

Guidance for Primary Care to support their patients in North Poole - update as of 9th April 2020

Topic area	BCP area	Dorset area
Local Authority Coordinated Community Response webpages	Together We CAN	Dorset Together
Local Authority helpline for those with no other support	<p>0300 1237052</p> <p>Available from 8am to 8pm seven days a week.</p> <p>For those who are in the shielded category OR find themselves in food crisis, are isolating with no friends or family to support. Not able to support with medication.</p>	<p>01305 221022 or communityresponse@dorsetcouncil.gov.uk</p> <p>Available from 8am to 8pm seven days a week. For those who are in the shielded category OR who have no one else to help them get what they need.</p>
Loneliness and Isolation	<ul style="list-style-type: none"> General BCP telephone befriending services listed here Register with Age UK Bournemouth for a weekly welfare call (BCP residents) 01202 530530 A call in time is a weekly telephone befriending service for those over 60 Silverline 0800 4 70 80 90 (free national 24 hour helpline for older people) 	<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: enquiries@ageuknswd.org.uk or call 01305 269444</p>
Companies offering food delivery	<ul style="list-style-type: none"> Local authority helplines have lists of food companies Dorset Mums has been mapping companies providing a food delivery service in Dorset, Bournemouth and Poole My Life my Care has some information about food delivery 	<ul style="list-style-type: none"> Local authority helplines have lists of food companies Help and Kindness are mapping companies delivering food (mainly Dorset some BCP) Dorset mums
Prescriptions*	My life my care has some information about prescription delivery	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	

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