

Fovant Community Support Group (FCSG)

Helping alleviate stress and hardship during a national emergency

*In collaboration with Spring Orchard Surgery,
Fovant Parish Council, St Georges Church, Age UK
and other local organisations*

It is great that the COVID19 infection rates appear under control, although the spikes that are occurring in the UK and around the world remind us that we need to be vigilant. Basic hygiene practices remain important. So do compliance with the guidance on social distancing and the proper use of face masks.

It remains unclear how the change of the seasons may cause different health and wellbeing challenges.

For now, FCSG is adapting to the lower levels of support required in the current situation while taking care to ensure we can return to full capability should there be a need to do so. This newsletter gives a sense about how all this will happen!

What you will find inside our third newsletter

- FCSG activity up to now and in the future
- Healthcare support and advice from The Surgery
- Hub leaders contact details and future communications

**Please note that *your FCSG*
Hub number is ⇒**

See page 6 for
Hub numbers
and leaders

The FCSG story (to date) in words and graphs

Table 1: Weekly FCSG activity across all hubs

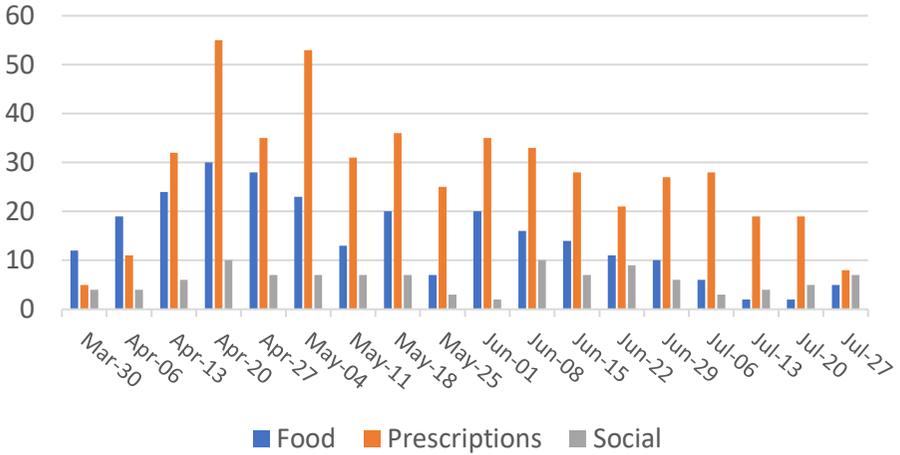
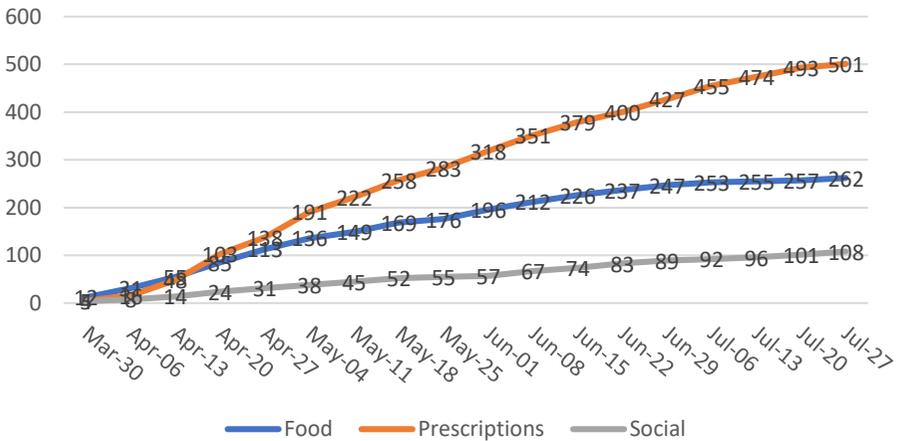


Table 2: Accumulating FCSG activity across all hubs



The FCSG story (to date) in words and graphs

FCSG came into being as it became clear that COVID19 was going to impact on all our lives. In no time at all *FCSG* grew to having a volunteer group that numbered 70 fantastic people from around Fovant, Sutton Mandeville, and Sutton Row. *FCSG* was organised into 14 hubs across the areas described above, each hub with its own team of volunteers.

The main areas of activity for *FCSG* have fallen into three broad areas:

- Prescription delivery in support of the Spring Orchard Surgery
- Support with food – shopping and setting up a food bank
- Social – having a conversation, support with pets and more!

The activity across these areas is summarised in the graphs opposite.

Prescription delivery has reached 500 (not including the deliveries made by the amazing Maggie L) over the period from April to July. You can see how this remained an important support to many people throughout lockdown. Spring Orchard Surgery is in no doubt that this reduced the risk of infection at a challenging time for us all.

