

COVID-19 information on NHS inform

NHS
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nhs24.scot

COVID-19 information on NHS inform

NHS inform has a significant amount of information on COVID-19, in English and in alternative formats, as well as a [self-help guide](#) to check your symptoms and find out what to do next.

This is being regularly updated with the latest clinically approved guidance in partnership with Public Health Scotland.

Visit: www.nhsinform.scot/coronavirus

We have also developed brand new communication channels to help as many people as possible access the COVID-19 information we are providing.

We need you to spread the word!

Please help raise awareness of the new resources and tools with the people you support, your community, and your networks.

Let's make sure people with communication differences know about the different ways they can get quality information about COVID-19.

Getting COVID-19 information online

Alternative formats

We're providing alternative formats to help people with communication differences access COVID-19 information:

- translations in Arabic, Chinese, Hindi, Polish, Romanian, Slovak and Urdu are available. Punjabi and Spanish will be added shortly. Visit: www.nhsinform.scot/coronavirus
- British Sign Language (BSL) translations are available on NHS inform: www.nhsinform.scot/BSL and on our YouTube channel: www.youtube.com/nhsinform
- audio versions: www.nhsinform.scot/translations/formats/audio
- easy read documents: www.nhsinform.scot/translations/formats/easy-read

The Browsealoud tool helps users access information on NHS inform by: reading this aloud, highlighting and magnifying text, creating audio files. Find out more here: www.nhsinform.scot/accessibility

Brand new communication channels

We've developed new tools, giving people a choice of how to get the COVID-19 information they need:

- **chat bot:** ask COVID questions directly on the website: <https://ask.nhsinform.scot/>
This is an automated service. Users who can't find the information they need will be offered the option to start a webchat
- **NHS 24 COVID app:** available to download free from the App Store and Google Play.
This includes the COVID-19 symptom checker and COVID-19 information from NHS inform.
- **webchat:** option offered to people who call the COVID helpline (0800 028 2816)
- **voice bot:** automated voice option lets people who don't use the internet access the coronavirus self-help guide. This is available by phoning the NHS inform helpline (0800 22 44 88)

Getting COVID-19 information over the phone

People with communication differences can access the COVID-19 helpline (and all other NHS 24 phone services) in a number of ways:

- people whose first or preferred language is not English can use Language Line (a free over the phone interpreting service).
Find out more here: www.nhs24.scot/get-in-touch/language-line
- D/deaf and Deafblind British Sign Language (BSL) users can use contactSCOTLAND-BSL (a free BSL interpreting video relay service). Find out more here: <https://contactscotland-bsl.org/>
- people with hearing and speech differences can use Relay UK (a national relay service accessible via textphone or the Relay UK app). Find out more here: www.relayuk.bt.com

Communication material

SUGGESTED ARTICLES

Here is some copy that you might want to use for in your e-bulletin or email messages, as appropriate.

How people whose first or preferred language is not English can access COVID-19 information on NHS inform channels

People whose first or preferred language is not English can get information about coronavirus (COVID-19) in Arabic, Chinese, Hindi, Polish, Romanian, Slovak and Urdu on NHS inform. Spanish and Punjabi translations will be added shortly. All the translations are published here: www.nhsinform.scot/coronavirus - please keep checking for updates.

People living in Scotland who don't have any symptoms but are looking for general information can call the coronavirus helpline. If you're a non-English speaker you can still use this service. Phone: **0800 028 2816**, tell the call handler that you need an interpreter, give the name of your preferred language and you will be connected to Language Line interpreter. You will not have to pay for this.

How people with hearing loss can access COVID-19 information on NHS inform channels

People living in Scotland can get the health information they need, including about coronavirus (COVID-19), from: www.nhsinform.scot every day. If you use British Sign Language (BSL) we have BSL translations here: www.nhsinform.scot/BSL and on our YouTube channel: www.youtube.com/nhsinform. Please keep checking for new and updated videos clips.

If you don't have any symptoms but are looking for general information, you can call the coronavirus helpline. British Sign Language (BSL) users can use this service via contactSCOTLAND-BSL. Find out more here: www.contactscotland-bsl.org

If you have hearing and speech differences you can contact the coronavirus helpline via Relay UK. Dial: **18001 0800 028 2816** on your textphone or use the Relay UK app. Find out more here: www.relayuk.bt.com/how-to-use-relay-uk.html

How people living with sight loss can access COVID-19 information on NHS inform channels

People in Scotland can get the health information they need about coronavirus (COVID-19) from www.nhsinform.scot every day. If you are living with sight loss you will find an audio version of the information about COVID-19 here: www.nhsinform.scot/translations/formats/audio/coronavirus-covid-19. The website is compatible with modern screen readers and other assistive technologies.

