Name

Nhs

We are reaching out to our most vulnerable patients at this time to better support them. We would like to understand what is happening for you and your circumstances to better support you and identify any problems that may come up.

Would it be ok to ask some questions? You don’t have to answer and anything you share is held in confidence in line with our privacy policy.

**Household and symptoms**

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| * Who is in your household? |
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| * Have you had any symptoms:   + a high temperature – you feel hot to touch on your chest or back   + a new, continuous cough – this means you've started coughing repeatedly |
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| If yes, ask if they have informed anyone they have come into contact with. |
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| If no, have you come into contact with anyone with symptoms? |
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| Are you self isolating   * Are you aware of what this means * We have some information we would like to send to you. Can we send this in an email or post it to you. * Do you need it in an accessible format?   (guide and flowchart) |
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Please be mindful of those without permanent homes or those who’s housing may be unsteady. Please ensure people are aware the local authority has a duty of care and advice can be sought through Shelter.

Safeguarding will need to be discussed for anyone who is known or suspected of being at risk of DV.

**Relationships**

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| * With spending a lot of time alone or with others it can affect how we get on and how we see one another. How do you feel about this?   + Mindful of potential DV/Safeguarding |
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| * Do you have a carer?   + Can we take their name and contact in case?   + Have you talked about to best support you?   + How do you feel are they coping?   + Have you considered a back up plan in case informal care cannot be provided? |
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| * Do you have anyone who is able to help you to do the things you need to do?   + Consider taking names and numbers, just in case   + How do you feel about this |
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**Bills**

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| * Are you renting/mortgaged   + Is it being paid?   + Do you have any worries about paying this.   + Who is their landlord/lender   If there are worries about these, ask the patient to call their landlord/lender in the first instance.  It may be reasonable to look on their website to help the patient but please be aware that the information needs to be read and any concerns require a call to the relevant company or an email.  We need to be wary of liability if we give wrong indication.  Consider saying pages as a PDF for own records. |
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| * How is your gas/electric/heating situation?   + Worries about paying bills?   + Top-up meters     - Who is your provider     - Is it a smart meter     - Is it a manual meter     - Where is your normal top-up place   Patients can be asked to contact their provider in the first instance for advice and guidance about what to do.  If patients need help to top-up we will have to take this on a case by case basis as to problem solve. |
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| * Do you have any other bills that you are worried about?   + Get details   Patients may be best signposted to services like Citizens Advice, the Local Authority, their landlord, or a myriad of other agencies.  If you would like to input as where is appropriate to go please consider asking other SPs. |
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**Communication**

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| * How do you communicate with people?   + Modes (mobiles, landline, email)   + Do you have internet access?   + Are you worried about making connect?   + Have you thought about extra costs? |
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In the guide is some suggestions to keep up social contact and ways to improve this area.

**Money**

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| * Are you currently working?   + Have you been asked to self isolate?   + Do you know your rights about what has happened?     - Refer to the guide for some common employment issues   + Are there any concerns about discrimination, i.e. losing their job or being treated differently during this time, or in general.     - For any issues around this please get the patient to call ACAS on 0300 123 1100 as there are time limits and they may well need specialist advice. |
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| * Do you get any benefits?   + What benefits? |
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| * Have you looked at potential benefits?   + Signpost to sites in the guide.     - If patient is not able to please feel free to contact Anthony.   + Do you need help to complete an application?     - Anyone who could help?     - The citizens advice website has a lot of information about completing benefits.     - Anthony has guides which can be used. |
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| * Have you considered doing a budgeting plan?   + Costs with energy may rise   + Additional costs for delivery may appear   + Help to complete a budgeting plan can be found on various sites such as StepChange and Money Advice Service. |
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| * Is there anyone who may be able to help financially if there are worries? |
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**Medication**

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| * How are you coping with your medication? |
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| * How are they being ordered?   + Each surgery may have a different policy so please check and offer patient an idea how to order.   + Can anyone help with ordering, if needed? |
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| * What pharmacy do you use?   + How do you normally collect these?   + Do you know how you may manage with future collections?   + Can you think of any other issues with collecting medication? |
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Emphasise to patients that they can call the GP for health advice if they have any changes in their healthcare or concerns about their medication.

Emergencies to call 999.

Scams

We have heard of people trying to take opportunity of this crisis so we are asking people to be extra careful and talk with friends and family before engaging with someone or something.

If you have any concerns you can call the Police on 101.