[Patient Name

Patient address Line 1

Patient address Line 2

Patient address Line 3]

Date

**IMPORTANT: PERSONAL**

Dear [Patient],

**FURTHER ADVICE AND SUPPORT AVAILABLE FROM WILTSHIRE COUNCIL AND OUR PARTNERS IN RESPECT OF** **CORONAVIRUS (COVID-19)**

As you have recently been identified as Clinically Extremely Vulnerable (previously known as ‘shielding’ or ‘shielded’), this letter provides you with information as to the support available to you from national government and Wiltshire Council and its partners.

NHS Volunteer Responders offer support to those who need it, including collecting and delivering food and medicines and a free telephone chat service to those experiencing loneliness. To request the support of the NHS Volunteer Responders please call 0808 196 3646 (8am to 8pm).

Wiltshire’s Wellbeing Hub is available as a source of local help and advice regarding essential supplies including food and prescriptions. Please visit our website <http://www.wiltshire.gov.uk/public-health-coronavirus> to find about the range of organisations that are here to support you. If you can’t find what you are looking for online, please contact the team on 0300 003 4576 or by email to wellbeinghub@wiltshire.gov.uk

Wellbeing Hub staff will be able to advise you on a wide range of issues including:

1. How to contact community groups that offer support to collect and deliver supplies
2. Support to access additional priority supermarket delivery slots with Tesco and Iceland
3. Advice on financial support and other sources of food such as food banks
4. Support for those experiencing loneliness

If you require specific advice related to finance and benefits, you can also contact Citizen’s Advice Wiltshire ([www.citizensadvicewiltshire.org.uk](http://www.citizensadvicewiltshire.org.uk) or 03444111444) or Universal Credits advice via [www.gov.uk](http://www.gov.uk) or your local Job Centre.

The Wiltshire Wellbeing Hub team can be contacted on 0300 003 4576 or by email to wellbeinghub@wiltshire.gov.uk and will be open between 9.00am and 5.00 pm Monday to Friday. For urgent requirements outside of those hours, please call 0300 456 0100 and you will be put through to the Emergency Duty Service.

Please find a leaflet enclosed with further information on some of the support services available to you in Wiltshire.