

Health & Wellbeing Queries to Community Hub			
What type of HWB questions will the community ask?	Types of help	Level of urgency	What will the response be?
<p><b>Access to Healthcare - Routine:</b></p> <p>Can I still access my GP for a routine appointment?</p>	Online	Low	<p>Information provided at GOV.UK  <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p> <p>You are required to stay at home to stop coronavirus spreading.            Only go outside for food, health reasons or essential work.            Stay 2 metres (6ft) away from other people.            Wash your hands as soon as you get home.</p>
<p><b>Access to Healthcare - High Risk</b></p> <p>I'm at very high risk of severe illness from coronavirus because of an underlying health condition. Can I still access my GP for an appointment?</p>	Online	High	<p>Information provided at GOV.UK  <a href="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">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</a></p> <p>Access to medical assistance is advised remotely, wherever possible. However, if you have a scheduled hospital or other medical appointment during this period, talk to your GP or specialist to ensure you continue to receive the care you need and determine which of these appointments are absolutely essential.</p>
<p><b>Alcohol and Drugs:</b></p> <p>Where can I get help for alcohol and drugs, including supervised consumption, needle exchange?</p>	Service	High	<p>For substance misuse advice or needle exchange call 01482 620 013</p> <p>For information and support with alcohol call the Alcohol Hub: 01482 839 009</p> <p>ReNew Free Helpline 0800 612 6126</p> <p>ReNew offers online support for alcohol and drugs: Facebook chat @cglhull Monday to Friday, 9am to 5 pm.</p>

	Online	Low	<p>For service updates, please go to the Twitter account  <a href="https://twitter.com/CGLHull">https://twitter.com/CGLHull</a></p> <p>or visit the website  <a href="https://www.changegrowlive.org/hull-renew">https://www.changegrowlive.org/hull-renew</a></p> <p>Information on coronavirus   Change Grow Live (CGL)  <a href="https://www.changegrowlive.org/advice-info/coronavirus">https://www.changegrowlive.org/advice-info/coronavirus</a></p>
<p><b>Blood Donation:</b></p> <p>Can I still donate blood whilst we are in this coronavirus state of emergency?</p>	Online	Medium	<p>Yes, giving blood and platelets is a medical need and a form of helping vulnerable people. It is essential to patients and the NHS.</p> <p>Further information is available at:  <a href="https://www.blood.co.uk/news-and-campaigns/news-and-statements/coronavirus-covid-19-updates/">https://www.blood.co.uk/news-and-campaigns/news-and-statements/coronavirus-covid-19-updates/</a></p>
<p><b>BME Populations:</b></p> <p>How can I access information on coronavirus in other languages?</p>	Online	Medium	<p>Multi-lingual information can be accessed at  <a href="https://www.doctorsoftheworld.org.uk/coronavirus-information/">https://www.doctorsoftheworld.org.uk/coronavirus-information/</a></p>
<p><b>Carers:</b></p> <p>I'm at carer and need to talk to someone about my caring role. Who can I talk to?</p>	Service  Online	High  Low	<p>Carers Information and Support Service at 01482 222220 or email <a href="mailto:CHCP.carersinfo@nhs.net">CHCP.carersinfo@nhs.net</a></p> <p>Information provided at Carers UK  <a href="#">Coronavirus Guidance</a></p>
<p><b>Coronavirus - Easy Read:</b></p> <p>I don't understand Coronavirus. Can it be explained simply?</p>	Online	Low	<p>NHS.UK has produced a new video giving official advice on commonly asked questions at  <a href="https://www.facebook.com/NHSwebsite/videos/1111386535881999/">https://www.facebook.com/NHSwebsite/videos/1111386535881999/</a></p>

