

Support for those who are Clinically Extremely Vulnerable – what you need to know

The government has advised those classified as Clinically Extremely Vulnerable (CEV) to take extra precautions. We have prepared the following information for you which summarises the government guidance and how we will be looking to support those individuals.

Who are the Clinically Extremely Vulnerable?

This week the government will write to those classified as CEV.

You can find a list of the conditions and illnesses which fall under this category on the [government website](#). Furthermore, some people may have been identified as such by their GP or hospital clinician.

What CEV individuals advised to do:

- stay at home as much as possible;
- avoid all non-essential travel;
- work from home - if they can't work from home, they shouldn't go to work;
- not to go shopping or to the pharmacy;
- they can leave the house to get exercise, as long they adhere to social distancing;
- they can leave the house to attend medical appointments;
- they may wish to meet up with one other person from outside their household, or support bubble, to exercise outdoors but should try to do so as safely as possible;
- they don't need to isolate from the rest of their household, but should keep two metres away if possible, especially if they must self-isolate or display symptoms of coronavirus.

What help is there?

Central government have set up the National Shielding Service System (NSSS) and ask all CEV people to register on there to let us know whether they need help or not - [gov.uk/coronavirus-shielding-support](#)

By completing the online form, they can request a supermarket delivery slot or help with basic needs if they have no other support available.

If they cannot complete the form themselves, someone can do it on their behalf. Our Community Hub can also do this for them if they call 01235 422600, or by completing the online form at [southoxon.gov.uk/communityhub](#) / [whitehorsedc.gov.uk/communityhub](#).

Helping people to access food

Supermarket delivery slot capacity have increased greatly. People are encouraged to shop online or ask family or friends for help with shopping. If people registered for a priority supermarket slot last time, they will still have it now. If they don't have anyone to support them with shopping and do not have a supermarket priority slot, they can request one by registering on the NSSS website. All major supermarkets are offering priority delivery slots.

People MUST have an online account with the supermarket for this to work. Residents should set up accounts with as many supermarkets as possible.

There are no nationally provided food parcels this time.

We will be notified of request for help and will make contact as quickly as we can.

If people are in difficulty, because they have no-one to help, are having difficulty getting a slot, or don't have enough food to last until a delivery, they can get in touch with us.

We will then link them up with an appropriate group as we did before. In extreme emergencies, the Community Hub can support with an urgent food parcel.

Medicine Collections

Residents are encouraged, in the first instance, to ask a friend, family member, carer or a volunteer (for example, one of the NHS Volunteer Responders) to collect your medicines for you. If none of these are available, they must contact their pharmacy to inform them they are clinically extremely vulnerable and need their medicines delivered. Pharmacies will arrange this free of charge.

If there is any delay in this happening, we can collect prescriptions too.