**CLINICALLY EXTREMELY VULNERABLE (CEV) LOCKDOWN FAQs**

**3 November 2020**

**Last updated: 03/11 18.00**

**DOCUMENT TO BE SHARED WITH LOCAL AUTHORITIES [AND HEALTH CHARITIES] SO THEY CAN ADVISE CEVs**

**USER FACING Q&A [share with health charities]**

**DHSC – Health Questions**

1. **How long is the additional guidance to clinically extremely vulnerable people in place for?**
   * The Government has introduced new National Restrictions guidance, which will come into effect on 5 November and will apply until Wednesday 2 December. The advice for the clinically extremely vulnerable will cover this same period. At the end of the period, we will look to return to a regional approach, and we will issue further guidance at the time.
2. **Why are you not reintroducing full shielding as in March?**
   * The new National Restrictions guidance announced on 31 October will protect everyone, including those who are clinically extremely vulnerable (CEV).
   * We are introducing additional advice and support for CEV people to help further protect them. Whilst this does not go as far as previous shielding guidance, it does contain similar protections and support.
   * Previous shielding advice introduced in March helped protect those most at risk from COVID-19, but many people told us they found this advice very restrictive. We have therefore made measured relaxations to the advice, such as advising CEV people to continue to go outside for exercise.
   * The full new guidance for CEV people is published here: [link] Translations and accessible formats of this guidance will also be made available in the coming days.
3. **How is this different to Shielding in March?**
   * We know that during the first period of national shielding between March and July, many people found the advice very restrictive. The new guidance acknowledges this and provides practical steps to help keep you safe while reducing some of the potentially harmful impacts on mental and social wellbeing of previous shielding guidance.
   * While we are still advising CEV people to stay at home as much as possible, you can go outside to take exercise or to attend essential health appointments.
   * There is also no need for self-isolation within your household, although you are advised to social distance where possible and follow the guidance of ‘Hands. Face. Space’
4. **Who will the new guidance apply to?** 
   * The new guidance applies to individuals who have been deemed to be Clinically Extremely Vulnerable (CEV), meaning that they face the highest risk of serious illness if they contract COVID-19. If you are in this group, you may have received a letter from the NHS or from your GP telling you this, and you may have been advised to shield in the past. See the guidance on [Definition of Clinically Extremely Vulnerable groups](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19) for more details.
   * Down’s syndrome (adults only) and chronic kidney disease (stage 5) have recently been added as conditions that meet the criteria of extreme clinical vulnerability, and therefore the new guidance also applies to individuals with either condition.
5. **Are these new rules compulsory?** 
   * As before, the guidance for the clinically extremely vulnerable is advisory, although you are strongly advised to follow the advice in order to keep yourself safe.
6. **Will you be writing to CEV people?**
   * Yes, we will write to everyone on the shielded patient list advising them of these changes. Guidance will also be available on the gov.uk website.
7. **Can I still access NHS service / social care services?**

* Yes. It is important that you continue to receive the care and support you need to help you stay safe and well.
* You should continue to seek support from the NHS for any health conditions.
* You can access a range of NHS services from home, including ordering repeat prescriptions or contacting your health professional through an online consultation. To find out more visit [www.nhs.uk/health-at-home](http://www.nhs.uk/health-at-home) , or download the NHS App. If you have an urgent medical need, call NHS 111 or, for a medical emergency, dial 999.
* Any carers or visitors who support you with your everyday needs can continue to visit. They should follow social distancing guidance where close or personal contact is not required.