			<p>Public Health England have produced an Easy Read guide at  <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875126/Easy_read_guidance_on_shielding_March_2020.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875126/Easy_read_guidance_on_shielding_March_2020.pdf</a></p> <p>Myth busting is available from the World Health Organization at  <a href="https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters">https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters</a></p>
<p><b>Coronavirus - Prevention:</b></p> <p>Is there anything I can do to prevent coronavirus?</p>	Online	Low	<p>Information is provided at NHS.UK  <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/#prevention">https://www.nhs.uk/conditions/coronavirus-covid-19/#prevention</a></p> <ul style="list-style-type: none"> <li>-wash your hands with soap and water often - do this for at least 20 seconds</li> <li>-use hand sanitiser gel if soap and water are not available</li> <li>-cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze</li> <li>-put used tissues in the bin immediately and wash your hands afterwards</li> <li>-stay 2 metres (3 steps) away from other people, if you need to go outside</li> </ul>
<p><b>Coronavirus - Symptoms:</b></p> <p>What to do if you have coronavirus symptoms</p>	Online	Medium	<p>Information provided at NHS.UK  <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p> <p>To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.</p> <p>Use the <a href="#">111 online coronavirus service</a> to find out what to do.  Only call 111 if you cannot get help online.</p>

<p><b>Dementia:</b></p> <p>During the coronavirus pandemic I'm supporting someone affected by dementia. Where can I get advice?</p>	<p>Online</p>	<p>Medium</p> <p>Low</p>	<p>Anyone affected by dementia can call the Alzheimer's Society support line on 0333 150 3456.</p> <p>Support line opening hours:  Monday to Wednesday  9am - 8pm  Thursday and Friday  9am - 5pm  Saturday and Sunday  10am - 4pm</p> <p>Online help is available from the Alzheimer's Society with a full range of free publications and online tool to find dementia information and support at <a href="https://www.alzheimers.org.uk/get-support/coronavirus-covid-19">https://www.alzheimers.org.uk/get-support/coronavirus-covid-19</a></p>
<p><b>Diet:</b></p> <p>Where can I find out about dietary issues related to the coronavirus pandemic?</p> <p>I'm running low on provisions. What can be cooked cheap? Or using things found at the back of cupboards?</p>	<p>Online</p> <p>Service</p> <p>Online</p>	<p>Medium</p> <p>Medium</p> <p>Medium</p>	<p>Dietetic advice for the public is available at: <a href="https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html">https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html</a></p> <p>CHCP community dieticians can be accessed on 01482 247111</p> <p>BBC Cheap food recipes, a variety of different recipes.</p> <p><a href="https://www.bbcgoodfood.com/recipes/collection/cheap-eat">https://www.bbcgoodfood.com/recipes/collection/cheap-eat</a></p> <p>Jamie Oliver and Jack Monroe have websites that the public can message in with what they have in their store cupboards and they will come up with recipes - see below</p> <p><a href="https://www.jamieoliver.com/recipes/category/books/keep-cooking-and-carry-on/">https://www.jamieoliver.com/recipes/category/books/keep-cooking-and-carry-on/</a></p> <p><a href="https://cookingonabootstrap.com/">https://cookingonabootstrap.com/</a></p> <p>Change 4 Life website</p> <p><a href="https://www.nhs.uk/change4life/recipes">https://www.nhs.uk/change4life/recipes</a></p>

