Where to direct people in need during COVID-19 pandemic

- **NHS Volunteer Responders:** you can submit a live referral for an individual that needs support or an NHS service that requires volunteers providing they meet the referring criteria at https://www.goodsamapp.org/NHSreferral or on 0808 196 3382.

Volunteers can provide: (1) *Check in and chat support* – short-term telephone support to individuals who are at risk of loneliness as a consequence of self-isolation (note, this is not mental health advice); (2) *Community support* – collection of shopping, medication or other essential supplies for someone who is self-isolating, and delivering these supplies to their home; (3) *Patient Transport* – transport to take patients home who are medically fit for discharge; (4) *NHS Transport* – who will deliver medicines on behalf of the community pharmacy or dispensing doctor.

- **Health at home** – is a webpage that gives them an overview of NHS services that are available, such as how to order repeat prescriptions online and get them delivered (https://www.nhs.uk/health-at-home/).

- Public Health England have provided some guidance on looking after **mental health and wellbeing** during the COVID-19 pandemic: https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19

- **Local councils** are working with voluntary sector organisations and local communities to support residents in the response to COVID-19. You can signpost them to https://www.gov.uk/find-local-council, where they can locate their council and associated website where they can find all this information

- The government has provided advice on **employment and financial support** on their website: https://www.gov.uk/coronavirus