

In this edition of Weekly News:

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Coronavirus – what to do



Some restrictions on daily life, which began as guidance, are now legally enforceable.

People who are unwell, or living with someone who is unwell, should self-isolate – this means not leaving home at all.

People who are known to be at particularly high risk from coronavirus are advised to 'shield' themselves, and remain entirely at home for twelve weeks. The NHS is in the process of contacting approximately 1.5 million people who are in this category. The 'shielding' period may be a difficult experience, and we are here to support you – there is more below on self-care if you are unable to leave home.

For everyone else, movement outside the home is only permitted in specific circumstances, including for buying essentials, travelling to work that cannot be done from home, or exercising once a day. Gatherings of more than two people are prohibited, unless they live together.

Everyone should still be washing their hands more regularly, and for longer.

Our helpline can advise you on the guidance and rules in more depth, and suggest how to obtain help locally if you are unable to leave home.

[Full advice](#)



Coronavirus - what can you do?

Information on how you can volunteer to support others in your community during the coronavirus outbreak.

Many people are volunteering their time to help others during the coronavirus outbreak. More than half a million people have responded to the call for an NHS 'volunteer army', and local mutual support groups have sprung up all over the country. Below are some key resources for finding out how you can help.

NHS 'volunteer army'

These Volunteer Responders will be deployed to help the 1.5 million people who are required to shield themselves because they are at very high risk from coronavirus. If you would like to volunteer, you can sign up at goodsamapp.org/NHS.

Local mutual aid groups

Many of these new groups can be found via [Covid Mutual Aid](#). In many instances, they are co-ordinated via social media platforms such as Facebook or Whatsapp.

Established community support groups

Not all the groups you might wish to help are newly formed: in many areas there are well established community support groups, who provide services such as delivering prescriptions to people. For groups like this, [your local council](#) is likely to have details.

On Hand

On Hand is a service that matches people who need help with vetted volunteers in their area. You can volunteer [via their website](#).

[More information](#)

Changes to NHS complaints and PHSO services



During the coronavirus emergency, both the NHS complaints process and the Parliamentary and Health Service Ombudsman's investigations of complaints are being scaled back.

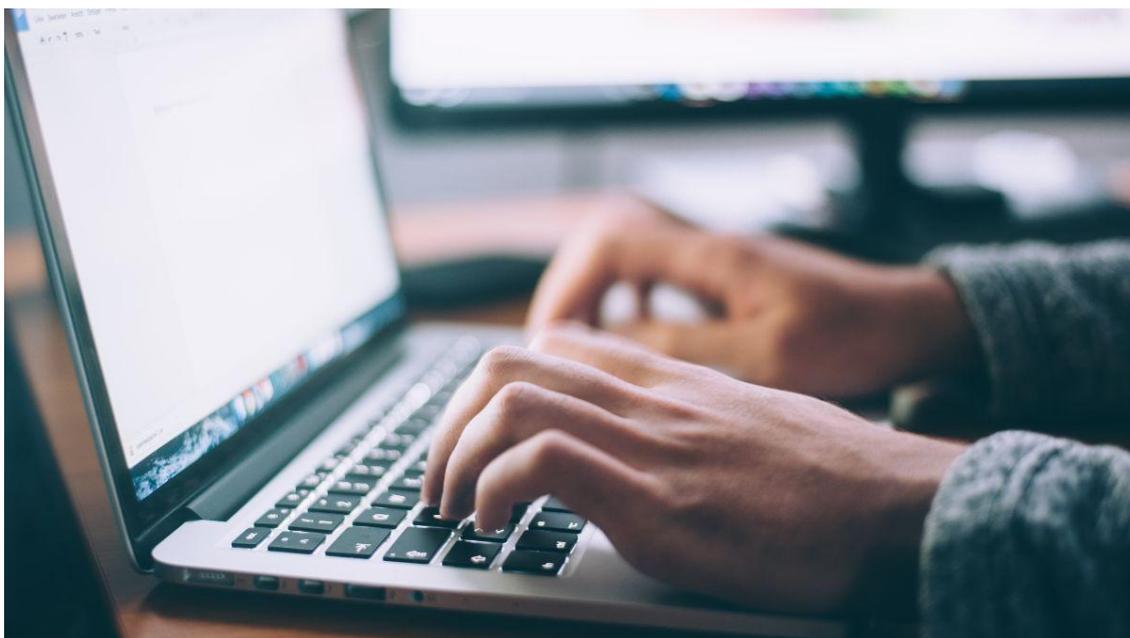
You can still register a complaint with NHS bodies, and it will remain open until further notice. Complaints will still be screened for possible patient safety issues, but full investigations may not be launched straight away.

PHSO is no longer taking on new complaints, and is not progressing investigations that require contact with NHS organisations. This is to avoid taking up capacity in the NHS that would otherwise be used for patient care, and to

enable PHSO's clinical advisers to return to clinical duties.

[More information](#)

Coronavirus - resources



We have posted several advice articles on our website that may be useful to you during the coronavirus outbreak:

[Your medicines during the coronavirus outbreak](#)

There is some confusion about how people should go about obtaining and taking medicines during the coronavirus outbreak. This article summarises the available guidance.

[Coronavirus – don't be caught out by fake news](#)

Coronavirus is clearly having a big impact on many parts of daily life. But it's important not to be misled by inaccurate news stories and false information.

[Self-care during self-isolation and social distancing](#)

Most of us are now spending prolonged periods of time at home. This can be a difficult, lonely and frustrating experience, so it's important to take care of

yourself.

From the helpline



We were contacted by Bill*, whose medical records were held by his GP but had gone missing. Bill had been with the same practice since childhood, and living at the same address for several decades, but had recently learned that his surgery no longer held his medical records.

We were able to talk Bill through his options, and in the first instance suggested calling Primary Care Support England (PCSE), who are responsible for moving medical records between GPs. We also suggested he inform the Information Commissioner's Office (ICO) about the apparent data breach, and ask their advice.

We also told Bill about the NHS complaints process and advised him to read our advice leaflet, How To Make A Complaint. Finally, we advised him to feed back to the Care Quality Commission (CQC) and to let them know that we advised him to do so.

*Name changed for privacy.

[Contact the helpline](#)

What our team is reading this week

[UK in 'emotional' tribute to NHS and care workers](#)

[Nurses sent to London as capital faces 'tsunami' of virus patients](#)

[UK may join EU ventilator procurement scheme after all following 'email invite mix-up'](#)

[Who did Boris Johnson meet before testing positive for COVID-19?](#)

[Around 10 more UK sites could become makeshift hospitals](#)

About Us

Our vision is that health and social care will be delivered in a way that meets

every person's health and social care needs.

Our mission is to give effect to the patient voice, to improve patient experience and support people to engage fully in their own care. Find out more about our values on our [website](#).

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