<p><b>Domestic Violence:</b></p> <p>I am required to stay at home to stop coronavirus spreading, but I don't feel safe. Where can I get help?</p>	Service	High	<p>Hull Domestic Abuse Partnership (DAP) is available to help and support at <a href="http://www.hulldap.co.uk/">http://www.hulldap.co.uk/</a></p> <p>Sexual assault referral centre (SARC) offers free support and practical help to anyone in Humberside who has experienced sexual violence and/or sexual abuse at <a href="https://www.casasuite.org/">https://www.casasuite.org/</a></p>
	Online	High	<p>A web chat for people seeking support due to domestic abuse during isolation has been launched at <a href="https://chat.womensaid.org.uk/">https://chat.womensaid.org.uk/</a> The live chat will be online from 10am to 12pm on weekdays.</p>
<p><b>Funding:</b></p> <p>Are there any small pots of funding that will help Voluntary Community Sector groups support the community during the response to coronavirus?</p>	Online	Low	<p>Information available at <a href="https://blog.moneysavingexpert.com/2020/03/i-m-making-p1m-available-to-fund-urgent-small-charity-coronaviru/">https://blog.moneysavingexpert.com/2020/03/i-m-making-p1m-available-to-fund-urgent-small-charity-coronaviru/</a></p>
<p><b>Learning Disability:</b></p> <p>I'm caring for someone with a learning disability. Where can I access information?</p>	Online	Low	<p>Mencap has created information and resources around coronavirus at <a href="https://www.mencap.org.uk/advice-and-support/health/coronavirus">https://www.mencap.org.uk/advice-and-support/health/coronavirus</a></p> <p>Or Learning Disability Helpline - Monday to Friday call 0808 808 1111</p>
<p><b>Mental Health - Anxiety:</b></p> <p>I am feeling anxious about my own health and the health of my family. Where can I get help?</p>	Service	Medium	<p>Connect Well Hull can be accessed via Online referral at Connect Well Online or <a href="mailto:Enquiries@ConnectWellHull.org.uk">Enquiries@ConnectWellHull.org.uk</a></p>
	Online	Low	<p>It's natural to feel anxious during times of uncertainty. See the 10 simple things you can do to maintain your mental wellbeing and deal with anxiety about the coronavirus outbreak at</p>

			<p><a href="https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/">https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/</a></p> <p>Anxiety UK also offer a range of support online - free webinars, blogs, resources at:  <a href="https://www.anxietyuk.org.uk/coronanxiety-support-resources/">https://www.anxietyuk.org.uk/coronanxiety-support-resources/</a></p>
<p><b>Mental Health - Benefits:</b></p> <p>I am feeling concerned as I don't know how to make a new claim for Universal Credit. Where can I get help?</p>	Service	Medium	<p>Hull &amp; East Riding Citizens Advice has a Universal Credit  0800 144 8 444 (Freephone)  Alternatively email <a href="mailto:e-advice@hull-eastridingcab.org.uk">e-advice@hull-eastridingcab.org.uk</a> or visit  <a href="http://www.hullandeastridingcab.org.uk">www.hullandeastridingcab.org.uk</a></p>
<p><b>Mental Health - Children:</b></p> <p>I am worried about my child who is scared about COVID-19. Where can I get information?</p>	Online	Medium	<p>HeadStart Hull has used existing trusted sources and organisations, to gather together a selection of the best resources, information sites and news services to help you at  <a href="https://www.howareyoufeeling.org.uk/covid_19">https://www.howareyoufeeling.org.uk/covid_19</a></p>
<p><b>Mental Health - Finance:</b></p> <p>I'm struggling with anxiety due to financial worries. Where can I get help?</p>	Service  Online	Medium  Low	<p>Hull &amp; East Riding Citizens Advice has an Adviceline  03444 111 444 (local rate)  Or emailing <a href="mailto:e-advice@hull-eastridingcab.org.uk">e-advice@hull-eastridingcab.org.uk</a></p> <p>Self-help information also available at  <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a></p>
<p><b>Mental Health - Housing:</b></p> <p>I struggling to cope and need specialist debt advice about housing?</p>	Service	High	<p>Hull &amp; East Riding Citizens Advice has an Adviceline  03444 111 444 (local rate)  Or emailing <a href="mailto:e-advice@hull-eastridingcab.org.uk">e-advice@hull-eastridingcab.org.uk</a></p>

