

news release

Local support for NHS Test & Trace launches across Sussex

A new service has just gone live to support the national NHS Test and Trace system.

Working from West Sussex County Council's COVID-19 Community Hub, the service will take on responsibility for contacting individuals across East and West Sussex who have received a positive COVID-19 test result, but were unable to be contacted by the national NHS Test and Trace team within 48 hours. Contact will be made to these individuals via text, phone or email.

The local service will also be on hand to:

- Provide advice regarding positive test results and requirement to self-isolate;
- Collect details of the individuals' contacts during their infectious period and enter them into the national NHS Test and Trace system for the national team to get in contact with;
- Offer additional support as required, including the wide range of help and advice available from the Community Hub service.

The service will operate between 8am-8pm seven days a week, including bank holidays.

Residents in West Sussex who need to be contacted by the Community Hub will receive a text, call or email from one of the below:

- Text: COVID TRACE
- Phone: 01243 642153
- Email: West Sussex County Council Local COVID Tracing Partnership

The Community Hub will then ask individuals for the following details:

- Their name, date of birth and postcode;
- If they live with other people;
- Any places they've been recently, such as a workplace or school;
- Names and contact details of any people they were in close contact with within the 48 hours before their symptoms started (if they know these details).

The Community Hub will NOT:

- Ask for bank details or payments;
- Ask for details of any other accounts, such as social media;
- Ask residents to set up a password or PIN number over the phone;
- Ask residents to call a premium rate number, such as those starting 09 or 087.