



# COVID-19 PROCESSES

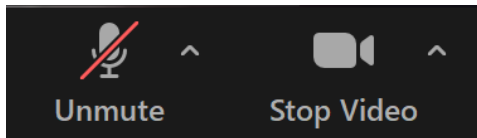
Westminster City Council  
Community Engagement Team

Kaban Mohammadi  
Muskaan Khurana

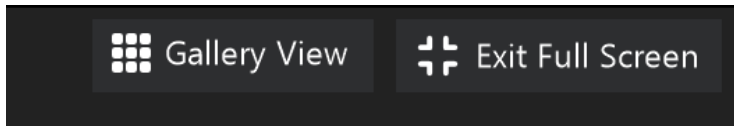


# ZOOM INSTRUCTIONS

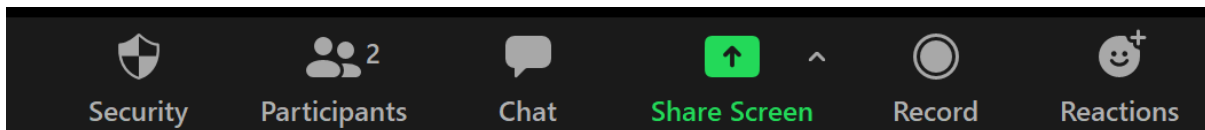
- 1) Please keep yourself on mute. Unmute only when you have to speak.
- 2) Feel free to share your video. We would love to see you!



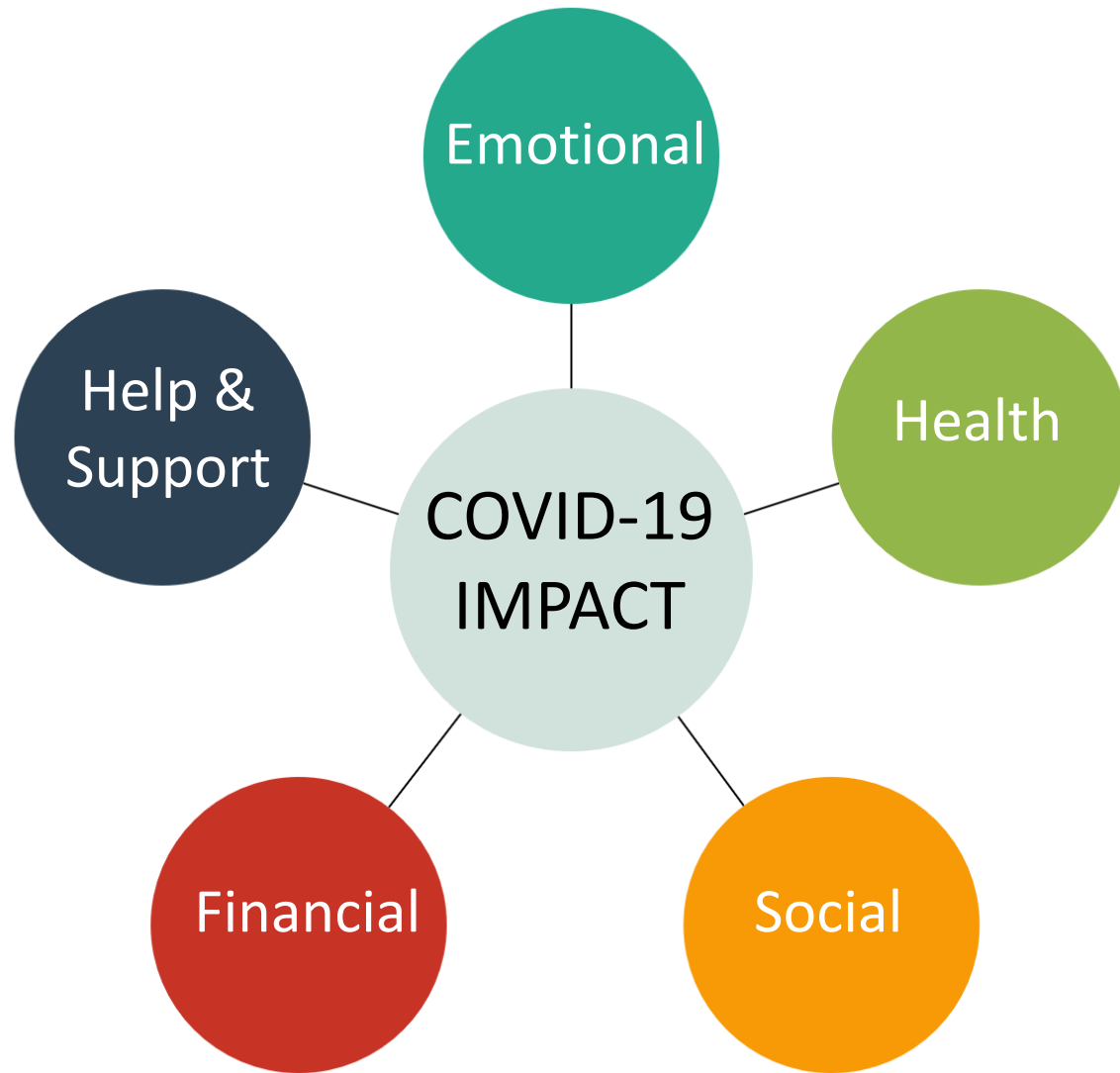
- 3) Swipe left on phone/ click on gallery on top right on computer to see everyone.