<p><b>Mental Health - Isolation:</b></p> <p>I'm struggling with social isolation. Where can I get help?</p>	<p>Service</p> <p>Service</p> <p>Online</p>	<p>Medium</p> <p>High</p> <p>Low</p>	<p>Connect Well Hull can be accessed via Online referral at Connect Well Online or <a href="mailto:Enquiries@ConnectWellHull.org.uk">Enquiries@ConnectWellHull.org.uk</a></p> <p>HFT MH Crisis line is available - Mental Health Response Service 01482 301701</p> <p>Guidance, advice and tips on how to maintain your mental wellbeing while staying at home at <a href="https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/">https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/</a></p>
<p><b>Mental Health - Scams:</b></p> <p>I'm really worried that I've become a victim of a coronavirus scam. What should I do?</p>	<p>Online</p>	<p>High</p>	<p>To learn more about the different types of scams visit <a href="http://www.FriendsAgainstScams.org.uk">www.FriendsAgainstScams.org.uk</a></p> <p>For advice on scams call the Citizens Advice Consumer Helpline on <b>0808 223 11 33</b></p> <p>To report a scam call Action Fraud on <b>0300 123 2040</b></p> <p>Contact your bank if you think you have been scammed.</p>
<p><b>Mental Health - Suicide/Self Harm:</b></p> <p>I don't know why but I'm experiencing suicidal thoughts. Where can I get help?</p>	<p>Service</p>	<p>High</p>	<p>The Samaritans are not offering face to face support in branches, but can be accessed free at any time, from any phone, on 116 123</p> <p>Alternatively, email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> where response time is 24 hours</p> <p>Further information at <a href="https://www.samaritans.org/">https://www.samaritans.org/</a></p>
<p><b>Mental Health - Young People:</b></p> <p>As a young person, where can I go for advice?</p>	<p>Online</p>	<p>Medium</p>	<p>HeadStart Hull has gathered together a selection of the best resources, information sites and news services to help you at: <a href="https://www.howareyoufeeling.org.uk/covid_19">https://www.howareyoufeeling.org.uk/covid_19</a></p>

	Service	High	<p>The Warren Youth Project's Covid-19 Plan is primarily social-media and telephone-based and focuses on three key points.</p> <p>When a young person rings The Warren on <b>01482 218115</b> (or messages through social media) they are redirected to the following three options:</p> <ol style="list-style-type: none"> <li>1. Crisis Counselling</li> <li>2. General Support via telephone: available to young people from 10am-5:30pm Mon-Fri</li> <li>3. Food Parcel Delivery Service: The Warren is operating a food-parcel delivery service Monday-Friday to young people who are experiencing food poverty. Food parcels they are also supplying personal hygiene products, sanitary products and condoms (called a Care Parcel) where requested.</li> </ol> <p>All the above is operating from 10am to 5:30pm Mon-Friday - but are preparing a volunteer rota to cover weekends when need escalates.</p> <p><b>Additional Support</b></p> <p>Text-Service The Warren is also operating a text service to check up on young people and emerging needs.</p> <p>Therapeutic films The Warren recorded a series of therapeutic advice films at <a href="https://youtu.be/dgizObypxbA">https://youtu.be/dgizObypxbA</a></p>
<p><b>Physical Activity:</b></p> <p>How can I exercise when I am required to stay at home?</p>	Online	Low	<p>It is important to continue to exercise and aim for 30mins a day for adults and 1hour a day for children. You may leave home to exercise outside once a day but all gatherings of more than two people in public - excluding the people you live with - have been stopped.</p> <p>Jo Wicks "The body coach" Is doing daily fitness / PE lessons for people and families at <a href="https://www.youtube.com/user/thebodycoach1">https://www.youtube.com/user/thebodycoach1</a></p> <p>On Facebook: <a href="#">Healthy Lifestyles Hull</a> and <a href="#">Us Mums Hull</a> offering fun activities / virtual classes.</p>



