

Community Services
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Dear Resident

Important advice for clinically extremely vulnerable people and support available in the Dover District

I am writing to you because you have previously been identified as someone thought to be clinically extremely vulnerable and at the highest risk of becoming very unwell if you catch COVID-19.

This letter contains important advice on how to protect yourself and how to access further support in the Dover District.

The NHS is open

Firstly, please remember that the NHS is open, and we urge you to continue to access all the NHS services that you need. It is safer for you to use the NHS than to try to manage alone. If you are concerned about the impact of COVID-19 on your health, speak to your GP, hospital clinician or use NHS111.

You should still travel to hospital and GP appointments unless told otherwise by your doctor. If you need help to travel to an appointment, you can speak to your health care professional to arrange transport support. They can arrange this with NHS Volunteer Responders.

Alternatively, you can call 0808 196 3646 between 8am and 8pm to arrange support or visit NHS Volunteer Responders website.

Medicines

You are advised not to go to a pharmacy.

You are encouraged in the first instance to ask a friend, family member, carer or a volunteer (for example one of the NHS Volunteer Responders) to collect your medicines for you. If none of these are available, then you will be eligible for free medicines delivery.

Please contact your pharmacy to inform them that you are clinically extremely vulnerable and need your medicines delivered, and they will arrange this free of charge.

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Education

Those children whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school whilst this advice is in place. The school will make appropriate arrangements for your child to be able to continue their education at home.

Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.

Shopping and food

You are advised not to go to the shops. Use online shopping if you can or ask others to collect and deliver shopping for you (friends, family, or a volunteer, please find more details in the enclosed leaflet). If you already have a priority delivery slot with a supermarket that will continue, you do not need to do anything further.

If you cannot access food, we can help you by working with our local charities and voluntary community organisations. This may include helping you to request a priority supermarket delivery slot (if you do not already have one) or help with shopping.

Register yourself

Please use the new online service at <https://www.gov.uk/coronavirus-shielding-support> to register yourself, or on behalf of someone else, to:

- Request access to a priority supermarket delivery slot (if you have already got priority supermarket deliveries, you will keep them).
- Tell us, as your council, if you need support in order to follow this guidance (that you are unable to arrange yourself and cannot be provided by friends, family or other support networks).
- Make sure your details such as your address are up to date.

You'll be asked for your NHS number. It is helpful if you register even if you do not have any support needs at this time, so we can focus on caring for others who need it. You can log in and update your needs if your circumstances change at any time.

If you need to register by phone, or have any other urgent need, please contact us directly by email: covid19@dover.gov.uk or telephone: 01304 821199.

The new national restrictions are rules that apply to everyone and which everyone must follow. The full details of these rules can be found online at <https://www.gov.uk/coronavirus>.

Message from the Leader of DDC

DDC Leader, Councillor Trevor Bartlett, acknowledges the important part the council has to play in this pandemic:

"We do understand how challenging another national lockdown is on our lives, our economy and our communities. These are uncertain times for everyone, and we would call on residents across the district to follow the new guidelines to help keep themselves and their loved ones safe.

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We continue to work closely with all our partners and central Government to provide help and support for our communities. Dover District Council is prepared, and we will continue to work hard to provide key services for our residents and businesses."

Please find attached a useful list of local services and organisations who may be able to help you in this period.

We are here to help.

Yours faithfully

A handwritten signature in black ink, appearing to read "Nigel J. Collor". The signature is written in a cursive style with a large initial 'N'.

Councillor Nigel Collor
Portfolio Holder for Transport, Licensing & Community

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