- 4) Write any questions or comments in CHAT BOX, or press the 'raise your hand' button- after you click on 'Participants', and we will get back to you.



# IMPACT OF COVID-19, LOCKDOWN & SOCIAL DISTANCING



# SAFETY IS MOST IMPORTANT

But it's still our individual responsibility to keep ourselves and others safe.

It's not just about us, it's about the safety of others around us.



# COVID-19 PROCESS

1. Symptoms and what to do
2. Getting a test
3. Getting the result
4. Controlling the infection (NHS Test & Trace)
5. Reduce the spread of 'R'- Reproduction Rate
6. Keeping us and others safe



# COVID-19 SYMPTOMS AND WHAT TO DO?

What are the 3 main symptoms of Coronavirus?

- A high temperature
- New, continuous cough
- Loss/ change in your sense of smell or taste (anosmia)

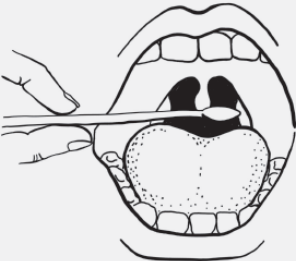
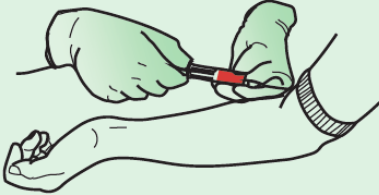
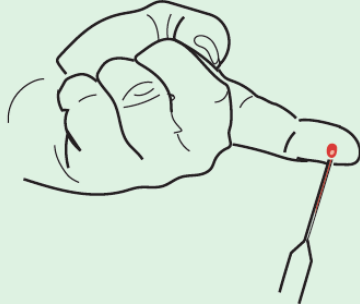


As soon as you develop any of the symptoms, you must-

- Self-isolate for 7 days.
- Other people who you live with should start isolating for 14 days.
- You must book and get a test.



