**COVID-19 update**

**31 March 2020**

**In this edition**

Empty oxygen cylinders \*\*\*urgent return request\*\*\*

Scam text messages

Yorkshire Fatigue Clinic – updated information

Useful resources – these have been moved to the RSS COVID-19 page

**Attachments**

* None

**Empty oxygen cylinders \*\*\*urgent return request\*\*\***

The national team has requested practices to **urgently** return empty oxygen cylinders. If you are unsure how to do this email [england.eprrney@nhs.net](mailto:england.eprrney@nhs.net) or phone 07702 404 046.

**Yorkshire Fatigue Clinic**

**Yorkshire Fatigue Clinic – please use email for all correspondence**

The Yorkshire Fatigue Clinic will continue to operate remotely and all patients will have consultations by telephone or Skype.  During this period please **do not send any referrals by post** **but use NHS Mail** to prevent delays in response times.

The e-mail to use for all referrals or queries is [yfc.admin@nhs.net](mailto:yfc.admin@nhs.net). All correspondence, including clinic letters will be sent to your practice through NHS Mail. So please ensure the service has your practice contact email to be used for patient correspondence.

**Scam text messages**

A number of patients across the country have received text messages from **07860 054 507**.  Whilst this is a genuine mobile number used by the NHS as an appointment reminder for patients, criminals in the local area are sending text messages which ‘appear’ to be from this mobile number - a process known as smishing.

Local patients that receive a text from this number are being advised not to call it as it may connect them to an extortionate premium rate line, not to open any links and not to respond to the message. Instead they are advised contact their GP surgery on its landline number.

**Useful resources**

These are now published at <https://www.valeofyorkccg.nhs.uk/rss/home/infections-and-microbiology/covid-19/>

Thank you

**Sharron Hegarty**

Head of Communications and Media Relations

Phone 01904 555 919 email [sharron.hegarty@nhs.net](mailto:sharron.hegarty@nhs.net)

NHS Vale of York Clinical Commissioning Group, West Offices, Station Rise, York, YO1 6GA

**My emails are written in Arial, point 12 font and in black. Where possible I use plain English. I also work flexibly and send emails out of hours – either early in the morning or late at night. Unless an urgent response is specified please reply at a time that suits you.**