1. **Does my whole household have to shield?**
   * No. Other members of your household are not required to shield and should follow the new National Restrictions guidance for the general population. That means they should continue to go to work and/or school.
   * To further protect yourself from COVID-19, you should try to stay 2 metres away from other people within your household, especially if they display symptoms of the virus or have been advised to self-isolate. You should also follow the guidance of ‘Hands. Face. Space’.
2. **Will I be able to go outside?**
   * Everyone is advised to stay at home as much as possible, but you are still encouraged to go outside for exercise or to attend health appointments.
   * If you do go out you should keep all contact with others to a minimum and avoid busy areas. You should also follow the guidance of ‘Hands. Face. Space’.
3. **Do children have to go to school?**
   * We know that children, even those with existing health conditions, have a very low risk of becoming very unwell from COVID-19. We also know how important it is for children to be able to continue their education. Speak to your child’s specialist doctor or GP if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable.
   * Those children whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school whilst this advice is in place. Your child’s school will make appropriate arrangements for them to be able to continue their education at home.
   * Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.
4. **Can I look after my grandchildren?** 
   * You are advised to minimise all social interactions, including providing childcare, even if part of a childcare bubble.
5. **Are you adding new groups to the shielded patient list?**
   * The shielded patient list is monitored regularly, and if scientific evidence shows that other groups face a very high risk of severe illness from COVID-19 then they would be added to the shielded patient list and informed of this.
   * Based on the latest evidence, we are adding adults with Down’s syndrome and all those with chronic kidney disease (stage 5) to the shielded patient list. will receive a letter from the NHS informing them that they have been added to the Shielded Patient List. Their GP or clinician should also contact them.
6. **Why is the Government announcing this now? Why is the advice for England different to the advice for other parts of the UK?**
   * The new guidance has been announced because coronavirus cases are rising rapidly across the country, and this advice is designed to further protect the most vulnerable. Each nation within the United Kingdom has a slightly different health system and this information only applies to those living in England. The new National Restrictions also only apply in England.
7. **This is a huge sacrifice for individuals - how confident are you that this is effective in keeping the clinically extremely vulnerable safe?** 
   * We understand how hard these measures can be for individuals to follow, but we are confident that this advice strikes the best balance between preventing exposure to the virus with the potential negative physical and mental health consequences of asking people to isolate themselves.
   * This guidance will remain in place for the 4 weeks up to 2 December.
8. **Is there different guidance if I live in a Tier 2 or Tier 3 area?**
   * No. This new guidance, as well as the new National Restrictions, will apply to the whole of England until 2 December.
9. **Why didn’t you introduce these restrictions in tier 3 areas before? Is this the new guidance for tier 3 areas?**
   * When formal shielding guidance was introduced in March many people found it to be very restrictive. Since it was paused at the end of July, the Government has aimed to strike the best balance between preventing exposure to the virus with the potential negative physical and mental health consequences of asking people to isolate themselves. Unfortunately, Covid-19 cases are rapidly rising across the whole of the UK and it is necessary to now take further measures.
   * The new National Restrictions and additional advice for CEV individuals is not the new guidance for tier 3 areas. It is new guidance that covers the whole of England from 5 November until 2 December. At the end of the period, we will look to return to a regional approach, and we will issue further guidance at the time.
10. **Why are people being asked to follow this guidance even in areas previously categorised as ‘medium’?**
    * Cases of COVID-19 are rising across the country, and even in areas where the level of incidence remains low, current scientific projections predict that hospital capacity would run out in the coming weeks unless action is taken. This is why the new National Restrictions measures have been implemented and why updated advice has been provided to further protect the most vulnerable.
11. **Can I exercise outside? If so, how often and for how long? Can I drive to exercise?**
    * Yes, you are encouraged to continue to exercise outside because of the health benefits that this brings. You can go out for as long and as often as you wish, although you are generally advised to stay at home as much as possible.
    * Everyone should avoid travelling in or out of their local area, and should look to reduce the number of journeys they make. Additional advice to CEV people is that they should avoid all non-essential travel by private or public transport, but can travel a short distance to exercise if this is necessary

**Support Offer**

1. **What support will be offered to CEVs?**

* If you are Clinically Extremely Vulnerable and you need support to access food, or you have other support needs to help you to stay at home as much as possible, you will be able to request support from your local council.
* Councils are being given funding to provide support to those Clinically Extremely Vulnerable people who need it. This can include help with shopping, securing a priority supermarket delivery slot, or signposting you to local support or befriending services.
* If friends and family are not able to collect your prescriptions or medicines for you, then you will also be eligible for free medicines delivery from your community pharmacy.
* If you cannot work, the Government has extended the Coronavirus Job Retention Scheme (furlough) until 2 December, which you may be eligible for if you were on payroll before 30 October 2020. Please speak to your employer if you think you are eligible.
* Additionally, the letter you will receive can act as evidence for your employer to show that you cannot work outside your home until 2 December and that you are eligible for Statutory Sick Pay (SSP) or Employment Support Allowance (ESA), provided other eligibility criteria are also met.