# What are the differences between Coronavirus (COVID-19) tests?

Swab test Do I have it?	Antibody test Have I had it?	
	Laboratory test	Home test
How does the test work?	How does the test work?	How does the test work?
Swab sample from throat and nose 	Blood test taken by a medical professional 	'Finger-prick' test taken at home 
Can I get tested now?	Can I get tested now?	Can I get tested now?
Anyone experiencing symptoms can ask for a test through the NHS website, and priority testing is available to essential workers	This test is being offered to NHS and social care staff, and to NHS hospital inpatients and care home residents based on their clinician's advice	These tests are currently not accurate enough and the Government is not offering them at present. We plan to offer this in the future once more accurate tests are available



# BOOKING A COVID-19 TEST

Call **119**

Online [www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

You will be asked for - Name, phone number, address and symptoms

## Options-

- 1) Drive to testing centre
- 2) Order Home testing kit

Testing Centre: Don't go without appointment. Take your ID & appointment confirmation.

Home Test Kit: Book collection (you'll receive instructions on how to book when you get the test). Administer test the same day you have booked collection.

A network of couriers collect the completed swab samples and deliver them safely to the laboratories, where they are analysed, and the result is communicated back to the individual.

*COVID-19 testing and treatment is available for free for all adults and children, including overseas visitors and those with unclear immigration status.*

***All information will be kept confidential.***





# GETTING THE SWAB TEST

The test involves taking a swab of the nose and the back of the throat, which can be done by the person themselves (self-administered) or by someone else (assisted).



Let's see a short video on what a test will include



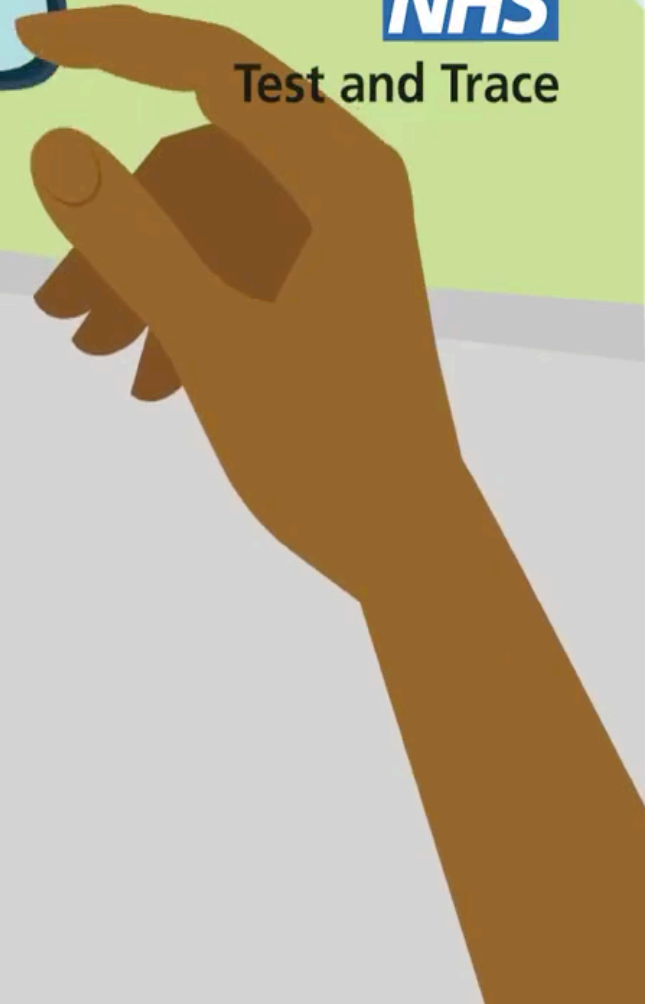


HM Government



**NHS**

**Test and Trace**



# TEST RESULTS

Test results can take up to 72 hours (3 days).

Contact will be made by phone, e-mail or text.

Continue to isolate until you receive the results.

## Negative result:

- You and your household do not need to isolate any longer.

## Positive result:

- Continue to isolate, complete 7-day period from when symptoms started.
- People living in the same house, or people you have come in *close contact*\* with must isolate for 14 days- even if they are not showing any symptoms.
- Support **NHS Test & Trace** to reduce the spread of infection.

