

## Patient Resources COVID 19:

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### **RESOURCES FOR PATIENTS WHO DON'T HAVE ACCESS TO THE INTERNET:**

\*All helplines are understandably experiencing high demand at present, please only use these if you don't have access to the internet or cannot get the information you need from their website.

### ***Looking after your personal wellbeing and health during COVID 19:***

#### **Helplines for emotional support:**

**Mind: 0300 123 3393** – support around mental health problems, anxiety around isolation and COVID 19 and where to get help.

**Samaritans: 116 123 – 24 hour** emotional support phone line.

**Rethink Mental Illness: 0300 5000 927** (Open Mon-Fri 10am-2pm) Advice and information line around types of therapy, benefits, debt, money issues.

**Childline:** Children and young adults can call **0800 111**.

**Parents' Young Mind Helpline: 0808 802 5544** (09.30am-1630pm Mon-Fri) For support and advice for parents and carers who have under 25 year olds in their care who they feel need emotional and mental health support.

#### **Employee Support:**

**ACAS (Advisory, Conciliation and Arbitration Service):** Support and advice for employers and Employees during coronavirus: **0300 123 1100 (Mon-Fri 0800am-1800pm)**.

### ***Long term conditions that fall into at risk groups, pregnancy and those >70 years:***

#### **>70years**

**Age UK: 0800 678 1602 (8am-7pm)** – Support and advice line for money, care, health and wellbeing.

#### **Asthma:**

**Asthma UK Expert Nurse helpline: 0300 222 5800.** Support and health advice for people with asthma.

#### **Cancer:**

**Macmillan cancer support: 0808 808 00 00 (8am-8pm)** Support and advice for patients with cancer.

#### **COPD and other lung conditions e.g. pulmonary fibrosis:**

**British Lung Foundation: 03000 030 555.** Support and advice line for those with chronic lung conditions.

#### **Diabetes:**

**Diabetes UK: 0345 123 2399:** support and advice line for people with type one and type two diabetes:

#### **Heart conditions: Previous heart attacks/angina/heart failure etc:**

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**British Heart Foundation: 0300 330 3311** – support and advice from British Heart Foundation Volunteers.

**Pregnant Women:**

**Bluebell Care: 0117 922 0726.** Locally based (Bristol) emotional wellbeing support and advice for pregnant women and new parents up to 2 years after birth.

**Maternity Advice Line:** Free telephone advice regarding rights at work for pregnant women. Maternity Advice Line: **0808 802 0029** (Mon-Fri 10am-1pm).

If you have immediate concerns about your baby, please contact your local midwifery unit.

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**ONLINE RESOURCES: (LINK CAN BE SENT VIA SMS OR EMAIL TO PATIENTS THROUGH SYSTMONE)**

***Looking after your personal wellbeing and health during COVID 19:***

**National guidance and support**

NHS choices

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

UK Government response

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

NHS 111 online

<https://111.nhs.uk/service/COVID-19/>

***Long term conditions that fall into at risk groups, pregnancy and those >70 years:***

**All high risk groups**

Register that you fall into a vulnerable group to enable support with getting food and medication etc during isolation.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

**>70years**

**Age UK:** Advice and support on keeping well during the COVID 19 outbreak.

<https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/>

**Asthma:**

**Asthma UK:** COVID 19 Health advice for people with asthma:

<https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/>

**Cancer:**

Macmillan cancer support: Support and advice for patients with cancer. Email and online live chat support. <https://www.macmillan.org.uk/cancer-information-and-support/get-help/physical-help/cancer-and-coronavirus>

**COPD and other lung conditions e.g. pulmonary fibrosis:**

**British Lung Foundation:** Support and advice about keeping well during COVID 19.

<https://www.blf.org.uk/support-for-you/coronavirus/people-living-with-lung-condition>

**Diabetes:**

**Diabetes UK:** support and advice for people with type one and type two diabetes during COVID 19. [https://www.diabetes.org.uk/about\\_us/news/coronavirus](https://www.diabetes.org.uk/about_us/news/coronavirus)

**Heart conditions: Previous heart attacks/angina/heart failure etc:**

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**British Heart Foundation:** <https://www.bhf.org.uk/how-you-can-help/volunteer/volunteer-covid-19-support> – support and advice from British Heart Foundation Volunteers.