More than 250 shopping trips were completed by *FCSG* volunteers involving an estimated 4000 miles of travel and untold tons of food! All this to complement the shopping being done by good neighbours across the village during the COVID19 lockdown. You can find out more about the amazing response from the village to the foodbank later on!

A brilliant community effort – thank you so much to the *FCSG* volunteers and all those good neighbours too!

***FCSG* – What now?**

FCSG remains active and available to support through its network of hub leaders. See their contact details on page 6 and call them if you have any queries about ongoing support as we emerge from COVID19 lockdown. *FCSG* are set to return to full activity if there is a need in the coming months and is also participating in discussions with other groups in the village to understand how to be even more effective in the future.

For now, it is appropriate to scale back *FCSG* activities. The suspension of the prescription delivery service is described on page 7 and we note that shopping support will continue through the kindness of good neighbours.

You can still contact your Hub lead with any query you have about health and wellbeing in our COVID19 recovery. See page 6 for contact details.

A letter from Dr Lindsay Kinlin, Spring Orchard Surgery

Thankfully, Fovant and its immediate surroundings remain largely free of diagnosed COVID-19 cases. This is due to everyone's vigilance and compliance with the government guidelines. In addition, I want to acknowledge the sustained effort of the volunteers who have been delivering prescriptions during the last few months. This service was highly valued by patients and the surgery alike. We, the surgery, have appreciated the good-humour and adaptability which have been evident in the *FCSG* volunteer group throughout. The service has without doubt reduced the risk of cross-infection between, particularly, our more vulnerable patients.

The continuing threat of COVID-19 is clear given the infection spikes elsewhere in the UK. However, Wiltshire is a low-prevalence area and as a consequence we can now plan for a change in our healthcare practice to ensure that ALL medical and care needs are being met for residents in the village.

In the current circumstances it is appropriate to return to patients picking up their own prescriptions from the surgery from August 31st onwards (see page 7 of this newsletter). The risk of cross-infection is very low provided social distancing is observed and facemasks worn. By coming in person to collect your prescriptions we will be able to deal with other queries as they arise, such as for referrals or other aspects of care planning. Although we all hope it will not be necessary, if there is a national or local spike in COVID-19 infections then the prescription delivery service will be reactivated with news of this being shared on our website and village noticeboards.

I want to make clear that the access to medical services through our surgery is as extensive as it always has been. A call from you about appointments during our surgery hours will be answered and in most cases a telephone consultation will be arranged for the same day (see page 8). If you have the technology it might be that this would be a video consultation. In addition, we are running regular morning nurse clinics at the surgery. If you have any sort of medical need do make contact with the surgery!

The team at Spring Orchard Surgery look forward to supporting our fantastic community. However, I would like to finish by reminding you of what you can do to care for yourself and those around you (see page 8). Anti-viral hand hygiene and social distancing remain very important to reduce the risk of cross infection, as is the proper use of face masks. Something else to keep up to date is your immunisation against 'flu.

Thanks, and best wishes to you all.

The Salisbury Food Bank

In just 7 weeks Fovant collected over 600 kg of food for The Salisbury Food Bank and other local food charities. While FCSG coordinated the collection it was made possible by collaboration with the Village Hall committee and the Fovant Independent Ladies group. Food collections are suspended for now although they may well restart in the future.

The Trussell Trust say they have seen a lot of first-time users since the coronavirus outbreak with a 95% increase in families requiring emergency food parcels. The main driver for this is low income.

Care support worker, Donna, was forced to stop work through ill health and was not eligible for sick-pay. The 44-year old mother of three soon began to struggle, but was nervous of asking for help. " The welcome I got when I plucked up the courage to walk through the doors of the food bank was just phenomenal. I felt so at ease. They listened and offered me a cup of tea. It was so nice and family based. I'm not needing the food bank now, but I am so glad it was there when I needed help."

It is thanks to the generosity of our residents that people like Donna are able to be supported and helped to resolve the crisis they face.

A couple of points of interest

Several groups within the village have been engaged in conversations in support to the local **Fovant Relief in Need Charity** (no. 269569).

The charity has taken on some new local trustees who collectively recognise the role of the charity in a local or national emergency.

Watch out for opportunities to donate.

Over the lockdown period many people experienced challenges with their **internet connectivity**. With working from home *and* home schooling there are challenges with the number of devices in a household and the download speeds and bandwidth of your connection.

You might be interested to have a look at the **Government BB Voucher scheme** which you can find more about through this link (<https://gigabitvoucher.culture.gov.uk/>). You might also be interested in some research on the benefits of 'silver surfing' too. Work by Dr Stephen Jivraj of UCL has shown some mental health benefits in internet use for older adults. Google his name to find out more!

