

IMPORTANT: PERSONAL

Date: 28 May 2020

Dear Patient,

Your CHI number: <CHI Number>

The Chief Medical Officer recently wrote to you because the NHS had identified you as someone who may be at very high risk of severe illness from coronavirus (also known as COVID-19). Because we believed you were high risk, we also advised you that you needed to shield at home. However, we have now been made aware that there was an error with the identification process. As such, you are not classified as within one the very high risk groups and therefore you do not need to shield at home.

We originally believed that you were at very high risk from illness from coronavirus because you have been prescribed a type of medication which can suppress your immune systems. However, we now know this medication (known as a biologic) is not enough on its own to significantly increase your risk of infection and put you within the 'very high risk' group. Further analysis should have been carried out to identify if you are taking any other medications, or if you have any other conditions, which would in combination with the biologic medication significantly increase your risk of infection. Due to miscommunication, this further analysis was not carried out.

We can confirm that this further analysis has now been carried out by Public Health Scotland, in conjunction with the Rheumatology Department at NHS Greater Glasgow and Clyde, who prescribed you the biologic medication. As a result of this review, you are not thought to be at highest risk from COVID-19 and as such you no longer need to follow the shielding measures outlined in my previous letter. We hope this is positive news for you though if you have any concerns about your clinical care, please discuss them with your GP or clinical team.

We've made changes to reduce the chance of this type of error happening again in the future.

We are very sorry that this error meant that you have been incorrectly advised to shield and apologise for any distress this may have caused you.

Even though you are no longer being advised to shield, we would ask you to follow the physical distancing advice given to the rest of the public in Scotland.

Online help and support

You can find out more about the latest Scottish Government advice on coronavirus by going to gov.scot and mygov.scot.

You can find out the latest coronavirus health updates by going to nhsinform.scot.

If you've already signed up to shielding support

If you've already signed up to receive shielding support because of our error, this support will not stop straight away.

Free weekly grocery deliveries

You may have signed up for the delivery of free weekly grocery boxes through the SMS Shielding Service, or through your local council. If so, you will carry on getting a weekly delivery up until 25 June 2020. You will not be charged for these deliveries. We hope this gives you some peace of mind while you put new arrangements in place for after that date.

If you still need support after your last weekly grocery delivery, you can contact your local council to discuss what support you may be able to get. You can contact your local council by calling the national helpline on **0800 111 4000**. This helpline is free and is open Monday to Friday, from 9am to 5pm.

Supermarket priority delivery slots

If you asked for your details to be passed to the supermarkets to access priority online delivery slots, you will retain your priority shopping status. If you asked for priority shopping but have not yet been offered slots by a supermarket, **you will still be offered these slots**. We will be making no changes to this offer of supermarket slots.

Pharmacy

If you have asked for support in having medication delivered to you, this will continue.

Public Health Scotland is updating essential systems to highlight that you no longer need to follow shielding measures; this may take some time to fully update across all systems. If you do receive contact from your GP or council in the meantime, please

explain that you have received this letter and no longer need to follow shielding measures.

If you have any questions about the use of your data, please contact Public Health Scotland. Information on how to do so is available at www.publichealthscotland.scot/our-privacy-notice/

Yours sincerely,



Linda Pollock, Deputy Director