



Chorlton Voice Bulletin March (2) 2020-03-28

Here is some more information for you that you may not be getting from elsewhere. Please do pass on to others.

We hope you are still keeping well and keeping talking, one way or another!

Do check the website for regular information and news –
www.chorltonvoice.org

Carolyn, Chair@chorltonvoice.org 0161 881 6887

Worried about Scams linked to Coronavirus?

See <https://www.friendsagainstscams.org.uk/> for some useful tips on how to recognise and avoid scams

Freephone helpline to support most vulnerable in Manchester

A new freephone helpline to support the most vulnerable people in Manchester during the Coronavirus pandemic will go live on from 8.30am from Monday 30 March 2020 and this will sit alongside our comprehensive online portal www.manchester.gov.uk/coronavirus where people can access up to date information immediately.

This new service will initially offer support to:

- People over the age of 70 who are self-isolating and have no support network
- People who have received a letter from the NHS advising they are at higher risk or are medically vulnerable according to government criteria
- Those who are self-isolating with no support networks (ie. friends or family).

Help will also be available, but not limited to, other groups such as carers, care leavers or young carers.

The primary needs that call handlers can help with are:

- Delivery of food
- Delivery of medication
- Combating loneliness

- Managing fuel top-up payments

The Hub's freephone number is: 0800 234 6123 and lines are open Monday to Saturday, between 8.30am and 5.30pm. The helpline is being operated by redeployed Manchester City Council staff.

Citizens Advice Bureau (CAB) – re: prepay electricity metres for residents self-isolating.

Residents can phone the numbers below if they have a prepay meter. They should tell the energy company that they are self-isolating and they will be sent out 2 weeks-worth of gas / electricity, or if the resident has a smart meter they will top up. The numbers to call are:

>BRITISH GAS: 0333 202 9802

>EDF: 03332005100

>EON: 0345 052 000

>N POWER: 0800 073 3000

>SCOTTISH POWER: 08000270072

>SSE: 0345 026 2658

Please pass this information to anyone who needs it!

Primary Care: Update from Dr Greenaway, GP Lead for Chorlton, Whalley Range and Fallowfield:

GP surgeries remain "open" but are now carrying out phone and video consultations and are asking patients not to attend the surgery. Fortunately we are able to resolve most issues in this way. In some situations, the GP will arrange an assessment at the surgery, but please don't attend without being asked.

Prescriptions will continue to be provided: all prescriptions are now being sent electronically to the pharmacy of the patient's choice. The pharmacy may deliver on request.

For guidance on isolation please check the website <https://111.nhs.uk/covid-19>

If your employer requests an isolation notes: <https://111.nhs.uk/isolation-note/>

This is a note for your employer that advises you to stay at home.

Manchester Cares

are keeping older people across the city connected by checking in with them by phone call. They have also sent out 630 activity packs to older people across Manchester. If you are concerned that an older person (65+) may be at risk of becoming socially isolated in the coming weeks, please contact **Amy Saunders**: amy.saunders@manchestercares.org.uk.