Your **FCSG** Hub leaders

Your hub leader contact details are summarised below. Please do reach out to them if you have any queries about the support available during our emergence from COVID19 lockdown

Hub 1	Chris	Brantingham
Hub 2	Matt	Boatwright
Hub 3	Elaine	Vaughan
Hub 4	Paul	Rae
Hub 5	Simon	Ferris
Hub 6	Sam	Peters
Hub 7	Diana	Rae
Hub 8	Celia	Haselgrove
Hub 9	Jeremy	Hinks
Hub 10	Debbie	Monteith
Hub 11	Chris	Lock
Hub 12	Trish	Morse
Hub 12a	Emily	Lodge
Hub 14	Paul	Barratt

Contact details removed due to GDPR purposes. Use contact numbers on the FCSG webpage if needed

(FCSG Steering Group - Diana & Paul Rae, Elaine Vaughan, and Jeremy Hinks)

There has been an amazing response from villagers to the work being done by FCSG volunteers. The comment below, from one of the volunteers, captures the value of community action to both supporters and those being supported.

'I have enjoyed meeting new people I never would otherwise have met through this voluntary initiative. It is fair to say that I have probably been the one helped more by offering a bit of support to others, whether getting a paper or having a chat. I'm not sure exactly how, but it is uplifting to know one is not facing this situation alone and that together, supporting each other, we are all encouraged and strengthened.'

FCSG Prescription Delivery Service

Important changes to the service starting on Monday August 31st. Please read carefully and get in touch with your hub lead before the end of August 28th if you have any queries.

Many residents have recently returned to work, ceased shielding and have resumed a more regular lifestyle, albeit with some restrictions.

In the light of these changes it has been agreed with Spring Orchard Surgery that **from w/c 31st August the weekly Prescription Delivery Service will be paused**. The last delivery of prescriptions by FCSG volunteers will be w/c 24th August.

- From 31st August onwards **patients will collect their prescriptions directly from Spring Orchard Surgery** (via the window to the side of the building), following the social distancing rules in place there.
- Please note that if your prescriptions have been delivered by Maggie Lenaghan on Fridays, **this service will continue** (this arrangement predates COVID19)
- If, for any reason, you would like to **continue to have your prescription delivered by your FCSG volunteer**, please contact your hub leader directly to discuss (before the end of August 24th).

Should the Government increase the coronavirus threat to level 4 (as we had in the UK up until late May, see the HM Govt. graphic below), or should our own Public Health Authority identify a spike in infections and implement a local lockdown, **the prescription delivery service will resume immediately**.

Level	Description	Action
5	As level 4 and there is a material risk of healthcare services being overwhelmed	Social distancing measures increase from today's level
4	A COVID-19 epidemic is in general circulation; transmission is high or rising exponentially	Current social distancing measures and restrictions
3	A COVID-19 epidemic is in general circulation	Gradual relaxing of restrictions and social distancing measures
2	COVID-19 is present in the UK, but the number of cases and transmission is low	No or minimal social distancing measures; enhanced testing, tracing, monitoring and screening
1	COVID-19 is not known to be present in the UK	Routine international monitoring

HM Government

STAY ALERT • CONTROL THE VIRUS • SAVE LIVES

You can see Wiltshire Council's local outbreak management plan at <http://www.wiltshire.gov.uk/public-health-coronavirus>

Medical support, self-care and communication

4 steps to getting a doctors appointment at Spring Orchard Surgery

1. If you have a problem and need help from the doctor, simply phone the surgery on 01722 714789 and ask the receptionist to go on the telephone call-back list for the day.
2. Please confirm the best phone-number to call you back on.
3. Dr Kinlin or Dr Clarke will call you back – this is called a telephone appointment.
4. If your problem can't be resolved over the phone then we will make arrangements to see you after the telephone appointment, if this is needed.

Taking care of yourself

The role we all have in reducing the risk of COVID19 remains as important now as it was during lockdown. The following precautions are so important

- Regular handwashing remains the most significant and simple way of reducing cross infection
- Social distancing and the proper use of face masks are very important too. You can find really useful guidance on how to use a face mask safely with an online search of '*World Health Organisation face mask advice*'.
- Do not avoid calling your GP or attending hospital check-ups (Salisbury General is COVID19 free at the time of writing).
- Keep your influenza vaccination up to date for the coming year

Communicating with the village

If there is a change in local or national COVID19 risk level (see page 7) it will be necessary to communicate with the village quickly, something that is not practical with a printed newsletter. If there is a need to share a message quickly we will post on the Fovant Residents Facebook group which already has 183 members (join using this link below*). We will also use village noticeboards and established networks of existing community groups. *<https://www.facebook.com/groups/2736456903263681>