1. **How will CEVs be able to access support?**

* CEVs can use a new online service to register themselves, or on behalf of someone else, to:
* Request priority access to supermarket delivery slots (if you have already got priority supermarket deliveries, you’ll keep them).
* Tell your council if you need support in order to follow this guidance that cannot be provided by friends, family or other support networks.
* Update your details, for example, your address.
* This service can be found at <https://www.gov.uk/coronavirus-shielding-support>. You’ll be asked for your NHS number. You can find it on any letter the NHS has sent you, or on a prescription.
* If you need to register your needs by phone, or have an urgent need, you should contact your local council directly.
* Find out what help you is available from your local council at <https://www.gov.uk/coronavirus-local-help>.

1. **What food support is available for me/CEVs?**

* You are advised not to go to the shops. Use online shopping if you can, or ask friends, family or local charities to collect and deliver shopping for you.
* If you cannot access food, your local council can offer support. This may include helping you to request priority access to supermarket delivery slots (if you do not already have one) or help with shopping. There is no longer a national food box scheme.
* If you need to register for help getting access to food you can go to <https://www.gov.uk/coronavirus-shielding-support>.
* [NHS Volunteer Responders](https://nhsvolunteerresponders.org.uk/) may also be able to help deliver your food shopping. To arrange support for yourself or someone else call 0808 196 3646.

1. **How can I/CEVs access priority supermarket slots?**

* 7 of the UK’s largest supermarkets (Asda, Sainsburys, Tesco, Morrisons, Iceland, Waitrose, Ocado) are continuing to offer priority supermarket slots to Clinically Extremely Vulnerable people who need them.
* If you are already receiving priority access to supermarket delivery slots this will continue, you do not need to do anything further.
* You can use a new online service to register yourself, or on behalf of another CEV individual, to request priority access to a supermarket delivery slot at <https://www.gov.uk/coronavirus-shielding-support>.

1. **Why am I/CEVs no longer receiving a food box?**

* Government will not be re-introducing nationally provided food parcels. We have moved to the locally led support model which recognises that councils are best placed to assess and meet CEVs food access needs with a focus on providing support in a way that encourages independence and choice.
* Use online shopping if you can, or ask friends, family or local charities to collect and deliver shopping for you.
* If you cannot access food, your local council can offer support. Local councils are now being funded to provide support to those Clinically Extremely Vulnerable people who need help to access food. This may include helping you to request priority access to a supermarket delivery slot (if you do not already have one) or help with shopping.

1. **What other support is available for people who are staying at home?**

* Local councils are being given funding to provide support to those Clinically Extremely Vulnerable people who need it. This may include signposting you to local support or befriending services, or linking you up with volunteers who can help collect essential deliveries for you.
* If you need to register your needs by phone, or have an urgent need, you should contact your local council directly. Find out what help you might be able to get from your local council at <https://www.gov.uk/coronavirus-local-help>.
* [NHS Volunteer Responders](https://nhsvolunteerresponders.org.uk/) may also be able to help with their ‘check in and chat service’. To arrange support for yourself or someone else call 0808 196 3646.

**Work**

1. **Can I/CEVs go to work?**

* If you are Clinically Extremely Vulnerable, you should not work outside the home until 2 December. Your employer is expected to help you to work from home.
* CEV employees or workers should talk to their employer as soon as they can about the new guidance.
* If you are unable to work in your normal role or do all of your usual tasks from home, you should discuss whether there are any alternative arrangements that can be made with your employer, including considering using the Coronavirus Job Retention Scheme (furlough).
* **Is it safe for people who live with CEVs to go to work?**
* Everyone is being advised to work from home where they can.
* Where it is not possible to work from home, household members who themselves are not classified as Clinically Extremely Vulnerable can still go to work if they cannot work from home.
* Household members who live with CEVs should take extra care to follow the public health guidance on hand washing, social distancing, and complying with any Covid secure workplace guidance.
* You should try to remain two meters apart from each other, especially if household members display symptoms of the virus or have been advised to self-isolate

1. **What support is available?**

* The Government has extended the Coronavirus Job Retention Scheme (furlough) until 2 December which you may be eligible for if you were on payroll before 30 October 2020. Please speak to your employer if you think you are eligible.
* If you cannot work, you may be eligible for Statutory Sick Pay (SSP), Universal Credit (UC) or Employment Support Allowance (ESA). Eligibility criteria apply.
* The letter you will receive will act as evidence for your employer or the Department of Work and Pensions that you are advised to shield and may be eligible for SSP or ESA.
* SSP is payable for up to 28 weeks per sickness absence. If an individual has used up their SSP entitlement, they may be able to claim UC and/or ESA when their SSP ends, depending on individual circumstances.
* SSP is intended as a safety net for individuals who are clinically extremely vulnerable, in cases where their employer chooses not to furlough them under the Coronavirus Job Retention Scheme and does not have other suitable policies in place (e.g. the ability to work from home, or the provision of special leave).

