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 @HTBNSSG

14 May, 2020

To everyone in Bristol, North Somerset and South Gloucestershire,

Coronavirus - Thank you and next steps for health and care in your area

There's no doubt we are living and working in challenging times, and we want to thank you for all you've done so far to save lives and protect your health and care system.

By working together we have all helped to reduce the spread of the virus. However, we continue to need your help and support as we move forward to what will be a 'new normal' for all of us.

In our thoughts as we prepare are those we have lost across our communities; the families in Bristol, North Somerset and South Gloucestershire who are grieving for loved ones and mourning cherished friends and colleagues.

We understand the mixed emotions you have told us you are experiencing. We recognise that concern for your family's health, emotional wellbeing and staying connected to relatives and friends are your top priorities. Our shared commitment is to ensure you and your family continue to receive high quality care which meets your needs in the safest possible way.

We know that coronavirus is likely to be with us in some form for a while yet. Together, we are looking at how we restore routine services in a way that is safe for you, your family and our hardworking health and care staff.

However, we need to be clear that simply returning to the way services ran previously is not possible. We are carefully planning the measures that can be taken, with safety as our top priority. We will be sharing more information on this and what this means for you in the coming weeks.

In the meantime it is crucial that you continue to look after your health and wellbeing, which will also support local health and care services.

You can do this by using services wisely, so please follow the guidance overleaf.

On Behalf of all partners in Healthier Together, Thank you

Julia Ross and Robert Woolley
Joint Healthier Together Lead Executives

Healthier Together: who we are

Healthier Together is our Bristol, North Somerset and South Gloucestershire (BNSSG) Sustainability and Transformation Partnership (STP).

The Sustainability and Transformation Partnership (STP) brings together 10 local health and care organisations, including the clinical commissioning group, local authorities and health providers, working together to shape the future of health and care in our area.

Further information is available on our website: www.bnssghealthiertogether.org.uk

Thank you for all you've done so far and here's how to continue helping us, to help you

- Follow government advice:
 - observe social distancing (stay 2 metres apart)
 - wash your hands regularly
 - don't touch your face
 - wear a face covering in areas where social distancing is difficult, such as public transport. Advice on this is included on the [GOV.UK website](https://www.gov.uk)
- If you have a continuous cough or fever, self-isolate and call 111 if you need further advice or help.
- Don't sit and worry – ring 111 for medical help or contact the wellbeing support line run by Avon and Wiltshire Mental Health Partnership on 0300 303 1320.
- Call 111 if you need non-emergency medical advice or if you are not sure if you should go in person to your GP surgery or to hospital.
- If you need medical help, contact your registered GP practice or call 111.
- Call 999 for a medical emergency.
- For minor injuries, the Minor Injury Units in Yate and Clevedon and Urgent Treatment Centre in South Bristol are open between 8am and 8pm.
- For minor illnesses, please contact your GP practice.
- If you are receiving care in your home, including district nurses, therapists and support workers, and need to discuss your needs please call 0300 125 6789.
- Only go to A&E if you experience a medical emergency or if 111 or your GP has advised you to do so.
- If you are self-isolating or require additional support, contact the following numbers to be put in touch with local groups who can help with fetching shopping, medication and other essentials supplies, as well as other mutual aid:

Bristol: We are Bristol: 0800 694 0184

North Somerset: North Somerset Together: 01934 427 437

South Gloucestershire: 0800 953 7778