

[Patient Name]

Patient address Line 1

Patient address Line 2

Patient address Line 3]

Date

IMPORTANT: PERSONAL

Your NHS number: [NHS NUMBER]

Dear [patient name]

The NHS previously wrote to you to make you aware that you may be at high risk of complications with COVID-19. On reviewing your medical record, we are pleased to confirm that we *do not* believe you are now part of this group of people.

In line with this, the Government is no longer advising you to “shield”. Shielding is a very severe measure that means not leaving your home other than for essential medical care. It is only recommended for those with specific clinical conditions.

As you no longer need to ‘shield’, Government records will be updated. If you were receiving food boxes from the National Shielding Service, these will now be stopped. This will not affect your eligibility for a supermarket priority delivery slot or any slots you already have in place.

If you are confused about why you are now not being advised to shield, you can look at these frequently asked questions <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/20200402-FAQs-Patients-vFINAL.pdf>. You can also get in touch with us if you wish to discuss the matter further.

If you are over 70 years old or have a condition that mean that you would usually be offered an annual flu vaccination, you are at increased risk compared with the average healthy person. Therefore you should stringently follow the latest [social distancing guidance](https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#clinically-vulnerable-people), staying at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.

As we know this is a difficult time, we understand that you may still be struggling to cope with your daily activities or accessing essentials. Therefore, if you need help with accessing essential support, please ask a friend or family member, or you can ask for help from our **local Community Response Hubs**.

***What are the Community Response Hubs?***

As part of the Government’s response to the outbreak of COVID-19, local authorities have established ‘Hubs’ to provide a community response to the most vulnerable. Local authorities are working in partnership with us and the voluntary and community sector.

Derby City and Derbyshire County Councils have two fully operational Community Response Hubs now supporting vulnerable Derby and Derbyshire residents through coordinating local staff and volunteer and are the primary point of contact for local vulnerable people who need support such as food, medicine and befriending.

The Hubs are there to provide support to those residents who do not have access to a trusted neighbour, friend or family member to help them.

***What is provided by the Community Response Hubs?***

The Hubs provide vulnerable residents with a range of community-based support to help them safely through this difficult period including, but not limited to:

* Shopping and provision of food
* Collecting and delivering medicines
* Providing contact and befriending calls to reduce social isolation
* Support with financial needs (through welfare benefits advice and financial hardship funds).

***How do you get help from the Community Response Hubs?***

You can register for help with the HUB by contacting your local authority either yourself or ask a relative, friend or professional.

[Derby Covid Community Response Hub](https://www.derby.gov.uk/coronavirus-covid19/how-you-can-help/)  
Tel: 01332 640000  
Open: 9.00am to 6pm – everyday

[Derbyshire Community Response Hub](https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/health-protection/disease-control/coronavirus/community-response-unit/community-response-unit.aspx)

Tel: 01629 535091

[Online registration form](https://forms.office.com/Pages/ResponsePage.aspx?id=s46aQhAyGk6qomzN4N2rxaTwHMrT-LNEtRg2R0wzYCFUNERTNkVGSFFUV1hQWFpUTTZERTNWTVFHTyQlQCN0PWcu)

Open: Monday to Friday 9am to 5pm

Saturday 9am to 1pm

If you have any concerns about either this letter, or your health, and would like to discuss this further please do not hesitate to contact us.

Yours sincerely

GP Name