1. **What support is available for self-employed CEVs who cannot work from home?**

* The Government recognises the continued impact that coronavirus (COVID-19) has had on the self-employed and has extended the Self-Employment Income Support Scheme (SEISS).
* The SEISS Grant Extension provides critical support to the self-employed in the form of two grants, each available for three month periods covering November 2020 to January 2021 and February 2021 to April 2021.
* Further information is available here: <https://www.gov.uk/government/publications/self-employment-income-support-scheme-grant-extension/self-employment-income-support-scheme-grant-extension>

**Health**

1. **How can CEVs access medicines if they cannot go to the pharmacy?**

* If friends and family are not able to collect medicines for you, then you will also be eligible for free medicines delivery.
* Please contact your pharmacy to inform them that you are clinically extremely vulnerable and need your medicines delivered, and they will arrange this free of charge.

1. **What mental health support is available for CEVs during this difficult period?**

* Anyone concerned about their mental health should speak to their GP or existing care team, or can access further advice via NHS.UK. Online self-referral options are commonly available for some services including children and young people’s mental health services, and [psychological therapies service](https://www.nhs.uk/service-search/find-a-psychological-therapies-service/)s for adults with common mental health problems such as anxiety and depression.
* Every Mind Matters website is available for everyone with advice and practical steps that you can take to support your wellbeing and manage your mental health during this pandemic.
* You may also find helpful resources, including information on how to access counselling and psychotherapy, on the British Association for Counselling and Psychotherapy’s website (https://www.bacp.co.uk/).
* All mental health providers, including providers of psychological therapies services, have been issued with guidance to encourage them to deliver care remotely so that vulnerable groups, including those who are shielding, can receive care safely.
* Mental health trusts in England have been instructed to put in place 24/7 crisis lines for all ages so people can get urgent help whenever they need it. A national service finder for local urgent mental health telephone lines is now available on [the NHS.UK website](https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/).
* If you or someone you care for are experiencing a mental health crisis, we urge you to make contact with a local health professional immediately.

**Housing**

1. **What help is available to pay my mortgage during this lockdown?**

* The mortgage holiday will be extended. Borrowers who have been impacted by coronavirus and have not yet had a mortgage payment holiday will be entitled to a six month holiday, and those that have already started a mortgage payment holiday will be able to top up to six months without this being recorded on their credit file.
* For borrowers who have taken six months’ holiday and continue to face ongoing financial difficulties, lenders should continue to provide support through tailored forbearance options. This could include granting new mortgage payment holidays. Home owners in this situation should speak to their lender to discuss their options.

1. **Can I be evicted from my home during this lockdown period?**

* Measures to protect tenants during the COVID-19 outbreak remain in place.
* Landlords must provide a 6 month notice of evictions for all but the most egregious cases. Furthermore, no bailiff enforcement will occur during the national lockdown, in line with the existing position for tier 2 and 3 Local COVID Alert Levels.

1. **Can I leave my home if myself or my children are at risk of domestic abuse?**

* You do not have to stay in your home if you need to leave to escape domestic abuse.
* Any individual in danger and who is unable to talk on the phone, should call 999 and then either press 55 on a mobile when prompted  or wait on a landline and you will be connected to a police call handler who will be able to assist you without you having to speak.

**Education**

1. **Should my CEV child go to school?**

* More evidence has emerged that shows there is a very low risk of children becoming very unwell from COVID-19, even for children with existing health conditions. Most children originally identified as clinically extremely vulnerable no longer need to follow this advice. Speak to your GP or specialist clinician if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable.
* Those children whose doctors have confirmed they are still clinically extremely vulnerable are advised not to attend school whilst this advice is in place.

