

## COVID STAKEHOLDER MESSAGE: 18 MARCH 2020

We have issued this brief update to our stakeholders and partner organisations who we work with closely to support West Lancashire community.

It is a fast-moving situation. We have tried to keep to the main messages that we would like to highlight to the local public below. We would welcome your support in using any of the below to populate your own internal bulletins, websites and social media, so we can reinforce national messages locally.

Please follow our social media pages (see links below) and share some of our up to date local messages around health services and public health.

We have kept this as a word document to allow for a quick copy and paste where required by our communications colleagues.

### COVID-19 SYMPTOMS/SELF CARE

Stay at home for 7 days if you have either:

- A high temperature – you feel hot to touch on your chest or back.
- A new continuous cough – this means you've started coughing repeatedly.

Stay at home for 14 days if one of the people in your household has the above symptoms of coronavirus. The 14-day period starts from the day when the first person in the house becomes ill.

If you start displaying symptoms within this 14-day period, you need to stay at home for 7 days from when the symptoms appeared. (This applies even if you become ill within an original 14 day isolation period.)

Do not go to a GP surgery, pharmacy or hospital if you have symptoms

You do not need to contact 111 to tell them you're staying at home.

Use the NHS 111 online coronavirus service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

Only call 111 if you cannot get help from 111 online.

Stay At Home advice can be found [here](#)

### OTHER PUBLIC HEALTH MESSAGES

Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.

Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.

Avoid touching your eyes, nose and mouth with unwashed hands.

Avoid close contact with people who are unwell.

## **SOCIAL DISTANCING**

Follow Public Health England issued guidance relating to social distancing

## **VISITING FRIENDS AND FAMILY IN HEALTHCARE SETTING**

National visitor guidance was published on NHS England's website.

Southport & Ormskirk's visiting announcement is here:  
<https://www.southportandormskirk.nhs.uk/coronavirus-covid-19-restricts-visiting-at-hospitals/>

## **MEDICINES**

The West Lancashire Prescription Ordering Direct (POD) is experiencing huge volumes of calls.

Patients do not need to stockpile medicines

There is currently no issue with medicine supply

If West Lancashire patients already use My GP/Patient Access apps, they can use them to order repeat prescriptions

Patients currently on NSAIDs (non-steroidal anti-inflammatory medications) for other medical reasons (e.g. arthritis) should not stop them.

Patients, who have confirmed Covid-19, or believe they have Covid-19, should use paracetamol in preference to ibuprofen, or other NSAIDs drugs

## **LOCAL HEALTH SERVICES**

West Lancashire health services are under huge strain so we ask any symptomatic patients to stay at home and follow national public health advice

GP practices remain operational and are using telephone/video consultations

GP practices will be screened before all appointments

Any patients contacting the GP practices with symptoms cannot be supported (see national advice above)

We urge the public to follow the advice and avoid accessing any health care services if they have Covid-19 symptoms.

Community services are also carrying out initial screening before patients come to any appointments to ensure they have no Covid-19 symptoms

Our healthcare systems will continue to look after those who are elderly, frail and/or vulnerable – all with underlying health conditions.

## HYGEINE

Here are some NHS instructions on hand washing. Please don't forget your wrists too!  
<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Please also wipe down/disinfecting well used items such as phones, door handles, steering wheels and keyboards <https://www.bbc.co.uk/news/av/technology-51863924/coronavirus-how-to-clean-your-smartphone-safely>

## SOCIAL MEDIA POSTS

We continue to share and retweet posts by NHS England and Public Health England. Can everyone please follow the CCG's channels and share the content so we can reach a broader audience in West Lancashire – Twitter: <https://twitter.com/WestLancsCCG> and Facebook: <https://www.facebook.com/NHSWestLancsCCG/>

## OTHER USEFUL LINKS

- For latest public facing COVID-19 advice, please see [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)
- Updates will be posted onto the CCG's website and this stakeholder message will continue to be issued: <https://www.westlancashireccg.nhs.uk/coronavirus/>