

Testing for critical key-workers in Suffolk

Given the current pressures on the national COVID-19 testing service, Suffolk County Council is offering a new temporary alternative testing facility for **critical key-workers** in Suffolk. **Testing capacity is limited each day**, so we ask for your cooperation by following the guidance below to ensure that this facility can run smoothly and safely.

Who are critical key-workers?

Critical key-workers are:

- frontline NHS staff
- social care and care home staff
- 'blue light' services
- frontline education staff in schools and early years settings

What is the offer to critical key-workers?

- This new temporary testing service only covers critical key workers with symptoms or a household member of theirs that is preventing them from fulfilling their work duties.
- We expect leaders of those organisations to act responsibly with who they refer to this facility. If it is inappropriately used, it may lead to the provision closing.
- We cannot offer tests to non-essential staff or other groups such as school pupils. They need to continue to access testing via the [nhs.uk website](https://www.nhs.uk) or by calling 119.
- We are not offering asymptomatic swabbing 'just in case'.
- The service will be by appointment only, and available seven days a week for three weeks – ending on Friday 9 October 2020.

What are the symptoms of COVID-19 for accessing testing?

The main symptoms of coronavirus are:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms. If you have any of the main symptoms of coronavirus:

1. Get a test to check if you have coronavirus as soon as possible
2. Stay at home and do not have visitors until you get your test result – only leave your home to have a test.

When do critical key-workers need to get tested?

Testing should ideally be carried out between day two to five of the onset of symptoms. Unfortunately, we are cannot swab anyone who has had symptoms after day five. These members of staff should continue to self-isolate, following the government guidance.

When can critical key-workers access the new testing facility?

Eligibility criteria

- Critical key-worker who has COVID-19 symptoms days 1-5, AND
- Can't get a test locally via the national booking portal, AND
- Their absence from work causes an operational risk to the organisation.

OR

- If a critical key-worker is self-isolating due to a member of their household or support bubble having symptoms day 1-5, AND
- The member of their household or support bubble with symptoms can't get a test locally via the national booking portal, AND
- Their absence from work causes an operational risk to the organisation.

Where is the new testing facility?

Testing is by appointment only and will be carried out by Commisceo at;

Park and Ride Martlesham
Martlesham Heath
Martlesham
Ipswich
IP5 3QN

Waveney key-workers can access the following service provided by Norfolk and Norwich University Hospitals NHS Foundation Trust <http://www.nnuh.nhs.uk/our-services/covid-19-testing-key-workers/>

How do I make an appointment?

Testing is by appointment only. Only those with an appointment will be tested, anyone turning up without a booking will be turned away.

Access to the critical key-worker testing is via direct booking, and they will be offered the next available five-minute timeslot for the following day. Appointments will be available daily between 09:00 and 16:00.

To book an appointment call **01702 742172**. The booking line is open between 09:00 and 16:00 daily.

Callers will be asked to give their:

- Employer
- Name
- Date of birth
- NHS number (if known)

- Mobile number
- Email address

When arriving for an appointment, visitors must:

- arrive promptly for their booking
- show their work ID when asked
- stay in their vehicle on arrival and leave the site immediately after the test has been completed
- respect the safety and wellbeing of the testing staff at the site.
- remain in their vehicles at all times and adhere to any instructions given by the testing team.

We ask for your cooperation in ensuring this facility can run smoothly and safely. We may have to consider closing it if the eligibility criteria or booking processes are not adhered to.

When is the new facility open?

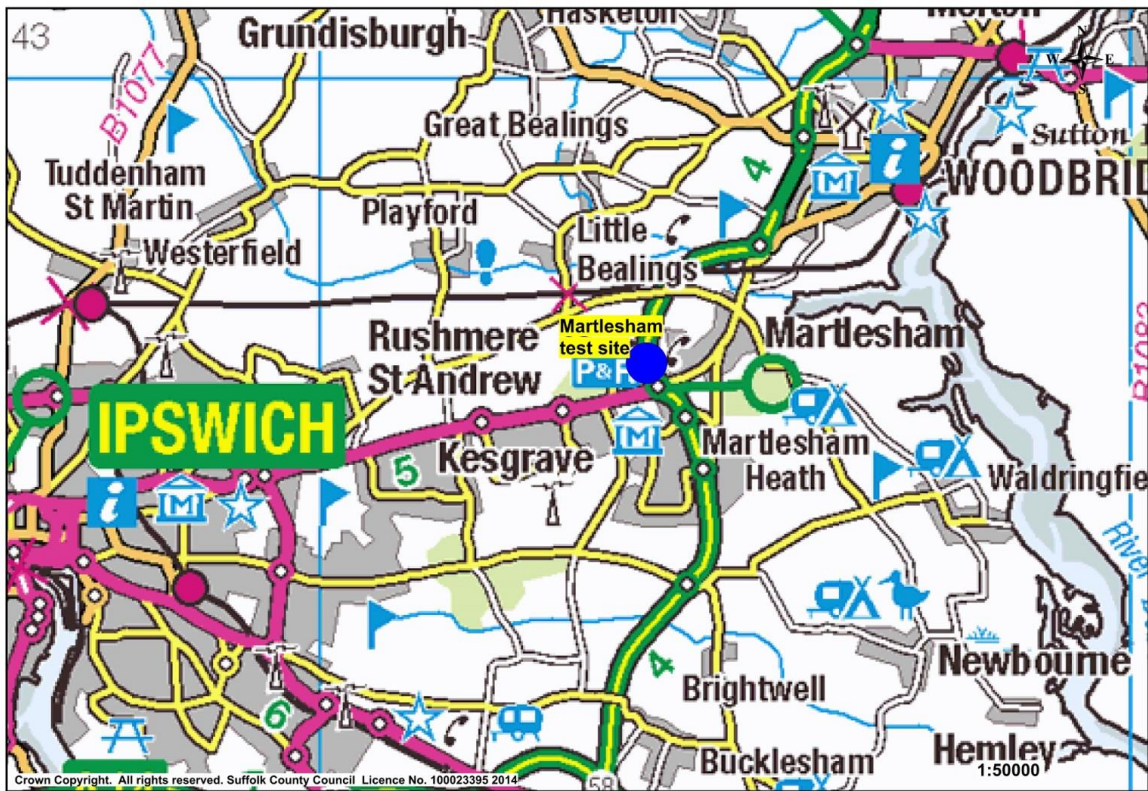
The booking line will open on Friday 18 September offering test appointments on Saturday 19 September 2020.

