

Ready meal delivery services, food access and food banks

Support services during coronavirus (COVID-19) pandemic

Ready meal delivery services

For people who find it difficult to prepare a meal from raw ingredients, having ready meals delivered is a suitable alternative. Due to the coronavirus outbreak, some companies are only able to accept new customers if they are extremely vulnerable, but some of the companies below will take on new customers who are not. As the coronavirus situation develops, this may change, so please contact the company and check their websites for updates.

You can check on the Government website, what the extremely vulnerable categories are (details at end of leaflet).

Wiltshire Farm Foods

t: 0800 077 3100, **w:** www.wiltshirefarmfoods.com/
Website and telephone ordering. Deliver frozen meals.

Gourmade

t: 0845 2411 568, **w:** www.gourmade.com/
Delivering frozen meals.

Allimento

t: 0800 083 4446, **w:** www.alimento.co.uk/
Delivering frozen meals including modified texture.

Blue Mountain

t: 01902 424133, **w:** www.bluemountainfoods.co.uk/
Delivering frozen Caribbean and West Indian meals.

Parsley Box

t: 0800 612 7225, **w:** www.parsleybox.com/
Deliver foods that can be stored in a cool, dry place, so storage in a freezer or fridge is not necessary.

Oak House

t: 0333 370 6700, **w:** www.oakhousefoods.co.uk/
Deliver frozen meals.

Food access (such as shopping) and food banks

If you cannot afford food, or are self-isolating due to coronavirus and unable to access food, there are options for you. The Government, local councils and charities have created support groups which provide a range of services. Please check their websites for up-to-date information.

Government support

w: www.gov.uk/coronavirus-extremely-vulnerable

Register for support if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you can ask for help getting deliveries of essential supplies like food.

Coronavirus Mutual Aid Groups

w: www.covidmutualaid.org/

Coronavirus Mutual Aid UK is a group of volunteers supporting local community groups organising mutual aid during the coronavirus outbreak. They focus on providing resources and connecting people to their nearest groups, willing volunteers and those in need. You can check your local group here, **w:** www.covidmutualaid.org/local-groups/

This group is run by the charity Neighbourly. You will need to have access to Facebook to ask for support so this may need to be done on behalf of the person who needs help.

The Trussell Trust (food banks)

t: 01722580180, **e:** enquiries@trusselltrust.org, **w:** www.trusselltrust.org/

The Trussell Trust is a nationwide network of food banks. They provide emergency food and support to people in poverty and are providing food to those who cannot access food shops because of coronavirus. Some food banks are only offering a delivery service. A person can be referred by a healthcare professional or someone working in a local agency, such as the housing association. You can also ask for support by contacting your nearest food bank.

Local council

You can contact your local council if you cannot afford food, or are self-isolating due to coronavirus and unable to access food. Please check your local council website for support available. These websites will be updated regularly to reflect the changes in services available.

Southwark Council, **w:** www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus/food-access

Lambeth Council, **w:** www.lambeth.gov.uk/elections-and-council/about-lambeth/lambeth-coronavirus-information/coronavirus-covid-19-support

Greenwich Council, **w:** www.royalgreenwich.gov.uk/

Lewisham Council, **w:** www.lewisham.gov.uk/myservices/coronavirus-covid-19

Bromley Council, **w:** www.bromley.gov.uk/covid-19

Bexley Council, **w:** www.bexley.gov.uk/

The Food Chain

w: www.foodchain.org.uk/

Support to HIV positive people in London who are facing unexpected nutritional crisis.

Contact us

If you have any questions or concerns, please contact the nutrition and dietetics department, **t:** 020 7188 2010 or 020 7188 4128, Monday to Friday, 9am-5pm. If we cannot take your call, please leave a message and we will call you back.

Coronavirus advice line, **t:** 020 7188 4128

Coronavirus FAQs,

w: www.guysandstthomas.nhs.uk/patients-and-visitors/infection/coronavirus.aspx

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.guysandstthomas.nhs.uk/leaflets

All information was correct at time of going to press. This is not an exhaustive list of all services which are available.

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline. **t:** 020 7188 8748, Monday to Friday, 9am-5pm

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch. **t:** 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111 **w:** www.111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

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