries will be contact-free to ensure safety. Deliveroo riders will leave deliveries at the doors.
- **Sainsbury's (Open Monday-Saturday 8am-8pm, Sunday 10am-4pm)**
NHS ID holders have priority Monday to Saturday between 7.30am and 8am.
Elderly customers, carers and disabled customers have priority Monday, Wednesday and Friday between 8am-9am. Elderly residents are also being prioritised for online shopping.
- **Aldi (Open Monday-Saturday 8am-8pm, Sunday 10am-4pm)**
The discount supermarket is open on Sundays between 8.30am-9.30am solely for key workers in the NHS, police and fire service. See food parcel details below.
- **Asda (Open Monday-Saturday 8am-8pm, Sunday 10am-4pm)**
Priority access will be given to NHS workers in larger stores every Monday, Wednesday and Friday from 8am to 9am.
However the supermarket giant said there is no allocated time for elderly customers.
- **Iceland (Open Monday-Saturday 9am-6pm, Sunday 10am-4pm)**
NHS staff will be able to shop freely between 5pm and 6pm each day.
Elderly and vulnerable customers between 9-10am.
- **Lidl (Open Monday to Saturday 8am-10pm, Sunday 10am-4pm)**
The German discount store does not have any priority times in place.
- **Co-op (times vary for each store)**

The first hour for each store will prioritise the elderly, those at risk and their carers.

Aldi Food Parcels

Getting to your local Aldi isn't easy for every customer right now. So, we've put together an Aldi Food Parcel and filled it with 22 food items and household products. There are even a few treats in there too. You can order yours for just £23.99, and we'll deliver it straight to your door with full contactless delivery. It's a great shopping solution for people who are self-isolating.



Keep Active & Creative At Home A range of activities you can do at home, with all our great instructors and coaches you know and enjoy.

<https://www.redditchbc.gov.uk/things-to-do/keep-active-creative-at-home.aspx>

LOCAL SUPPORT REDDITCH EMERGENCY NETWORK:

Food parcel, prescription collection, shopping or other support during Covid-19. 130 Volunteers here to help. Call anytime 01527 919 869. Online help: SUPPORTREDDITCH.NET.