NHS inform

NHS inform is currently hosting a significant amount of information on COVID-19 (the coronavirus) including a self-help guide to check your symptoms and get advice. Go to https://www.nhsinform.scot/coronavirus

The Scottish Government, NHS Greater Glasgow and Clyde, NHS Lothian and NHS 24 have been working together to provide translations of COVID-19 information. This is being translated into
- Arabic,
- Chinese (Mandarin),
- Polish,
- Romanian,
- Czech/Slovak,
- Spanish,
- Urdu,
- Hindi,
- Punjabi, and
- British Sign Language (BSL).

Easy read and audio versions are also available on a variety of health topics, including COVID-19, and can be found via this link - www.nhsinform.scot/translations.

Translated information will be available under nine headings:

- General advice – overview
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-general-advice

- General advice – Common Questions
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-general-advice#common-questions

- Stay at home advice
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection

- Social distancing
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-social-distancing

- Shielding
  The English text is available here https://www.nhsinform.scot/illnesses-and-

conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-shielding

- Pregnancy and newborn babies
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-pregnancy-and-newborn-babies

- Immunisation and screening
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-immunisation-and-screening

- Making a plan for your care during the COVID-19 pandemic
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-making-a-plan-for-your-care-during-the-covid-19-pandemic

- Ask NHS inform a question
  The English text is available here https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-ask-nhs-inform-a-question

Translations (including COVID 19) are published on NHS inform – go to https://www.nhsinform.scot/translations

BSL videos are on NHS inform YouTube channel (www.youtube.com/nhsinform) and embedded on NHS inform. Go to www.nhsinform.scot/translations/languages/british-sign-language-bsl/illnesses-and-conditions/coronavirus-covid-19 - BSL users can go to the dedicated short URL (www.nhsinform.scot/BSL) to find all the BSL translations (including COVID-19)

Easy read resources are published here on NHS inform www.nhsinform.scot/translations/formats/easy-read/coronavirus-covid-19

Audio files can be found here https://www.nhsinform.scot/translations/formats/audio/coronavirus-covid-19

There is also a section for professionals with COVID-19 translated posters for download, as well as a communications toolkit. Go to: www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-advice-for-professionals

Please keep checking NHS inform for the most up-to-date quality assured information in English, translated and in alternative formats.
Go to https://www.nhsinform.scot/coronavirus

NHS inform want everyone who visits the website to feel welcome and able to find information whatever their circumstance.

To do this they have:

- designed the website to be accessible and usable for everyone
- provided alternative text and subtitles for media content (where appropriate)
- written in plain English – making information easy to read and understand
- used Browsealoud, a free tool for reading and listening to information from your browser on any device.

Please see the [Accessibility page](#) for more information

How to access NHS 24 services

NHS 24 have introduced a new 'Ask NHS inform a question' chat bot on NHS inform. This lets users ask questions about COVID-19 content directly on the website (the tool is available here https://ask.nhsinform.scot/). An SMS service (based on the chat bot) will be launched at a later date.

People who call the COVID-19 helpline (on 0800 028 2816) can choose to switch to webchat. If they do this, they receive text message and can start the chat from there.

The new 'NHS 24 COVID' app is now available to download from the App store and Google Play Store. This provides access to the NHS inform COVID information as well as the self-help guide so users can assess their potential COVID symptoms, with the ability to call in direct to the 111 COVID service if that's the appropriate route for them.

The [Relay UK](#) service provides a centralised relay service for people who are deaf and without speech. This can be accessed by the app or by text phone. Of note, the operators also answer 999 emergency calls. You can call NHS 24's 111 service (18001 111) or NHS inform (18001 0800 22 44 88) or for Emergency 999 calls the number is 18000, using this relay service.

[contactSCOTLAND –BSL](#) service can be accessed by people who are Deaf or deafblind and use BSL. The contactSCOTLAND-BSL staff are fully aware of NHS 24 services, including the COVID-19 helpline (The [NHS 111 British Sign Language (BSL) interpreter service](#) is available in England and Wales).

What to do if you have symptoms of COVID-19

If you've developed a new, continuous cough and/or a fever/high temperature in the last 7 days, stay at home for 7 days from the start of your symptoms, even if you think your symptoms are mild. Do not go to your GP, pharmacy or hospital.

You should phone 111 if:

- your symptoms worsen during home isolation, especially if you're in a high or extremely high risk group

- breathlessness develops or worsens, particularly if you're in a high or extremely high risk group
- your symptoms haven't improved in 7 days
- If you have a medical emergency, phone 999 and tell them you have COVID-19 symptoms.