

## Shopping Delivery Information

### Free Food Parcels from the Government for patients who are shielding

This is being organised by the UK government in partnership with the food industry, local government and local resilience forums. The free boxes will be delivered weekly and are said to contain similar food items, including pasta and tinned goods, across the country.

The food parcels are designed to help those who are classed as clinically extremely vulnerable and who have been told to stay at home and avoid face-to-face contact for 12 weeks. People with medical conditions placing them in this group might have received a letter from the NHS to let them know, or been contacted by their GP or hospital clinician. The extremely vulnerable group includes people with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD patients.

If you haven't already been contacted with advice and have a condition that makes you clinically vulnerable to coronavirus, you can register at Gov.uk. You'll need your NHS number to do so.

For more information:

<https://www.which.co.uk/news/2020/04/how-can-coronavirus-vulnerable-households-get-food-deliveries/>

### The difference between shielding and vulnerable groups

There are 1.5 million people in the shielding category including people with organ transplants, severe COPD, some cancers, immunotherapy treatment etc. This is the group that is entitled to the Gov food parcels and priority shopping delivery slots from supermarkets. Everyone in this category should have received a letter to inform them that they are shielding. The measures to stay safe are much more stringent including not eating meals with families, using separate bathrooms, not sharing beds etc. More information is available here: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

The vulnerable category is for anyone with underlying health conditions including older people, pregnant people, diabetics and other co-morbidities but who are not at as high risk as those in the shielding category. They **are not** entitled to the same Government and priority shopping support as the shielding group but are entitled to the NHS responder volunteers and other local support schemes.

## Food Deliveries

If shielding patients are having trouble arranging food deliveries from supermarkets there are a few things to check.

- Are the contact details used on the Gov website identical to the ones the supermarkets hold - if the email is different it might mean the shops haven't been able to match you.
- Are the accounts in your name - if someone else in your household holds the account then there can be a delay in matching up the details. Asda advise putting the existing account into the shielded person's name.
- When logging on it can look as though there are no slots available however more are released all the time so it's a case of having to keep rechecking throughout the day to see if anything has come up.
- Booking priority slots with all supermarkets is particularly difficult on mobile apps and/or mobile browsers. Users may have more success on a desktop site if they can access a computer.

## New Delivery Service from Morrison's

Morrisons have launched a new service which guarantees next day delivery slots for those that are shielding / vulnerable.

It gives the user a list of 47 essential everyday items to choose from.

The number is **0345 611 6111** and option 5, gets through to a real person who will talk you through the process.

The delivery driver carries a card reader for contactless or chip and pin payment on the doorstep.

## Morrison's & Deliveroo Home Delivery

<https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-and-deliveroo-join-up-to-offer-grocery-home-delivery/>

Morrisons and Deliveroo have teamed up to provide a delivery service where customers can choose from 70 everyday essential items from Morrisons stores.

- Deliveries are available to homes within 2.5 miles of the Morrisons store.
- All deliveries will be contact-free to ensure safety, with Deliveroo riders leaving the deliveries at customers' doors to collect, minimising person-to-person contact.
- Customers will be able to order on the Deliveroo app or website, as normal, from a selection of around 70 items, including meat and Quorn, fruit and household essentials.
- Items will be priced the same as Morrisons stores and there will be a flat £4.99 delivery fee (unless customers have the Deliveroo Plus service).

**This service is available at Erith, Sidcup and Thamesmead Morrisons (not at Welling)**