1. **What provisions will be made available to support children who need to access remote learning and cannot attend school?**

* If following a discussion with your GP or clinician you child is unable to attend school, your school will make appropriate arrangements for them to be able to continue their education at home.

1. **I am CEV, should my child go to school?**

* Children who live with someone who is clinically extremely vulnerable, but who are not clinically extremely vulnerable themselves, should still attend school.

1. **Should staff who are CEV continue to work in education and childcare settings?**

* No. Government advice is that all CEV individuals should work at home where possible, regardless of which sector they work in. If you cannot work from home then you should not attend work.
* If you cannot attend work for this reason, you may be eligible for Statutory Sick Pay (SSP) or Employment Support Allowance (ESA). The letter you will receive will act as evidence for your employer or the Department of Work and Pensions that you are advised to shield and may be eligible for SSP or ESA.
* If you were on payroll before 30 October 2020 you may also be eligible for the Coronavirus Job Retention Scheme (furlough), which is being extended until 2 December. Please speak to you employer if you think you are eligible.

1. **Should staff in education and childcare settings who live with someone who is CEV, stay at home?**

* Those who work in the education or childcare sectors who live with someone who is CEV can still attend work if they cannot work from home, in line with the wider rules set out in the new National Restrictions from 5 November.

1. **Am I/CEVs safe to send my child to nursery?**

* More evidence has emerged that shows there is a very low risk of children becoming very unwell from COVID-19, even for children with existing health conditions. Most children originally identified as clinically extremely vulnerable no longer need to follow this advice. Speak to your GP or specialist clinician if you have not already done so, to understand whether your child should still be classed as clinically extremely vulnerable. Those children whose doctors have confirmed they are still CEV are advised not to attend early years settings whilst this advice is in place.
* Attendance at early years settings will continue to be voluntary and non-statutory, though we encourage parents to continue to send their children unless they are advised that their child remains CEV.

**LA FACING Q&A**

1. **What has been announced?**

* Government is advising those who are Clinically Extremely Vulnerable to minimise their contact with others. That will include advising them not to go to work if they can’t work from home, and not to visit shops and pharmacies.
* Updated guidance has been published and the Health Secretary and MHCLG Secretary of State will be writing to individuals to explain what this guidance means and what support will be available.
* MHCLG has already issued guidance to Councils to ensure they are ready to support Clinically Extremely Vulnerable individuals – the Local Shielding Framework. We are now asking Councils to put the necessary arrangements in place to ensure this support is available from Thursday 5 November.
* Unlike the previous national lockdown period, we anticipate that a much smaller number of clinically extremely vulnerable people will require direct support.
* Funding will be made available to enable Councils to provide support, as outlined in the local shielding framework, to CEVs in your area. Funding is weighted by the number of CEVs in the local authority boundaries.
* We have written to each Council confirming the exact amount they will receive.

1. **What are local Councils being asked to deliver?**

* On 13 October, we wrote to all local authority Chief Executives to share our Framework on shielding, to help Councils prepare to stand up support for Clinically Extremely Vulnerable (CEV) people if they are advised to follow more restrictive health guidance.
* The Framework sets out that Councils will be responsible for contacting Clinically Extremely Vulnerable individuals in their area, assessing their needs, and providing support to access food and to meet basic needs.
* There will be no national food box scheme: we are in a different position now to March – with priority supermarket delivery slots and volunteers organised, so we expect Councils to need to provide food only in exceptional circumstances.
* Councils will continue to have access to data from an improved registration website, and the Shielded Patient List (SPL) from the NHS.

