

**«PATIENT\_Title» «PATIENT\_Forename1» «PATIENT\_Surname»**

«PATIENT\_BlockAddress»

«SYSTEM\_Date»

**IMPORTANT: PERSONAL**

**Your NHS number: «PATIENT\_Current\_NHS\_Number»**

Dear «PATIENT\_Title» «PATIENT\_Surname»,

The NHS wrote to you in February to you to make you aware that new evidence showed that you may be at high risk of becoming seriously unwell if you catch COVID-19. You had been identified using an initial precautionary approach to make sure we did not leave anybody out who was at higher risk. It was mentioned in the letter you received that there was a chance your actual risk level is lower than the model estimated. After reviewing your medical record, we are pleased to confirm that we ***no longer*** believe you are part of this group of people.

In line with this, the Government is no longer advising you to follow advice for people considered clinically extremely vulnerable. You should still follow the public health rules and guidance for the general population, for as long as they are in place. You can find the guidance here: <https://www.gov.uk/coronavirus>

If you have any questions about why you are no longer being asked to follow the advice for people considered to be clinically extremely vulnerable, please do contact us by phone, email or online.

The vaccine is likely to make a very important contribution towards protecting you from coronavirus.

Everyone on the Shielded Patient List should already have been offered a COVID-19 vaccine. If you have not yet received your first dose, please contact your GP or book your vaccination appointment online here: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/>. If you have received your first dose, you should still ensure you take up your second dose of the vaccine when it is offered to you. Having two doses should further increase your level of protection.

**Support available**

You can continue to ask for short-term help from the NHS Volunteer Responder scheme with telephone support if you are feeling lonely, or for help with collecting shopping (if you are unable to use any of the online or telephone shopping options now available through most supermarkets), medication or other essential supplies that you need delivered to your home. You can ask for help by visiting [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk), or calling 0808 1963646 between 8am-8pm.

You can find details of employment and financial support at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus).

If you are struggling as a result of coronavirus please visit [www.gov.uk/find-coronavirus-support](http://www.gov.uk/find-coronavirus-support) or contact your local council to find out what support is available.

**What should I do if I have symptoms of coronavirus?**

If you have any of the symptoms of coronavirus (a new continuous cough, a high temperature, or a loss of, or change in, your sense of taste or smell), you must self-isolate at home and arrange to have a test to see if you have coronavirus. Go to the NHS website to arrange a test or contact NHS 119 via telephone if you do not have internet access.

**Accessing NHS services**

It is important that you continue to receive the care and support you need to help you stay safe and well. Providers of social care and medical services are making every effort to ensure services remain open and as safe as possible.

You should continue to seek support from the NHS for your existing health conditions. You can access a range of NHS services from home, including ordering repeat prescriptions or contacting your health professional through an online consultation. To find out more visit [www.nhs.uk/health-at-home](http://www.nhs.uk/health-at-home), or download the NHS App (<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>). If you have an urgent medical need, call NHS 111 or, for a medical emergency, dial 999.

It is also important to look after your mental health. Go to the Every Mind Matters website (<https://www.nhs.uk/every-mind-matters/>) for advice and practical steps that you can take to support your wellbeing and manage your mental health during this pandemic and beyond. The Let’s Talk Loneliness website (<https://letstalkloneliness.co.uk/>) also has a variety of tips, advice and further resources that you may find helpful.

If you or someone you care for experiences a mental health crisis, we urge you to make contact with a local health professional immediately: [https:/www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/](https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health). NHS Mental Health Trusts have established 24/7 telephone lines to support people of all ages to get the help they need, when they need it.

Yours sincerely,

«PRACTICE\_Name»  
«PRACTICE\_Main\_Comm\_No»