New ways to access NHS inform COVID-19 information

We have introduced new ways people living in Scotland can get general information about coronavirus, when they don't have any symptoms. They can:

- use 'Ask NHS inform a question' tool to ask COVID-19 questions directly on the website. Try it out here: <https://ask.nhsinform.scot/> (this is an automated service)
- download the new 'NHS 24 COVID' app to get the COVID-19 symptom checker and COVID-19 information directly on their smartphone
- phone the COVID-19 helpline on 0800 028 2816 (open every day, 8am to 10pm)
- choose the webchat option when phoning the coronavirus helpline (0800 028 2816) to get a text message to their phone and start the chat from there
- choose the automated voice option when phoning the NHS inform helpline (0800 22 44 88) – this lets people who don't use the internet access the coronavirus self-help guide.

People who call 111 can select the option to listen general information about coronavirus on NHS inform, if they don't have any symptoms.

SUGGESTED SOCIAL MEDIA POSTS

Here are some posts you may wish to use on your social media channels, as appropriate.

Sample tweets

Tweet 1

People living in Scotland who need general information about COVID-19 can choose the webchat option when they phone the coronavirus helpline on 0800 028 2816 (open from 8am to 10pm each day).

Tweet 2

The new 'Ask NHS inform a question' tool lets people ask their COVID-19 questions directly on the website. This is an automated service. Try it out here: <https://ask.nhsinform.scot/>

Tweet 3

The brand new NHS 24 COVID app is available. Search for '**NHS 24 COVID**' in your App Store or Google Play Store. Download the free app, and you will get the COVID-19 symptom checker and COVID-19 information directly on your smartphone.

Tweet 4

People who want to access the coronavirus self-help guide but don't use the internet can choose the automated voice option when they phone the NHS inform helpline on 0800 22 44 88 (open every day).

Tweet 5

People whose first or preferred language is not English can find translated information about coronavirus here: www.nhsinform.scot/coronavirus

Tweet 6

BSL users can find British Sign Language (BSL) translations about health topics, including coronavirus here: www.nhsinform.scot/BSL and on our YouTube channel: www.youtube.com/nhsinform

Tweet 7

Looking for information about coronavirus in audio format?
Go to: www.nhsinform.scot/translations/formats/audio

Tweet 8

Looking for information about coronavirus in easy read format?
Go to: www.nhsinform.scot/translations/formats/easy-read



SUGGESTED SOCIAL MEDIA POSTS

Sample Facebook Posts

Post 1



People whose first or preferred language is not English can get information about coronavirus (COVID-19) in Arabic, Chinese, Hindi, Polish, Romanian, Slovak and Urdu here: www.nhsinform.scot/coronavirus. Spanish and Punjabi translations will be added shortly.

They can also get information by calling the coronavirus helpline: **phone 0800 028 2816**. They should tell the call handler that they need an interpreter, give the name of their preferred language and they will be connected to an interpreter. This service is free.

Post 2



People who use British Sign Language (BSL) can get information about coronavirus in BSL here: www.nhsinform.scot/BSL and on our YouTube channel: www.youtube.com/nhsinform. They can also get information from the coronavirus helpline (0800 028 2816). BSL users can use this service via **contactSCOTLAND-BSL**. Find out more here: www.contactscotland-bsl.org

If you have hearing and speech differences you can get information from the coronavirus helpline via Relay UK. **Dial 18001 0800 028 2816** on your textphone or use the Relay UK app - find out more here: www.relayuk.bt.com/how-to-use-relay-uk.html

Post 3



We know that thousands of people in Scotland get the health information they need about coronavirus (COVID-19) from www.nhsinform.scot every day. If you are living with sight loss you will find an audio version of the information about COVID-19 here: www.nhsinform.scot/translations/formats/audio/coronavirus-covid-19. Our website is compatible with modern screen readers and other assistive technologies.

Post 4



There are many ways to get general information about coronavirus. You can phone the coronavirus helpline on **0800 028 2816**, and choose the webchat option, or the automated voice option, or wait to speak to an advisor.

You can also ask questions directly on the website with the new 'Ask NHS inform a question' tool. This is an automated service. Try it out here: <https://ask.nhsinform.scot/>

If you have a smartphone, why not download the new NHS 24 COVID app and get the coronavirus symptom checker and coronavirus information directly from NHS inform to your phone.





Need more information?

Please email the NHS 24 Engagement Team at:
nhs24.engagementteam@nhs24.scot.nhs.uk