### \*Close contact:

People living in the same household

Face-to-face contact with someone (less than 1 metre away)

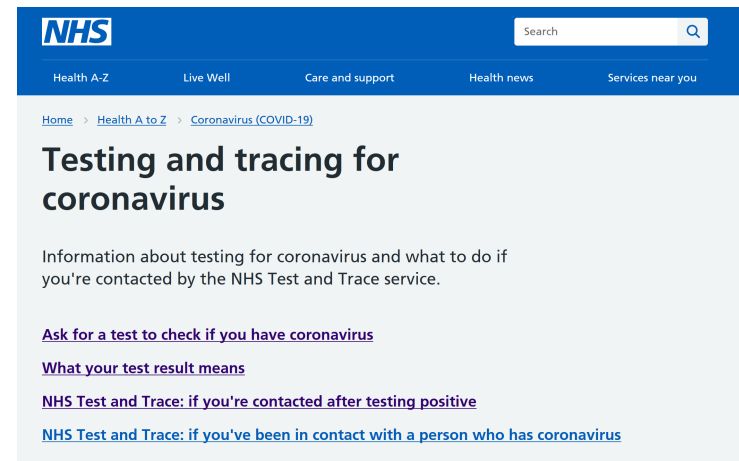
Spending more than 15 minutes within 2 metres of someone

Travelling in a car or other small vehicle with someone



# NHS TEST & TRACE

NHS Test and Trace is a website set up by Public Health England to help manage the process of identifying and contacting people who may have been infected with Coronavirus.



This system helps to monitor and control COVID-19 by-

- Providing free swab tests to all adults & children (including overseas visitors)
- Keeping a record of people who have tested positive
- Enabling them to provide details of people they've been in close contact with 48 hours prior to developing symptoms.
- Tracing those contacts, asking them to self-isolate & provide advice & guidance on next steps
- Monitoring the number of people infected and their close contacts.



# What will it achieve?

- The aim of NHS Test & Trace is to reduce the 'R' rate, **slow the spread of infection**, and to protect yourself, your communities and the NHS.
- 'R' Rate or Reproduction number is a way of rating a disease's ability to spread. It's the average number of people that one infected person will pass the virus on to.
- The lower the number, the less people get infected.
- **UK COVID-19 'R' Rate = 0.7 - 0.9**
- It's not fixed, it changes as our behaviour changes, or as immunity develops.
- To reduce it even further, the public must play its part.
- If any one who experiences symptoms, or if they are at the risk of developing symptoms, they must self-isolate to **help keep the 'R' below 1**.



# If you test positive, you will be contacted by NHS Contact Tracers.

Phone call from **0300 013 5000** (translators available)

Text message from "**NHS**"

E-mail asking you to sign in on **official contact tracing website**

They will ask you to share the details (name, phone number or e-mail) of the people you have been in close contact with in the 2 days prior to your symptoms starting.

Please respond as soon as possible and to the best of your knowledge so the team can alert others who need to self-isolate. This is to reduce the spread of infection.

**You will remain anonymous** when alerts are made.  
No one who is contacted will be told your identity.



# WHAT INFORMATION IS COLLECTED AND WHY

## Details collected from you:

- Full name
- Date of birth
- NHS Number
- Postcode and house number
- Telephone number/ E-mail address
- COVID-19 symptoms, including when they started and their nature
- Contact details of anyone you have been in close contact with.
- 

### Why share?

To identify and alert others who may be at risk of developing infection, and unknowingly spreading it.

*The NHS Test and Trace will only share information on cases and contacts for the purposes of contact tracing and the COVID response and would not share the information for other purposes.*

## Details collected from your close contacts:

- Their full name
- Date of birth
- Details of any COVID-19 symptoms they may have had
- 
- 
- 
- 
- 

### Why share?

For the contact tracers to provide advice on self-isolation and how to protect themselves and others from COVID-19.



