London Test and Trace Community Engagement Group

The London script for community engagement

I don't feel well, I'm not sure if it's covid-19

If you think you may have covid-19 symptoms, you should promptly get advice from the NHS 111 online coronavirus service (check your symptoms here)

Having checked my symptoms, I think I might have covid-19, what do I do?

You should immediately self-isolate and arrange to get yourself tested at https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ or call 119 if you have no internet access.

What do I do while I'm waiting for my test/results?

While you wait to be tested and to get your results you should remain isolated. Anyone else in your household should self-isolate for 14 days from when you started having symptoms (as studies have shown people can have covid-19 for up to two weeks without symptoms). You should tell people you've been in close contact with in the past 48 hours that you might have coronavirus.

The test results are negative for covid-19

If the test comes back negative, you and other members of your household no longer need to self-isolate.

The test results are positive for covid-19

If you test positive for the virus you must continue to self-isolate for **at least 7 days** from when your symptoms started.

Members of your household must complete 14 days of self-isolation from when you first showed symptoms. See more information here on how long you need to self-isolate.

What happens next?

Within 24 hours of testing positive for covid-19 you will receive a text or email alert from NHS Test and Trace. Tracing everyone who may have been in direct contact with someone with covid-19 is an essential part of stopping the spread of the virus.

The text or email will contain instructions on how to share details of the people you have been in close, recent contact with. This includes your family or other people you live with, as well as people you have been in direct contact with, or within 2 metres of, for more than 15 minutes. You will also need to advise them of places you have recently visited.

The information you provide will be handed over via a secure website.

If you don't have internet access you will be called by one of the 25,000 contact tracers. The service will be using a single phone number which is: 0300 013 5000

The contact tracing team will use the information you provide to alert those most at risk of having the virus that they need to self-isolate. No one contacted as a result of you testing positive for coronavirus will be told your identity.

I feel fine, but NHS Test and Trace have told me I've been in contact with someone with covid-19

Testing and tracing is key to combatting the spread of covid-19. If you're told you've been in contact with a person who has coronavirus you will need to self-isolate (stay at home) for 14 days from the day you were last in contact with the person.

Do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask friends and family to drop it off at your home.

Do other people in my household also have to self-isolate?

People you live with do not need to self-isolate if you do not have symptoms.

However, if you live with someone at higher risk from coronavirus, try to arrange for them to stay with friends or family for 14 days while you are self-isolating. If that is not possible, you can find advice on how to avoid spreading coronavirus to people you live with at NHS online

If you subsequently feel you may be developing covid-19 symptoms, you should promptly get advice from the NHS 111 online coronavirus service (check your symptoms here)

Will I only need to self-isolate once?

Not necessarily. Given the risks of exposure to different people with covid-19 you could be asked to isolate on more than one occasion.

I will not be able to work if I self-isolate, what help is available?

If you are self-isolating because of Covid-19 (either because you or a household member has coronavirus, or because you have been advised that you have come into contact with someone with coronavirus) you can claim Statutory Sick Pay (£95.85 per week, up to 28 weeks).

If you are not eligible for Statutory Sick Pay – for example, if you are self-employed or earning below the Lower Earnings Limit of £118 per week – and you are advised to self-isolate, you can make a claim for Universal Credit.

If you are self-employed, your local authority may be able to support your business through their hardship fund. Contact your local council for more information.

Information on the full range of financial support available to self-isolating individuals and businesses is available on the HM Treasury website here.