

## COVID-19 - Test and Trace key messages and FAQs for Community Champions.

This is intended as a reference sheet so that you have all of the information you need. It is not intended to send out as too much information can create confusion. However please do feel free to copy sections and share if people need clarity on any aspects. All of this is available on the website. If you receive questions that are not answered here please use the email button on the website.

### Prevention messages

There are steps we can all take to reduce the spread of the virus, protect our loved ones and keep Sutton safe:

- ❖ **Reduce individual risk:** To stop the spread of the virus remember Hands. Face. Space: wash your hands regularly with soap, use a face covering in public indoor spaces (unless exempt) and keep 2 metres distance from those not in your household, where possible.



- ❖ **Reduce contact between different households:** Please follow the current guidelines. These are updated regularly at <https://www.sutton.gov.uk/covid-19>

From 5 November to 2 December England is in lockdown.

This means -

**Stay at home and only leave your home:**

- to shop for food and essentials, or to deposit or obtain money
- to access public services
- to fulfil a legal obligation
- for medical reasons or appointments or to escape Injury or harm
- for exercise and recreation outdoors, with your household, support bubble or on your own with one person from another household;
- for formal education or work (if you cannot work from home)
- to access registered childcare services
- to provide care for vulnerable people, or as a volunteer
- for individual prayer, to attend a funeral or to visit a burial ground or deathbed wedding

**Avoid travel unless essential**

**Schools, Colleges, Universities and essential shops will remain open.**



❖ **Know the symptoms of COVID-19:**

high temperature, new, continuous cough and/or loss of sense of taste or smell.

❖ **Reduce the spread of the virus:**

self isolate if you or anyone in your household develops symptoms. Anyone with symptoms must get a test.

❖ **Download and use the NHS**

**Covid-19 app (<https://www.covid19.nhs.uk/>)**

You'll be helping protect those around you – friends, family, colleagues and local communities. The app allows you to:

- Get alerted if you've been near other app users who test positive for covid19
- Know the level of coronavirus risk in your postcode district
- Be alerted if you visited a venue where you might have come into contact with coronavirus
- Check if you have symptoms and if you need to order a test
- Book a test and get results

- Keep track of your self-isolation countdown and access relevant information.

If you are unable to download the app, most public venues will have the option to write down your details in a paper log, on arrival instead.

## NHS Test and Trace key messages

**You MUST get a test if you have COVID-19 symptoms** you can do this online at the [NHS website](https://nhs.uk/coronavirus) [nhs.uk/coronavirus](https://nhs.uk/coronavirus) or by ringing 119.

**You should NOT request a test if you do not have COVID-19 symptoms.**

## Contact tracing

If someone tests positive they will be contacted by the national Test & Trace team and advised to self-isolate for 10 days, and their household for 14 days. You'll be asked for information about where you've been recently and who you've been in close contact with, please ensure you provide accurate information.

The image below summarises the NHS Test & Trace process:

**KEEP SUTTON SAFE**      **Sutton**      **NHS**  
Test and Trace

GOT COVID SYMPTOMS?	BEEN IN CLOSE CONTACT TO SOMEONE WHO TESTED POSITIVE?
<p><b>Start isolating</b></p> <ul style="list-style-type: none"> <li>• you for 10 days</li> <li>• household for 14 days</li> </ul>	<p>You may be alerted by NHS Test and Trace</p> <p><b>Isolate</b></p> <ul style="list-style-type: none"> <li>• for 14 days after close contact</li> </ul>
<p><b>Book a test</b></p> <ul style="list-style-type: none"> <li>• <a href="https://nhs.uk/coronavirus">nhs.uk/coronavirus</a></li> <li>• or call 119</li> </ul>	<p><b>Book a test</b></p> <ul style="list-style-type: none"> <li>• household isolates for 14 days</li> </ul>
<p><b>Share contacts</b></p> <ul style="list-style-type: none"> <li>• via NHS Test and Trace</li> </ul>	<p><b>Book a test</b></p> <ul style="list-style-type: none"> <li>• household isolates for 14 days</li> </ul>
<p><b>POSITIVE TEST</b></p> <ul style="list-style-type: none"> <li>• you begin new 10 day isolation</li> <li>• household completes 14 day isolation</li> </ul>	<p><b>POSITIVE TEST</b></p> <ul style="list-style-type: none"> <li>• you begin new 10 day isolation</li> <li>• household completes 14 day isolation</li> </ul>
<p><b>NEGATIVE TEST</b></p> <ul style="list-style-type: none"> <li>• household stops isolating immediately</li> <li>• you stop isolating if you feel well</li> </ul>	<p><b>NEGATIVE TEST</b></p> <ul style="list-style-type: none"> <li>• household stops isolating immediately</li> <li>• you complete 14 day isolation</li> </ul>

## Protect your information

Any text or email from NHS Test and Trace will ask you to sign into <https://contact-tracing.phe.gov.uk/>. All phone calls from NHS Test & Trace will come

from 0300 013 5000, they will ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.

All information you provide to NHS Test and Trace or the NHS COVID-19 app is confidential. No one who is contacted will be told your identity. People you've been in close contact with will be told to stay at home (self-isolate) for 14 days. This is because it can take up to 14 days for coronavirus symptoms to appear.

NHS Test and Trace and our local public health team won't ask:

- for bank details or payments or details of any other accounts
- you to set up a password or PIN number
- you to call a premium rate number like those starting in 09 or 087

### Self-isolation messages

If you have any Covid19 symptoms you must isolate immediately (don't wait for a test or a test result before doing so).