## Contact Tracers will NOT-



- ask you to dial a premium rate number (for example, those starting 09 or 08 / )
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set any over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software or hand over control of your computer or phone
- ask you to access any website that does not belong to the government or NHS

*Report suspicious emails at [phishing@hmrc.gov.uk](mailto:phishing@hmrc.gov.uk) and texts/ phone calls at Citizens Advice Helpline- 0808 223 11 33. You can also report it online at [www.actionfraud.police.uk](http://www.actionfraud.police.uk)*





# You may be alerted by the NHS contact tracers

If it is found that you were in close contact with someone who has tested positive for Coronavirus.

You must self-isolate for a period of 14 days.

If you develop symptoms, book a test (and follow the same process discussed earlier).

Contact Tracers will not tell you who out of your contacts has tested positive and who has shared your details with them.





Got coronavirus symptoms?

1

Start **isolating**

- you for **7 days**
- household for **14 days**



2

Book **a test**

- NHS.uk/coronavirus
- or call 119

negative  
for COVID-19



- Household stops isolating immediately
- You stop isolating if you feel well

positive  
for COVID-19



3

**Share contacts**  
via **NHS Test and Trace**

**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**

If you have been in close contact with someone who tests positive

1

You may be alerted  
by **NHS Test and Trace**



2

**Isolate** for **14 days**  
after close contact



if you develop symptoms

3

**Book a test**

- Household isolates for 14 days

negative  
for COVID-19



- Household stops isolating immediately
- You complete **14 day isolation**

positive  
for COVID-19



- You begin new **7 day isolation**
- Household completes **14 day isolation**

Test & Trace Helpdesk: 0203 514 3817



# COMMUNICATION & NARRATIVES

How and where do you receive COVID-19 messaging from?

How do you identify which messages to trust or ignore?



# Additional Resources

Government Guidance on NHS Test & Trace: How it works-

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Information on data use & storage-

<https://contact-tracing.phe.gov.uk/help/privacy-notice>

NHS Test & Trace explainer video-

<https://www.youtube.com/watch?v=r0wHn1a3mwE>

Videos on administering a swab test-

- <https://youtu.be/8lo6g-TYZ-c>
- [https://www.youtube.com/watch?v=2SxbcALant8&feature=emb\\_rel\\_pause&app=desktop](https://www.youtube.com/watch?v=2SxbcALant8&feature=emb_rel_pause&app=desktop)



## COVID-19 TEST & TRACE



## COVID-19 SYMPTOMS?

## Self-isolate

**As soon as you experience:**

- a high temperature
- new, continuous cough
- loss or change to your sense of smell or taste

**Self-isolate for at least 7 days**

**If you live with other people, they must isolate for 14 days** from when your symptoms started.

**GET TESTED**

Request a free test:

- **Online** [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)
- **Call 119** - translators are available

**You will be asked:**

- **how you want to receive the test** - drive to a testing site or order a home test kit?
- **your contact details**, including your name, phone number and address

Available for all adults and children, including overseas visitors - **all information provided will be confidential.**



## WAIT FOR RESULTS

This can take up to 72 hours

You will be contacted by email, text or phone:

- If positive, continue to isolate completing the 7 day isolation period from when your symptoms first started
- People living in the same house as you and others you've had close contact with must isolate for 14 days - even if they're not showing any symptoms
- If negative, there is no need to self-isolate



## WHAT NEXT?

Share contacts with NHS Test & Trace team

- If you test positive you will receive instructions on how to share the details of people you have recently been in contact with
- Please respond as soon as possible so the team can alert others who may also need to self-isolate which will help stop the virus spreading

**You will remain anonymous** when alerts are made.



**Test & Trace Helpdesk: 0203 514 3817**

**Online Government Guidance:** <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Please share far and wide!

If you are interested in receiving Zoom workshops on Test & Trace for your staff, volunteers, members, service users or resident groups, please get in touch..



## CONTACT DETAILS

Please get in contact with us if you have further questions or any other queries

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