

# NHS Test and Trace Information sharing session

Summary of the Zoom 'chat' window and questions: 11 & 23<sup>rd</sup> June 2020

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## Useful Links

- [A guide to COVID-19 tests and testing kits](#)
- [NHS test and trace: how it works](#)
- [Coronavirus \(COVID-19\): getting tested](#)
- [Translated NHS guidelines](#)
- [Test & Trace slides](#)
- [NHS still providing care video](#) – produced by Imperial College Healthcare and BME Health Forum
- Videos about using the NHS during COVID-19 in different languages
  - **Arabic:** youtube link here
  - **Farsi:** youtube link here
  - **Kurdish:** youtube link here
  - **Sylheti:** youtube link here
  - **English:** youtube link here
  - **Somali:** Click on this link to play mp4 file

### *Can district nurses administer it or is there training for care workers?*

Training has been delivered in care settings, and the test has been successfully self-administered by millions of people. The test usually involves taking a swab of the inside of your nose and the back of your throat, using a long cotton bud. [This video](#) might also be helpful.

*More information will be shared on if district nurses can help residents with the test.*

### *Could there be any support for people who don't have a car to access the drive through test?*

For those who don't have car access, you can order a home test.

Home tests need to be completed within 5 days of symptoms starting, so please order as soon as symptoms start.

More information about home tests can be found [here](#).

### *Will self-administered tests be less accurate?*

There is currently no difference being reported between the accuracy of self-administered tests at home or self-administered tests when you drive to a testing centre.

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#the-testing-process>

### *What do you do if you live alone and get it very seriously?*

You can either:

- Go online to [www.111.nhs.uk](http://www.111.nhs.uk)

- *Call your GP*
- *Or call 111*

They will all be able to support you and give guidance on what you should do next

If you think you have covid-19 symptoms – please don't walk to your GP, hospital or pharmacy as you may pass the virus on to someone else – please always call first.

***How do you give details of contacts if you have only been in contact with people you don't know, for example, in a food shop?***

You cannot give contact detail for people you don't know

If you test positive for coronavirus, the NHS test and trace service will send you a text, email alert or call you with instructions on how to share details of people you've been in close contact with

Close contact means:

- Face-to-face contact with someone less than 1 metre away
- Spending more than 15 minutes within 2 metres of someone
- Travelling in a car or other small vehicle with someone

It is important that you respond as soon as possible so that we can give appropriate advice to those who need it.

You will be told to do this online via a secure website or you will be called by one of the contract tracers.

***Would they say when you were in contact with the person?***

They would say the date you were in contact with the person as you need to self-isolate for 14 days from when you last had contact, but they would not provide your name, this remains confidential.

***How do you contact the Test and Trace team?***

To order a test, phone 119 or go online: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

The helpline number: 0203 514 3817

***How do you know if you are being scammed?***

If you want to be sure that the call is valid, you can hang up and dial 119 or the helpline number 0203 514 3817

**Contact tracers will never:**

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind

- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

***What financial help is available for self-employed and from employers if you have to self-isolate even if you're not sick?***

- If it is possible for you to work from home, then you should do so
- Finance: Statutory Sick Pay is available to employees who have been contacted by the Test and Trace service as they have come into contact with someone who has coronavirus, and are unable to work as a result
- If you cannot work from home while you are self-isolating, you may be entitled to Employment Support Allowance. More information, including the eligibility criteria, can be seen here <https://www.gov.uk/employment-support-allowance>
- Some employers may also apply their own sickness policies and continue to offer full pay for all or some of your isolation period.
- You may also be able to claim a grant through the Self-Employment Income Support Scheme, and more information can be seen in [this guidance](#)

***Is the information shared between government departments?***

As advised by the Public Health England Incident Command Centre - The NHS Test and Trace will only share information on cases and contacts for the purposes of contact tracing and the COVID response and would not share the information for other purposes. It is also shared anonymously for research purposes.

***What if I said I'd contact everyone myself?***

You can do that, but in order for the Government & NHS to understand how many people currently have covid-19, or are self-isolating it's important to share those details with the tracing team

The aim is to help save lives and reduce the 'R' rate (the rate of reproduction) which shows the average number of people one infected person could pass the virus on to, and is the way scientists rate a disease's ability to spread *e.g. R3 means 1 person can spread the virus on to 3 people*

- The lower the number, the less people get infected
- When we experience symptoms and self-isolate we help to keep the 'R' rate below 1 (which is good!)
- The more people do this, the more it helps to reduce the virus spreading
- The 'R' rate will slowly become less & less

The contact tracers will also share information with your contacts on what to do next

*What kind of support /monitoring is there for those who are contacted /alerted?*

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>

The monitoring is self-monitoring, people are told they have been in contact with someone who has tested positive, and they will be asked to self-isolate for 14 days and to ask for a test if they develop symptoms.

*Do the tracing team have translators as well as the testing team?*

Yes, they have people who speak different languages and access to translation.

There are over 22,000 people in the contact tracing team – with the ability to communicate in multiple languages

*When does this go live?*

Test and Trace went live on 28 May 2020

*Could we have these slides in other languages?*

We are working with a local charity to get these slides translated – if you would like them in a particular language please get in touch with [Health@kcsc.org.uk](mailto:Health@kcsc.org.uk) to let us know

*I think that people are hearing a lot about how uncomfortable the test is. Is there anything reassuring we can share with people to help put their minds at rest?*

When a test is uncomfortable, it is better to be honest about it.

