

**Guidance for Primary Care to support their patients in North Poole - update as of 9<sup>th</sup> April 2020**

Topic area	BCP area	Dorset area
<b>Local Authority Coordinated Community Response webpages</b>	<a href="#">Together We CAN</a>	<a href="#">Dorset Together</a>
<b>Local Authority helpline for those with no other support</b>	<p><b>0300 1237052</b></p> <p>Available from 8am to 8pm seven days a week.</p> <p>For those who are in the shielded category <b>OR</b> find themselves in food crisis, are isolating with no friends or family to support. <b>Not able to support with medication.</b></p>	<p><b>01305 221022</b> or <a href="mailto:communityresponse@dorsetcouncil.gov.uk">communityresponse@dorsetcouncil.gov.uk</a></p> <p>Available from 8am to 8pm seven days a week. For those who are in the shielded category <b>OR</b> who have no one else to help them get what they need.</p>
<b>Loneliness and Isolation</b>	<ul style="list-style-type: none"> <li>• General BCP telephone befriending services listed <a href="#">here</a></li> <li>• Register with Age UK Bournemouth for a weekly welfare call (BCP residents) 01202 530530</li> <li>• <a href="#">A call in time</a> is a weekly telephone befriending service for those over 60</li> <li>• Silverline 0800 4 70 80 90 (free national 24 hour helpline for older people)</li> </ul>	<p>Age UK are coordinating requests for help with issues relating to loneliness and isolation, or support in accessing items such as food, cash or medication. Support is available to all residents within the Dorset Council area. To request help email: <a href="mailto:enquiries@ageuknswd.org.uk">enquiries@ageuknswd.org.uk</a> or call <b>01305 269444</b></p>
<b>Companies offering food delivery</b>	<ul style="list-style-type: none"> <li>• Local authority helplines have lists of food companies</li> <li>• Dorset Mums has been mapping <a href="#">companies providing a food delivery</a> service in Dorset, Bournemouth and Poole</li> <li>• My Life my Care has some <a href="#">information about food delivery</a></li> </ul>	<ul style="list-style-type: none"> <li>• Local authority helplines have lists of food companies</li> <li>• Help and Kindness are <a href="#">mapping companies delivering food</a> (mainly Dorset some BCP)</li> <li>• <a href="#">Dorset mums</a></li> </ul>
<b>Prescriptions*</b>	My life my care has <a href="#">some information about prescription delivery</a>	The local authority can help those with no other support to access medicines
	Some pharmacies are working with the volunteer centres to deliver medicines but not all pharmacies are using this approach despite guidance being issued to them by the LPC. We will continue to try and influence this	

<b>Food Banks</b>	<p>Accessed by referral process which is now <b>electronic</b> to ensure those who are eligible get help</p> <p>If GP's are not already added to the e-referral process please contact <a href="mailto:hello@faithworkswessex.org.uk">hello@faithworkswessex.org.uk</a></p>	<p>Corfe Mullen Food bank: If unable to refer in the normal way please email the food bank to advise who you wish to refer <a href="mailto:cmfoodbank@gmail.com">cmfoodbank@gmail.com</a> (open Wed and Fri)</p>
<b>Local Action Groups</b>	<p>There are a number of local action groups which are emerging, <b>I am clarifying which ones are seeking guidance around safeguarding procedures/DBS checks</b> etc with either <a href="#">Dorset Community Action</a> or <a href="#">Community Action Network</a>. You can search on <a href="#">Covid 19 Mutual Aid UK for groups</a>.</p> <p><b>Working with either DCA or CAN:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">Poole Covid 19 Community Support Group</a>, this <a href="#">information</a> is from their webpage about safeguarding</li> </ol> <p><b>Not yet verified</b></p> <ol style="list-style-type: none"> <li>2. Coronavirus community support Bournemouth and Poole</li> <li>3. Coronavirus community help East Dorset</li> <li>4. COVID 19 community support group Corfe Mullen, Broadstone and Wimborne</li> </ol>	