If you are identified as a contact of a positive case you must isolate for the full 14 days. You do not need to book a test unless you develop symptoms. If someone in your household starts to have symptoms, then they must get tested and the rest of your household should self-isolate with them whilst they wait for the results. Please follow the "[stay at home](#)" guidance.

## FAQs

**I am planning to travel abroad and I need to show proof of a negative test before I can book the flight or enter the country. Can I book a test?**

No. You should not book a test through the NHS. The NHS test service is only for people with symptoms. In this instance you can arrange a private test.

**I have returned from abroad and currently self-isolating, as I do not have symptoms. Can I request a test to confirm I do not have COVID-19 and stop isolation?**

You should not request a test and you must complete your 14 days of self-isolation. The 14 days period is the period of time that it can take for symptoms to appear. This

period of time is to ensure you do not spread the virus unknowingly, in case you have unknowingly contracted it.

You should only request a test if you develop symptoms.

### **I was in close contact with someone that tested positive and have been asked to self-isolate by NHS Test and Trace, can I request a test to check if I have COVID-19?**

If you have been contacted by NHS Test and Trace after having contact with a person who has tested positive for COVID-19, you are required by law to complete a period of 14 days of self-isolation. It's important to follow this advice, as it can take up to 14 days for symptoms to appear.

This period of time is to ensure you do not spread the virus, in case you have contracted it. You should only request a test if you develop COVID-19 symptoms.

You should not request a test unless you develop any COVID-19 symptoms. Anyone who is notified that they are a contact of someone who has tested positive and is advised to self-isolate has a legal duty to self-isolate. Failure to comply may result in a fine, starting from £1,000.

### **Where is the test centre in Sutton?**

The testing units in Sutton are at Denmark Road, Overton Park, Sutton Civic Centre car park, The Phoenix Centre car park and David Weir Leisure Centre. These will be in place by the end of October.

### **Should I have a flu jab?**

This year it's more important than ever for people at risk to get their free flu vaccine. **If you're over 65, are pregnant, have a long-term health condition, or you're in a shielding household, speak to your GP or pharmacist to get the free flu vaccine.** You can book online with your local pharmacist at [london.flu.co.uk](http://london.flu.co.uk).

Children aged 2-3 can get a free nasal spray at their GP. School aged children up to year 7 will be offered the vaccine at school – if you have an eligible child, please make sure they get it to help stop the spread of flu. The flu spreads from person to person – even amongst those not showing symptoms. The vaccine is the best protection for you and those around you.

## **Will the government use my contact data provided to them for my test?**

Depending upon the type of test you have, your data will be handled in slightly different ways.

If you have registered for a home test then your name and address will be passed to Amazon, who will deliver the testing kit. The kit will have a unique reference number. Once you have self-administered the test, follow the instructions to return the completed test kits and they will then be delivered to a laboratory for analysis.

If you have registered for a test at a regional test site, you will receive a QR code that will be scanned when you arrive to check you should be there.

When you take the test, you will need to register the kit barcode to you before returning it.

Completed tests will then be sent to the laboratory for analysis.

The laboratories do not receive any of your personal data, only the specimen ID from the test kit and the lab attaches the result to the specimen ID. Your test result is provided to NPEX who will link your registration record with your test result and pass this information onto NHS Business Services Authority, who will inform you of your result by text and/or email.

NPEX will also:

- send results to NHS Digital, who collate testing data for each of the UK countries
- link the result to your GP record (for English residents),

Those who test positive for COVID-19 are contacted by NHS Test and Trace, and asked to provide contact information for any close contacts. They will be asked to self-isolate but will not be told who of their close contacts has tested positive, this information remains anonymous.

## **How do I know that it's NHS Test and Trace contacting me, and not a scam?**

Any text or email from NHS Test and Trace will ask you to sign into <https://contact-tracing.phe.gov.uk/>. All phone calls from NHS Test & Trace will come from 0300 013 5000, they will ask for your full name and date of birth to confirm your identity, and postcode to offer support while self-isolating.

You can find out about [COVID-19 related scams to be aware of here](#)

## **Will my friends be told it was me that has the virus if I provide their details?**

No, your information and test results are confidential. When the NHS Test & Trace contacts friends and family that were in close contact with you, they will not disclose your details. They will simply inform them that they were in close contact with someone that tested positive and ask them to self-isolate for 14 days in case they develop symptoms.

### **Can children have tests?**

Yes, children can have a test. If they are presenting any of the COVID-19 symptoms, but they will need an adult to book a test for them and to accompany them to the test site or administer the home testing kit.

### **Is the test free?**

The NHS COVID-19 test is free, however there are private labs offering tests at a cost.

### **How will testing help reduce the spread?**

The test will help us to keep track of the spread of the virus and learn more about it. It is important to help us to prevent the spread of COVID-19 and to contain and prevent local outbreaks.

It works by identifying contacts of people who have tested positive and by encouraging them to self-isolate and closely monitor their health, rather than continuing to mix with others and passing the virus on. Contacts who then develop symptoms will need to take a test.

Coronavirus is primarily transmitted between people through respiratory (droplet and aerosol) and contact routes. Transmission risk is highest where people are in close proximity (within 2 metres). Because of the way in which the virus is transmitted from person to person, it is essential to maintain social distancing from people outside of your household, use a face covering in indoor spaces (unless exempt) and wash your hands regularly to prevent transmission. When visiting restaurants, shops and other venues outside of the home, download and use the NHS Covid19 app for 'checking-in' to venues.

It is essential to follow regional restrictions to prevent the spread of COVID-19.

It is essential that you book a test if you experience any of the COVID-19 symptoms, and immediately self-isolate.