

CORONAVIRUS (COVID-19) UPDATE

Information sheet, brought to you by the East Dunbartonshire Public, Service User and Carer (PSUC) representatives group

EAST DUNBARTONSHIRE INFORMATION

TEST AND PROTECT

Test and Protect is the Scottish Government strategy to help us interrupt chains of transmission of Covid19 in the community.

NHS Greater Glasgow and Clyde (GGC) with support from East Dunbartonshire Public Health Improvement Team are working to deliver Contact Tracing across Greater Glasgow and Clyde. The service started in June and Contact Tracers are now actively making contact with those who have received a positive result to their Covid 19 test. For more information see below.

What is Test and Protect?

Test and Protect is Scotland's public health approach to prevent the spread of Covid-19 in the community.

If you have been in close contact with someone who has tested positive for coronavirus, you will be contacted by a member of the Greater Glasgow & Clyde COVID-19 Contact Tracing team. You will be advised to self-isolate for 14 days in order to limit transmission of the disease to others.

The more you know about the Test and Protect approach, the better equipped you will be to protect your health and the health and wellbeing of others.



What Will Happen if you are Contacted by a Contact Tracer?

A Contact Tracer will introduce themselves and state the reason for their call.

They will address you by your name, ask you details of your recent movements and who you have come into contact with.

They will:

- Introduce themselves and state the reason for their call.
- Ask you details of your movements and who you have come into contact with.



Warning



Unfortunately, there have been reports of contact tracing SCAMS.

Contact Tracers will not:

- Ask you for any personal information, such as bank account details or your medical records.

Contact Tracers will not:

- Try to sell you anything.

If a caller does not know your name, they are not a genuine Contact Tracer. Please hang up!

Where Can I Find Trusted Information?



NHS Scotland

<https://www.nhsinform.scot/campaigns/test-and-protect>

Scottish Government

<https://www.gov.scot/coronavirus-covid-19/>

Public Health Scotland

<https://publichealthscotland.scot/>

If you suspect or have been a victim of fraud, report it to Police Scotland by calling **101**

CARERS INFORMATION

CARERS WEEK WAS RECENTLY CELEBRATED

Carers Link, your local carers organisation have brought together a range of on-line events in June. Click here for more information.

<https://carerslink.org.uk/Whats-On-Online-June>

Young Carers

East Dunbartonshire resident Sam Albrow, speaks about his experiences as a young carer during the covid-19 pandemic. Click here: [Young Carer/Sam Albrow](#)

Carers Link and East Dunbartonshire HSCP Public Health Improvement Team Podcast for Carers

This podcast gives carers ideas on how to look after themselves under lockdown. Suggestions include a range of resources which can help, these include:

- Quit Your Way – Quit Smoking resources, or call 0800 916 8858
- NHS Inform - Scotland's Service Directories
- The Eatwell Guide, and;
- The East Dunbartonshire Health Improvement Team Website.

Please click on the link here; [Carerslink.org.uk/whats-on/podcasts](https://carerslink.org.uk/whats-on/podcasts) and go to podcast number 11:

Are you an unpaid/informal carer who requires PPE?

Any unpaid or informal carer requiring to access an emergency supply of Personal Protection Equipment (PPE) to support them to carry out personal care activities with the person they care for should contact Carers Link on [0800 975 2131](tel:08009752131).



COMMUNITY WELLBEING ADVISERS:

The Community Wellbeing Project commenced in March 2020. The role of the Community Wellbeing Adviser (CWA) is to support patients, as a link between the GP Practice and local support services. A referral is made by a GP, and following this a Community Wellbeing Adviser will meet with a patient to discuss the key issues that are impacting on their wellbeing. The Adviser and patient will jointly talk through possible solutions and options on social and non-medical issues with the aim to identify a range of options that will support the patient towards improving their health and wellbeing. In most cases the support will be short term, although GPs may be requested or may request to continue this support for longer periods. The members of East Dunbartonshire Public, Services User and Carers group support this exciting development and we will keep East Dunbartonshire residents updated to its progress.



GP OUT OF HOURS

NHS GGC have introduced a new appointments system within our GP out-of-hours service. ([NHS24 - 111](#))

The new arrangement will support your local GP practice by reducing waiting times, enabling discrete appointments and improving access to GP out-of-hours services while also ensuring social distancing can be observed at all primary care centres.

In addition to having a scheduled appointment, patients will have the opportunity for telephone consultations with GPs, this is called Attend Anywhere (see below)

ATTEND ANYWHERE

Attend Anywhere is now available within all East Dunbartonshire GP Practices. This new system allows you to have a virtual consultation with your GP.

If you need to contact your GP practice, your GP receptionist will ask you to provide some information in order to allocate you to the most appropriate member of the Practice Team. If a virtual consultation is deemed appropriate, the Practice will provide you with a date, time and information on how to access the consultation.