**Pregnancy and breastfeeding:**

**Royal College of Obstetricians and Gynaecologists:** Advice for patients who are pregnant or breastfeeding during the COVID 19 outbreak. <https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/>

**Royal College of Psychiatrists:** How to look after your mental health in pregnancy. <https://www.rcpsych.ac.uk/mental-health/treatments-and-wellbeing/mental-health-in-pregnancy>

**Bluebell Care:** Locally based (Bristol) emotional wellbeing support and advice for pregnant women and new parents up to 2 years after birth. <http://www.bluebellcare.org> (Can email [info@bluebellcare.org](mailto:info@bluebellcare.org) for support and telephone bookings or contact them on Facebook or Twitter).

**Rheumatological conditions:**

**Rheumatology patients:** e.g. those with inflammatory conditions such as rheumatoid arthritis, psoriatic arthritis and ankylosing spondylosis: Advice around immunosuppressant medications and how to keep well during coronavirus:

<https://www.rheumatology.org.uk/News-Policy/Details/Covid19-Coronavirus-update-members>

**Carer Support:**

**Carers UK:** Support and guidance on looking after yourself and those you care for during COVID 19: <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>

**Volunteering opportunities and local support available to help you whilst in isolation:**

**All high risk groups**

Register that you fall into a vulnerable group to enable support with getting food and medication etc during isolation.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

**COVID Mutual Aid Main website:** <https://covidmutualaid.org> – local groups set up to help each other during COVID 19.

**Bath Mutual Aid Facebook group.**

**Work and Finance:**

**Employer and Employee Support:**

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**ACAS (Advisory, Conciliation and Arbitration Service):** Support and advice for employers and Employees during coronavirus: <https://www.acas.org.uk/coronavirus>

**Working from home: Maintaining you wellbeing:** American Psychiatric Association advice and support: <http://workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>

### **Financial Support**

**HMRC Tax Helpline to support small businesses and the self employed:**

<https://www.gov.uk/government/news/tax-helpline-to-support-businesses-affected-by-coronavirus-covid-19>

**How to access government financial support if you or your business has been affected by coronavirus:**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/873676/Covid-19\\_fact\\_sheet\\_18\\_March.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873676/Covid-19_fact_sheet_18_March.pdf)

### **Wellbeing:**

**Mind:** Guidance from how to manage anxiety and worry surrounding COVID 19, to support on getting medications, food etc whilst you are in self isolation.

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

**Mental Health.org:** Specific guidance on managing information overload and isolation:

<https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

**Headspace:** Free meditation, sleep and movement exercises to help maintain wellbeing during COVID 19. <https://www.headspace.com/covid-19>

**Working from home: Maintaining you wellbeing:** American Psychiatric Association advice and support: <http://workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19>

### **Child and young adult wellbeing and mental health support during COVID 19:**

**Childline: Support and Resources to help children with anxiety and worries surrounding COVID 19:** <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>

Alternatively you can call **0800 111**.

**Young Minds:** Online support and advice for child and young people around managing your wellbeing during the COVID 19 outbreak and general wellbeing and mental health support.

<https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>Also

**Text service for URGENT support:** Text the YoungMinds Crisis Messenger, for free 24/7

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support across the UK if you are experiencing a mental health crisis. (If you need urgent help text YM to 85258: Free from most mobile providers)

**Parents' Young Mind Helpline: 0808 802 5544** (09.30am-1630pm Mon-Fri) For support and advice for parents and carers who have under 25 year olds' in their care who they feel need emotional and mental health support.

**Kooth:** Free, safe and anonymous online support for young people:  
<https://www.kooth.com>

### **Patients who are doctors or medical students:**

#### **Wellbeing:**

**BMA Counselling and Peer support: 0330 123 1245** – Confidential 24/7 counselling and peer support services open to all doctors and medical students. **Can also be accessed online via 'live chat' on their online portal:** <https://www.bma.org.uk/advice/work-life-support/your-wellbeing/counselling-and-peer-support>

**WARD (Well and Resilient doctors)** – help and support and more resources:  
<https://www.welldoctors.org/post/covid-19>