The film shows people how to do it themselves. The test usually involves taking a swab of the inside of your nose and the back of your throat, using a long cotton bud. [This video](#) might also be helpful.

It may be reassuring to know that over 7 million tests have been conducted so far, so a lot of people have taken the test and managed the discomfort. And that a confirmation of diagnosis can be reassuring to people who are worried if they have it or not.

*What information is asked for and how is it stored?*

The information you will be asked:

Your details	Close contact details
<ul style="list-style-type: none"><li>• Your full name</li><li>• Date of birth</li><li>• NHS Number</li><li>• Postcode and house number</li><li>• Telephone number/ e-mail address</li><li>• Covid-19 symptoms, including when they started and their nature</li><li>• Contact details of anyone you have been in close contact with</li></ul> <p><b>Why share?</b></p> <p>To identify and alert others who may be at risk of developing infection, and unknowingly spreading it.</p>	<ul style="list-style-type: none"><li>• Their full name</li><li>• Date of birth</li><li>• Details of any Covid-19 symptoms they may have had</li></ul> <p><b>Why share?</b></p> <p>For the contact tracers to provide advice on self-isolation and how to protect themselves and others from Covid-19.</p>

It's stored on computer systems, which have been tested to make sure they are secure and are being kept up-to-date to make sure they are safe from viruses and hacking.

You can find full details and information [here](#)

### *Where does the information asked for go? Is it circulated to other people?*

The information can only be seen by:

- the Public Health England staff working on NHS Test and Trace
- the contact tracers from Local Authority public health teams, who can only see the information of people with COVID-19 and their contacts for their local area
- the contact tracers working for NHS Professionals, who can only see the information of the people with COVID-19 and the contacts they have been instructed to call
- the contact tracers working for Serco UK and SITEL Group, who can only see the information of the contacts they have been instructed to call

All the Public Health England, Local Authority public health team, NHS Professionals, Serco UK and SITEL Group staff working on NHS Test and Trace have been trained to protect the confidentiality of people with COVID-19 and their contacts.

### *Are people on the phone volunteers/paid weekly?*

Contact tracers are paid.

*If care home staff are entitled to testing even if asymptomatic, on a regular basis - will Personal Assistants who work directly for a disabled person also be eligible for regular testing? And what about family members who are providing significant amounts of care to “vulnerable” people.*

Personal Care Assistants are included in the list of essential workers who can apply for priority testing through GOV.UK.

The [guidance on essential workers](#) states that an essential worker can ask for a test if they are showing symptoms.

Employers of essential workers can also ask for tests for essential workers so this would apply to the disabled person employing a Personal Assistant directly as to any other employer. Please [see the guidance here](#).

The guidance does **not** include family members caring for vulnerable people.

*How many people are in the test and trace team in what area in RBKC are they based?*

There are over 22,000 contact tracers working in the Test and Trace team, this is a national team so there isn't a local base in RBKC

A mobile testing unit is available in the borough for two days each week.

The next unit will next be in place at Olympia, in the Motorail Car Park,

On Friday 3<sup>rd</sup> and Saturday 4<sup>th</sup> July

Further details can be found on the [Council's website](#) or when visiting online at: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or calling 119

*Can I confirm I understood correctly...the free swab test is available to everyone but only if you have symptoms?*

Yes, that is correct.

Anyone who has symptoms of coronavirus, whatever their age can ask for a test through [nhs.uk/coronavirus](http://nhs.uk/coronavirus) or by calling 119. [See the guidance here](#).

*If you remain anonymous, what is to stop antisocial people claiming that they have been in contact with you (meaning you keep having to self isolate) are there safeguards?*

People may only request one test according to the guidance

*People with learning disabilities would not be able to do any of this without support and not everyone has access to regular support. What reasonable adjustments have been made to allow for this?*

In addition to requesting home tests, people requiring a test can visit a satellite testing centre or an NHS facility to be tested. These sites will be staffed and able to support people unable to self-administer swabs.

The government guidance on Covid-19 testing describes the process:

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#the-testing-process>

Mencap has developed an easy read testing document

<https://docs.google.com/viewerng/viewer?url=http://www.equalpeoplemencap.org.uk/wp-content/uploads/2020/05/All-about-COVID-19-having-a-test.pdf>

and can be contacted by calling 07768286596

### ***Did the WHO say that there is little evidence asymptomatic carriers are spreader?***

This relates to a WHO statement made in early June 2020 that was deemed to be confusing and inaccurate.

It was acknowledged the next day as a miscommunication and clarified as follows:

*People not showing symptoms can spread the virus, whether they ultimately feel sick or not. That's why wearing masks and keeping distance are so important to limiting transmission.*

See the links below to two interesting press articles that discuss the original statement, why it was inaccurate based on current evidence and the clarification:

<https://www.statnews.com/2020/06/09/who-comments-asymptomatic-spread-covid-19/>

<https://www.webmd.com/lung/news/20200609/who-clairifies-comments-on-asymptomatic-covid-spread>