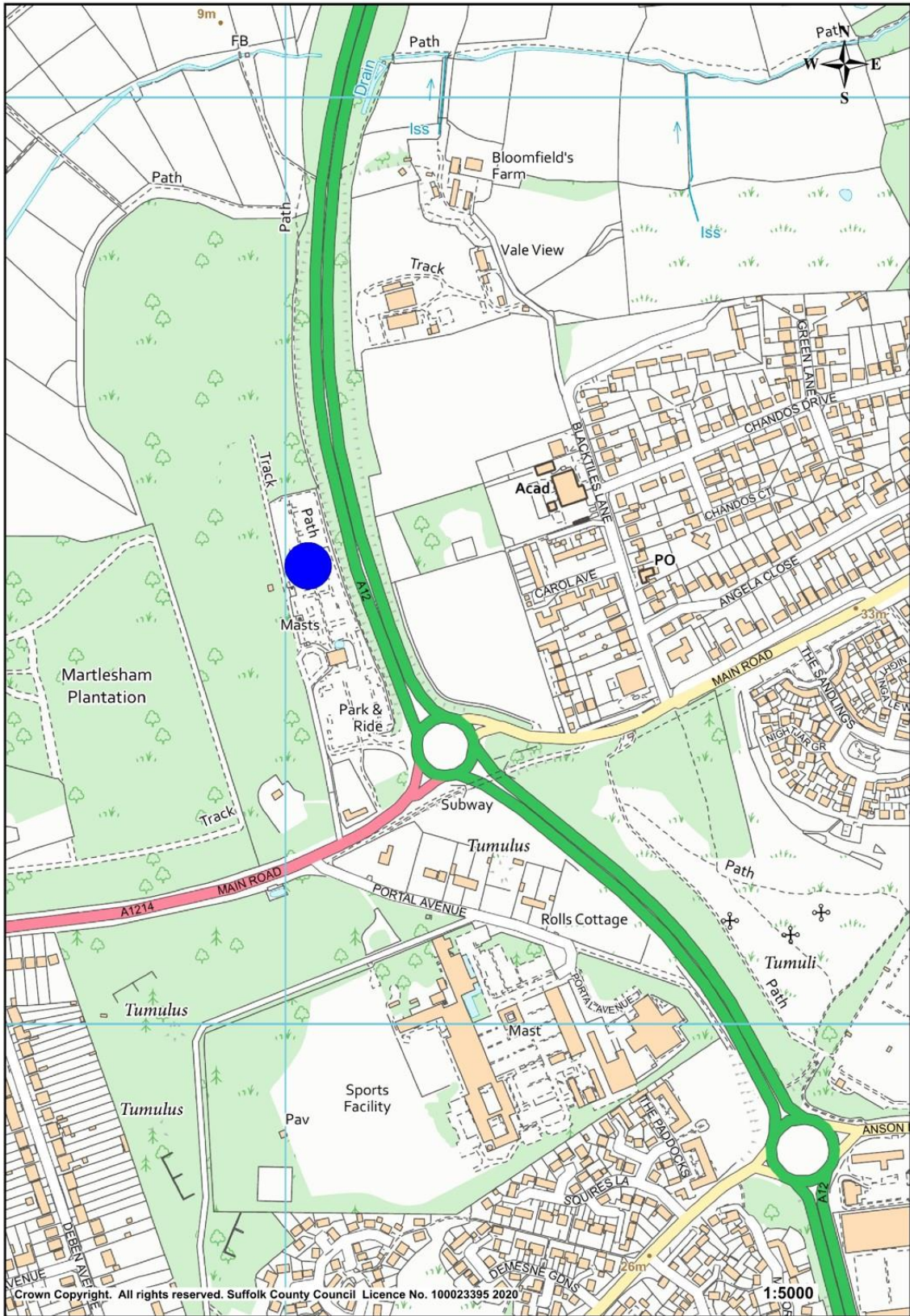
Critical key-worker testing will start on site on Saturday, 19 September.

Site details

Maps provided below.

Park and Ride site location





Access to the testing area within the Park and Ride site

