

CARING FOR PEOPLE AT HIGHEST CLINICAL RISK DURING COVID-19

Information for clinicians

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Please note that NHS England will no longer be hosting Frequently Asked Questions (FAQs) for clinicians on caring for patients of highest clinical risk. This is to help ensure that people are always clear where to go for the latest information as the Government updates its policies. For the latest guidance please visit the following sources:

[GOV.UK](#) – for the latest updates on shielding guidance from Public Health England, as well as information on the Government support offer for those on the Shielded Patients List (SPL).

[NHS Digital's website](#) for information about the Shielded Patient List. This includes information on the background to SPL, the [methodology](#) of the central algorithm and how to flag a patient as low, medium or [high risk](#).

If you have a technical question around the Shielded Patient List that is not answered on this website please contact splquery@nhs.net.

[NHS.UK](#) – provides patient-facing information on health services and medical conditions.

[NHS Volunteer Responders](#) - the NHS is also providing further support to those at highest clinical risk via the GoodSam App and NHS Volunteer Responders. Any health professional or local authority can refer people who require assistance. This service will not replace any local voluntary referral schemes already established but will complement these. Referrals for support can be made via the NHS Volunteer Responders portal. People who are shielding can also request support directly from the NHS Volunteer Responders by calling 0808 196 3646 between 8am and 8pm.