			<p>Hull Active Schools:  <a href="https://www.hullactiveschools.org/isolation-icons">https://www.hullactiveschools.org/isolation-icons</a> for daily active challenges for children of all ages across Hull to complete and compete virtually</p>
<p><b>Pregnancy:</b></p> <p>I'm pregnant and looking for advice</p>	Online	Low	<p>Advice for pregnant women is provided at <a href="https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/">https://www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/covid-19-virus-infection-and-pregnancy/</a></p> <p>NHS England approved Baby Buddy app can be accessed via Twitter <a href="https://twitter.com/babybuddyapp">@babybuddyapp</a></p>
<p><b>Prescriptions:</b></p> <p>Is it true that changes to the way you can order your repeated prescriptions is happening on 1<sup>st</sup> April?</p>	Online	Low	<p>No, due to the current coronavirus crisis the original date to apply changes to repeat prescriptions has been postponed from 1 April to 1 September 2020.</p> <p>Further information is available from NHS Hull CCG at <a href="https://www.hullccg.nhs.uk/2020/03/23/update-changes-to-repeat-prescriptions-postponed-until-september-2020/">https://www.hullccg.nhs.uk/2020/03/23/update-changes-to-repeat-prescriptions-postponed-until-september-2020/</a></p>
<p><b>School Nursing &amp; Health Visitors:</b></p> <p>I have concerns about my child. Can I speak to a Health Visitor or School Nurse?</p>	Service	High	<p>The School Nursing Service in Hull can be accessed by parents, young people and other agencies for advice and support as necessary.</p> <p>If you have any concerns about your child or wish to speak to a Health Visitor or School Nurse please call our Duty Number: 01482 344301 Monday - Friday 08:30 - 17:00.</p>

<p><b>Sexual Health:</b></p> <p>Can I still access walk-in clinics? What about contraception, STI testing?</p>	<p>Service</p> <p>Service</p>	<p>High</p> <p>Medium</p>	<p>City Health Care Partnership (CHCP) is moving to a telephone triage system and undertaking telephone consultations wherever possible.</p> <p>Please call 01482 336353 8am-6pm You will be called back and assessed over the phone. Please follow the guidance below:</p> <ul style="list-style-type: none"> <li>•STI tests: If you don't have STI symptoms don't come to a clinic. You can order a kit online instead. Please visit <a href="https://conifersexhealth.co.uk/">https://conifersexhealth.co.uk/</a></li> <li>•Under 16s, victim of sexual assault, emergency contraception, risk of HIV infection: Please call 01482 336353 8am-6pm You will be triaged as a priority.</li> <li>•For any other walk-in services: Please call 01482 336353 8am-6pm You will be called back and assessed over the phone.</li> </ul> <p>For further information <a href="https://conifersexhealth.co.uk/">https://conifersexhealth.co.uk/</a> Twitter updates available @ConiferHouse</p> <p>Updates on Yorkshire MESMAC services provided at <a href="https://www.mesmac.co.uk/">https://www.mesmac.co.uk/</a></p>
<p><b>Smoking:</b></p> <p>I am a smoker. Am I at increased risk from coronavirus and how can I get help to stop smoking?</p>	<p>Service</p>	<p>Medium</p>	<p>The Chief Medical Officer and Health Secretary have both highlighted that smokers are at increased risk from coronavirus. Smoking harms the immune system, reducing the bodies' natural protection against infections, like coronavirus.</p> <p>Local Stop Smoking Service can help - access online or over the phone, offering evidence based support and medication to help you to quit smoking for good #QuitforCovid</p> <p>Call: 01482 977617 or visit: <a href="https://hullstopsmoking.org.uk/">https://hullstopsmoking.org.uk/</a></p>

<b>Veterans:</b>  As a veteran seeking support, where can I get help?	Online	Medium	The first point of contact for veterans seeking support is Veterans' Gateway at <a href="https://www.veteransgateway.org.uk/">https://www.veteransgateway.org.uk/</a>
<b>Volunteers:</b>  How do I register as an NHS volunteer to help tackle coronavirus?	Online	Medium	NHS Volunteer Responders has been set up to support the NHS during the COVID-19 outbreak  For more information, please visit: <a href="https://www.goodsamapp.org/NHS">https://www.goodsamapp.org/NHS</a>