

Coronavirus (COVID-19): Sources of Information and Support

Acronyms

Department of Health & Social Care (DHSC)	National Health Service (NHS)
Depart for Education (DfE)	Public Health England (PHE)
Foreign & Commonwealth Office (FCO)	World Health Organization (WHO)
Health & Safety Executive (HSE)	

Current guidance on seeking medical advice (www.nhs.uk/conditions/coronavirus-covid-19/)

Call the NHS on 111 when in the UK and you need medical help fast but it's not a 999 emergency e.g. if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way. 111 seems to be quite overwhelmed with enquiries and it is an urgent care helpline which needs to be kept available for people in need of urgent care, so the GP or pharmacist is likely to be people's best source of information if they have no symptoms and published guidance does not adequately address their specific concerns.

Call 111 now if you've been:

- to Hubei province in China **in the last 14 days**
- to Iran, areas of northern Italy in lockdown or "special care zone" areas in South Korea **since 19 February**
- to other parts of mainland China or South Korea, Thailand, Japan, Hong Kong, Taiwan, Singapore, Malaysia or Macau **in the last 14 days and have a cough, high temperature or shortness of breath**
- to other parts of northern Italy (anywhere north of Pisa, Florence and Rimini), Vietnam, Cambodia, Laos or Myanmar **since 19 February and have a cough, high temperature or shortness of breath**
- in close contact with someone with **confirmed** coronavirus

Do not go to a GP surgery, pharmacy or hospital. Call 111, stay indoors and avoid close contact with other people. Tell 111 about any recent travel and any symptoms you have.

Lockdown areas in northern Italy:

- in Lombardy: Codogno, Castiglione d'Adda, Casalpusterlengo, Fombio, Maleo, Somaglia, Bertonico, Terranova dei Passerini, Castelgerundo and San Fiorano
- in Veneto: Vo' Euganeo

Special care zones in South Korea

- Daegu
- Cheongdo

Call Public Health England on 0344 225 0562 for information or advice about controlling infectious diseases in a work environment like a nursery, school, or college only if the current published guidance does not adequately address your specific concerns.

Current advice on the spread and treatment coronavirus

Because it's a new illness, we don't know exactly how coronavirus spreads from person to person. Similar viruses are spread in cough droplets. It's very unlikely it can be spread through things like packages or food. Viruses like coronavirus cannot live outside the body for very long.

There are things you can do to help stop viruses like coronavirus spreading.

Do

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately
- wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- try to avoid close contact with people who are unwell

Don't

- touch your eyes, nose or mouth if your hands are not clean

There is currently no specific treatment for coronavirus. Antibiotics do not help, as they do not work against viruses. Treatment aims to relieve the symptoms while your body fights the illness. You'll need to stay in isolation away from other people until you've recovered.

Sources of information and support

Given the fast-moving nature of the global response to the current outbreak of novel coronavirus also known as COVID-19, it is unlikely to be sensible to try to download any of this information which could be updated at any time. Providing people with links to reliable sources of information online will be more useful in the longer term.

NHS England, '**Coronavirus (COVID-19)**', (last reviewed 24 February 2020)

www.nhs.uk/conditions/coronavirus-covid-19/

FAQs - www.nhs.uk/conditions/coronavirus-covid-19/common-questions/

DHSC/PHE, '**Coronavirus (COVID-19): latest information and advice**', (24 January 2020, last updated 25 February 2020)

www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public

DfE/PHE, '**Guidance to educational settings about COVID-19**', (17 February 2020, last updated 19 February 2020 with a poster).

www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19

FCO, '**Travel advice: coronavirus (COVID-19)**', (4 February 2020, last updated 21 February 2020).

www.gov.uk/guidance/travel-advice-novel-coronavirus

FCO, '**Foreign travel advice**', (updated frequently). Choose the country to be travelled to. Don't forget to look at the countries being travelled through in order to get to the destination country where relevant e.g. road travel, indirect and layover flights.

www.gov.uk/foreign-travel-advice

HSE, '**A review of the data on efficacy of handcleaning products in industrial use as alternatives to handwashing**', (2014) - whether hand gels are any use outside of already clean working environments like hospitals – in summary: in 2014 there were no gels that outperformed washing hands with soap and warm water in an environment that was not an already clean or sterile medical facility.

www.hse.gov.uk/research/rrpdf/rr1007.pdf

NHS England, '**How to wash your hands**', (last reviewed 18 October 2019) – includes a video and a picture story and reminds citizens they should be washing their hands after they have sneezed, coughed or blown their nose as well as around toileting, pet, wound, or food handling

www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/

The global hub for developments around the Coronavirus Disease outbreak is the World Health

Organization. This is the webpage from which you can get more technical data including the weekly global Situation Reports or SitReps which track spread and work done to date.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

WHO SitRep 35 puts stigmatization and the harmful stereotyping of peoples into focus as a major threat to controlling the spread of the disease globally and includes some tips on tackling this increasingly dangerous

rhetoric https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200224-sitrep-35-covid-19.pdf?sfvrsn=1ac4218d_2.