



Update on how COVID-19 treatments can be accessed by people outside of hospital

The way people access treatment for COVID-19 changed on 27 June 2023. NHS England [wrote to people who are potentially eligible for COVID-19 treatments](#) on 5 June 2023 to inform them of these changes. This information is aimed at care providers who are supporting or arranging for care recipients to access healthcare services and treatments.

Key Information

- Integrated Care Boards¹ (ICBs) will now have responsibility for arranging local services to assess people with COVID-19, and for providing treatment when appropriate.
- People who may be eligible for treatment will no longer be proactively contacted for an assessment if they test positive for COVID-19. Instead, they or someone acting on their behalf, should seek an assessment for COVID-19 treatment.
- Depending on local arrangements, this may be a local COVID-19 treatment service, the person's GP, NHS 111 or their own hospital specialist.
- Your local ICB should be able to offer further information about arrangements in your area. You can find your ICB [here](#).
- If you are unsure of your local arrangements, you should contact the person's GP during normal opening hours, or NHS 111 out-of-hours and at weekends.
- Eligible care provider organisations can continue to obtain lateral flow device (LFD) tests from [the ordering portal](#). Tests can be used to identify outbreaks of COVID-19, or to test people who are potentially eligible for treatment if they have [symptoms of a respiratory infection](#).

Background

The NHS offers treatment to people who are at the highest risk of severe outcomes from COVID-19.

Most people who are potentially eligible for COVID-19 treatment will have been digitally identified by their NHS records. As a result, they may have received a letter explaining how to access COVID-19 treatments. However, patients who may need COVID-19 treatments will no longer be identified this way.

As it is unfortunately not possible to identify all those potentially eligible for treatments via their records, the eligibility [criteria](#) for COVID-19 treatments should be

¹ ICBs are local NHS organisations which manage budgets and arrange healthcare services in their area.

checked when a resident or client is newly diagnosed with a major or ongoing condition, or starts a new and continuing course of treatment.

Summary information on who is at highest risk from COVID-19 can be found [here](#). More detailed information can be found [here](#). If you are unsure if someone is potentially eligible, you may wish to consider contacting their hospital specialist or GP to discuss this.

You may wish to consider how to make sure care staff know which of the people they care for are potentially eligible for COVID-19 treatments and what to do if they develop symptoms of COVID-19, including out-of-hours.

People who may be eligible for COVID-19 treatments should be tested as soon as possible if they develop symptoms of COVID-19. If they don't initially test positive but continue to show COVID-19 symptoms, they should be tested daily for a further 2 days (3 days in total). A list of symptoms can be found [here](#). You should make sure you have enough LFD tests available to test anyone who is potentially eligible for treatment and has symptoms of COVID-19. You can order LFD tests from [the ordering portal](#).

Treatments for COVID-19 work better the earlier they are given. As soon as someone who is potentially eligible for treatment tests positive, they should be supported to contact their healthcare provider, or this should be done on their behalf if they are unable to do so themselves.