

How to answer parent and carer queries if they report a child is unwell

Does the child or any other member of the household have one or more of the following coronavirus symptoms?

- a **high temperature**
- a **new, continuous cough**, this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if the child usually has a cough, it may be worse than usual)
- a **loss or change to your sense of smell or taste**

YES

Refer to the Public Health England flow chart '**COVID-19 outbreak in school – what action should schools take**' on the Information Hub for Schools.

The child can return to school if well and:
The symptomatic person has had a negative test **OR** the child's self-isolation period is over.

Please note:

If the family are vulnerable and require practical support during self-isolation they can call the Coronavirus Hampshire Helpline on **0333 370 4000**.

GPs and other health professionals are not able to provide letters, notes or evidence that a child is COVID-19 free or if a child has been told to self-isolate.

The NHS coronavirus isolation note service is for employees. It is not intended for parents to use on behalf of a child to provide to an educational establishment.

NO

If a child is unwell with symptoms such as sore throat, earache, stomach ache, runny nose, skin rashes, or a winter related illness such as norovirus with vomiting and diarrhoea, then they should stay at home until well enough to return to school.

If parent requires further advice they can check NHS online advice, '**Is my child too ill to go to school?**'

If further medical help is needed, suggest they contact their pharmacy or GP.

Only use NHS 111 phonenumber for an urgent medical problem or if the parent is unsure what to do.

Please note:

For schools there is guidance on when a child should/shouldn't be **kept off school**. Please refer to Chapter 9: managing specific infectious diseases, Health Protection in Schools and other childcare facilities guidance.

Tell parents/carers they should not arrange for the child to be tested if they **do not** have any of the coronavirus symptoms listed above.