

April 27, 2020

The NHS in Norfolk and Waveney is offering coronavirus tests to key workers* such as teachers or food industry staff, to help them remain in work and continue to provide support to local people. This also applies to members of their household who may have coronavirus symptoms causing the key worker to self-isolate.

* **Key workers** include many people working in education, transport, many public services, energy, power and water/sewerage workers, and those working to provide, distribute or sell food. The precise definition is available on this government web page: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#key-workers>

The newly expanded provision in Norfolk and Waveney provides an alternative to the national testing offer which has centres at Ipswich, Stansted, Peterborough and elsewhere.

A more detailed description of the Norfolk and Waveney service follows in the pages below.

Norfolk and Waveney Key Worker Testing Referral Service

Health and care workers employed by an Acute Hospital (NNUH / JPUH / QEHL) - use your organisation's own arrangements.

All other health and care workers such as care home staff, GPs, pharmacists, ambulance etc should email NHScovidtesting@nuh.nhs.uk with your name, job title and contact number - the triage team will contact you to arrange next steps.

Other Key Workers (such as teachers, food industry etc)*

Ask your employer/line manager to email NorfolkRegistercovidtesting@nuh.nhs.uk with **their** name, job title and contact number. The registration team will contact them to register your organisation so you can then book an appointment. Your employer will be given a unique reference number and the contact details for your triage.

ALL Key Workers:

- The triage checks you are well enough to attend a testing centre and eligible, using national Public Health England Guidance
- You will be directed to your nearest swabbing centre by the central triage team:
 - Centrum, Norwich Research Park, Norwich, NR4 7UG
 - Queen Elizabeth Hospital, Gayton Road, Kings Lynn, PE304ET
 - James Paget Hospital, Lowestoft Road, Gorleston-on-Sea, Great Yarmouth, NR31 6LA
- If you cannot attend a drive or walk-through centre, you will be referred to the logistics team to determine if an alternative option is viable but this is a very restricted service for exceptional circumstances.
- You will receive your results within 48 hours or less – this will be from an approved source within your organisation (such as occupational health) or directly to you, with initial advice about what to do next. There is further information available at www.gov.uk/guidance/coronavirus-covid-19-getting-tested

Typical coronavirus symptoms are fever, dry cough, shortness of breath, general malaise and myalgia but some may experience other less typical symptoms such as anorexia, diarrhoea, nausea, dizziness, headache, vomiting, loss of taste and smell or pleuritic chest pain. As such, individuals may also be suitable for testing if they have any upper respiratory symptoms or a general malaise, with or without a fever or cough. Please note all key worker testing applies to both symptomatic employees (isolating for 7 days) and household members (isolating for 14 days)

Am I a key worker? Read the [list](#) on the Government's website.

Key workers are people whose jobs are vital to public health and safety during the [coronavirus lockdown](#). Because their work is so vital, the Government is keen to ensure they are able to work with as little restriction as possible, which means being able to put their children in school and using necessary transport. As of 15 April 2020 this was:

All NHS and social care staff, including:

- doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers
- the support and specialist staff required to maintain the UK's health and social care sector
- those working as part of the health and social care supply chain, including producers and distributors of medicines, and medical and personal protective equipment
- NHS Blood and Transplant frontline staff (blood donation staff, specialist nurses for organ donation, staff running therapeutic apheresis services in NHS hospitals)
- those providing ancillary support to NHS workers (such as hotel accommodation for NHS staff)

Essential public services staff, including:

- prisons, probation, courts and tribunals staff, judiciary
- religious staff
- charities and workers delivering critical frontline services
- those responsible for the management of the deceased
- journalists and broadcasters covering coronavirus or providing public service broadcasting
- public health and environmental staff, such as specialist community public health nursing

Public safety and national security staff, including:

- police and support staff
- Ministry of Defence civilians, contractors and armed forces personnel (those critical to the delivery of critical defence and national security outputs and critical to the response to the coronavirus pandemic), including defence medical staff
- fire and rescue service employees (including support staff),
- National Crime Agency staff, those maintaining border security, prison and probation staff and other national security roles, including those overseas
- British Transport Police and the Maritime and Coastguard Agency

Transport workers, including:

- those who keep the air, water, road and rail passenger and freight transport modes operating during the coronavirus response

- those working on transport systems through which supply chains pass

Education and childcare workers, including:

- support and teaching staff
- social workers
- specialist education professionals

Critical personnel in the production and distribution of food, drink and essential goods, including:

- those involved in food production, processing, distribution, sale and delivery
- those critical to the provision of other essential goods, such as medical supply chain and distribution workers, including community pharmacy and testing (such as PHE labs), and veterinary medicine
- workers critical to the continuity of essential movement of goods

Local and national government staff critical to the effective delivery of the coronavirus response, or delivering essential public services, such as the payment of benefits

Public and environmental health staff, including in government agencies and arm's length bodies

Funeral industry workers

Frontline local authority staff and volunteers, including

- those working with vulnerable children and adults, victims of domestic abuse, and the homeless and rough sleepers (and hotel staff supporting these groups)
- voluntary sector organisations providing substance misuse treatment

Utilities, communication and financial services staff, including:

- staff needed for essential financial services provision (including but not limited to workers in banks, building societies and financial market infrastructure)
- the oil, gas, electricity and water sectors (including sewerage)
- information technology and data infrastructure sector and primary industry supplies to continue during the coronavirus response
- essential staff working in the civil nuclear, chemicals, telecommunications (including but not limited to network operations, field engineering, call centre staff, IT and data infrastructure, 999 and 111 essential services), postal services and delivery, payments providers and waste disposal sectors.