1. **What funding will be made available to local Councils?**

* MHCLG is giving over £32 million to local Councils to enable them to provide support to Clinically Extremely Vulnerable people who need it for the 28 day period that the restrictions are in force. This is equivalent to £14.60 per CEV individual on the Shielded Patient List (SPL).
* This funding is additional to any funding already provided to local authorities through the Contain Outbreak Management Fund (COMF).
* Funding is weighted by the number of CEVs on the Shielded Patient List who live within the local authority boundaries.
* Unlike the previous national lockdown period, we anticipate that a much smaller number of clinically extremely vulnerable people will require direct support. Councils are well-placed to support people’s independence where possible and to minimise dependency on these services going forward.
* The funding level is derived from our best available understanding to date of the costs to councils, following engagement with Councils during the first phase of the programme, and using emerging data from areas which have already provided shielding support locally.
* Currently there are 2.2m individuals on the SPL, however when the National Shielding Programme was paused at the end of July just 190,000 of those identified as CEV were registered for food support.
* Learning from local shielding interventions after the national relaxation of Shielding showed that there was much greater need to support people to access food, rather than directly provide it, and so significantly fewer people required direct support from their local Councils.
* This means that in practice the funding available for providing support will be much higher per supported CEV.
* The funding will be an unringfenced section 31 grant to provide maximum flexibility, and we expect Councils to use the funding to deliver the activities and outcomes outlined in the Shielding Framework. This includes the overheads of setting up and managing the local system, contacting CEV individuals within the area of intervention, assessing the food and basic support needs of CEV individuals and facilitating the delivery of that support where necessary, and reporting on the level of support provided. As outlined in the Framework, the funding accounts for the direct provision of food on an exception only basis.
* It is essential that upper tier authorities provide sufficient resources to lower tier authorities to carry out any responsibilities that they are asked to undertake.

1. **How do local Councils access the new online system?**

* Government has built a new service for CEVs to register their support needs online. This will be available across England by Thursday 5 November.
* MHCLG issued technical guidance on the use of this system in Very High Alert Level areas on 20 October. An updated version of this guidance to reflect the switch-on of the system nationally will be circulated w/c 2 November.
* The technical guidance details the data-feeds that Councils will receive from the registration system as well as information on how Councils can support CEVs and register for them by proxy, and where Councils can go for further technical support.
* Data hub leads will be able to access daily files from the system through the data transfer tool as in wave one.

1. **How can Local Councils access the latest data about CEVs in their area?**

* Councils are already receiving a weekly cut of the Shielded Patient List (SPL) in their area directly from NHS Digital through their SEFT tool. For more detailed guidance on this, visit: <https://digital.nhs.uk/coronavirus/shielded-patient-list/guidance-for-local-authorities> .
* Data hub leads will be able to access daily files of those CEVs in their area who register onto the new online system.
* In early August Councils were sent data on all those receiving national food boxes in their area at the end of wave one.

1. **When will Councils expect to receive data about CEV needs?**

* Government has built a new service for CEVs to register their support needs online.
* Councils will receive a daily download of any new information inputted into the system via the GDS data-transfer tool. Data hub leads will be able to access the data transfer tool as in wave one.
* The data set has been improved to streamline the transfer of data, and make clear any new additions or removals of people’s data.

1. **How do Councils register CEVs who need priority supermarket slots?**

* Councils are able to direct CEVs to the government’s new online service to register for priority supermarket slots at: <https://www.gov.uk/coronavirus-shielding-support>
* Councils are also able to fill out the registration form on behalf of CEVs who may need additional support in accessing the system (e.g. those who are not digitally enabled). To do this they will need permission from the CEV individual and their NHS number.

1. **What reporting will central government ask Councils to provide?**

* We will be asking Councils to provide reports to government on how many CEVs have been helped and how, in line with the LA Framework.
* This data will help provide a national picture of how CEVs are being supported where this is required and to pinpoint any areas of concern either geographically or by theme
* This will be confirmed in the guidance for the registration system - setting out the specific data fields, including on the technical aspects of how we will ask you to submit your data returns.

1. **How can local councils find out about volunteer numbers and capacity in their local areas in relation to the NHS volunteer scheme?**

* Local authorities can look at the aggregated data sets on the NHS Futures platform which indicates numbers of volunteers across local areas, to help with their planning.
* If local authorities do not have access to this, they can request access by emailing [NHSVolunteerRespondersCOVID-manager@future.nhs.uk](mailto:NHSVolunteerRespondersCOVID-manager@future.nhs.uk)

1. **What role will Volunteers have in delivering medicines?**

* Community pharmacies have been instructed to stand up medicines deliveries for Clinically Extremely Vulnerable people only. Expectations on pharmacies is that they utilise volunteer services as far as practically possible to make these medicines deliveries, including the use of NHS Volunteer Responders and any local volunteering resources. As a last resort, pharmacies must make the deliveries themselves, and will be funded to do so.
* The NHS has clearly communicated to pharmacies that they should make use of local volunteer networks insofar as they exist, but that no expectations should be put on LAs themselves to support with medicines deliveries, in recognition of the feedback we have had from some LAs.