



Buckinghamshire Council

Covid-19/Coronavirus: Aylesbury Local Hub

Update #5 – 19/05/2020

01296 395000

aylesburysupport@buckinghamshire.gov.uk

www.buckinghamshire.gov.uk/coronavirus/

The Gateway,
Gatehouse Road,
Aylesbury,
HP19 8FF

Welcome to the fifth bulletin for the Covid-19/Coronavirus Aylesbury Local Hub.



Hub update

The Aylesbury Local Hub is supporting more than 900 vulnerable residents during the pandemic. Over the past week, we've provided direct support to over 200 of our residents and our food collection service is supporting local foodbanks in Aylesbury thanks to the generosity and thoughtfulness of our wonderful residents.

Please continue to follow the government's advice, utilising family, friends and neighbours for support during this challenging time wherever possible. Where this is not possible, the Aylesbury Local Hub is providing support through matching our 'shielded' residents with local volunteers to assist with food shopping, prescription collections, hospital appointment transport, dog walking, and/or befriending.

Hospital appointment transport

If you are shielding and need to attend a hospital appointment, we can organise private taxi transport which will take you from your home, to the hospital and home again.

To provide this service, Buckinghamshire Council have repurposed our home-to-school transport contracts, which means that all of the drivers are thoroughly vetted, DBS checked and experienced at transporting clients with even the most complex transportation needs.

If you are a registered shielded resident there is no charge for this service and it can be arranged by contacting us (at least 3 working days in advance of the appointment) at aylesburysupport@buckinghamshire.gov.uk or on 01296 395000.

NHS Volunteers

The GoodSAM volunteering system is still available for use by shielding residents. If you are struggling to get food or other essential supplies without going out yourself, call **0808 196 3646 (8am-8pm)** to arrange for a volunteer to help. You need to have received a letter from the NHS stating they need to shield to qualify for volunteer support.

Suggestions on how to pay volunteers can be found here <https://www.which.co.uk/news/2020/04/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/>

Food

Note to all shielded residents - Please call us on 01296 395000 if you are have fewer than 2 days of food left, and have no way of getting more. We will try our best to help.

Local Suppliers list

A number of local stores and suppliers are providing delivery services at present. We've include contact details for those we're aware of are at the end of this bulletin.

Government food parcels

Central government continues to send out non-perishable food parcels to residents who are vulnerable. If you do not require some/all of the food in your food parcel, the following options are available:

Donate it within your community

- Tell the delivery driver you do not want the food and it will be returned. **If you feel you may not be able to catch the delivery driver then leave a note on your door stating 'Food box not required'.**

- Contact your neighbours/local community/local support groups to donate any excess or unwanted food.
 - o **Do not leave your home to do this.** Organise with family/friends/neighbours to collect the parcels.

Leave it for the Council to donate

- Email or call the Aylesbury Local Hub (aylesburysupport@buckinghamshire.gov.uk, 01296 395000) to let us know you have excess or unwanted food from your government food parcel. Let us know which day you receive your parcel (it should arrive on a Tuesday or a Thursday).
- Next, leave the parcel outside your home (if you receive it on a Tuesday, leave it out the next day, Wednesday; if you receive it on a Thursday, leave it out the next Friday) and volunteers from the Aylesbury Local Hub will collect it and pass on your donation to local foodbanks.
- Please make sure that the box is clearly marked as excess/unwanted food from the government food parcel.

We continue to express our immense gratitude to residents for helping to provide food to others. **Last week we donated over 70 boxes of food to local food banks. This food provides approximately 35 families with a weeks' worth of food.**

Support from foodbanks

If you are experiencing financial difficulties due to the impacts of the Covid-19/coronavirus crisis, we encourage you to contact a local foodbank who may be able to support you. Both the Vineyard Storehouse and the Aylesbury Foodbank are both supporting residents during this difficult time. Their websites and contact details are below:

[Vineyard Storehouse](#) – 01296 424440 | storehouse@aylesburyvineyard.org

[Aylesbury Foodbank](#) – 01296 395514 | info@aylesbury.foodbank.org.uk

Online deliveries and support from supermarkets

If you are a shielding resident you may be eligible for priority online deliveries from many supermarkets – we're aware that both Tesco and Sainsbury's have both offered these. Please see the link below for further information on receiving online deliveries from supermarkets: <https://www.moneysavingexpert.com/team-blog/2020/04/how-to-access-groceries-and-online-shopping-if-you-re-vulnerable/>

Morrisons and the Co-Op are both offering a doorstep delivery service. Shielding/vulnerable residents can contact them on Morrisons 0345 611 6111 and Co-Op 0800 435 902.

Prescriptions

Note to all shielded residents - Please call us on 01296 395000 if you are have fewer than 7 days of prescribed medication left, and have no way of getting more. We will try our best to help.

We're supporting our shielded residents by arranging for the collection and delivery of their prescriptions from their local community or hospital pharmacy. If you need our help to collect

your prescriptions, please contact us at aylesburysupport@buckinghamshire.gov.uk or on 01296 395000.

The team can also arrange to deliver securely wrapped and appropriately labelled samples/specimens to your GP surgery or hospital.

Contacting central government

If you need to contact central government with queries about Covid-19/Coronavirus, please call their helpline (Mon-Fri, 8am-4pm) on **0800 024 1222**. Please also see the following websites for additional information on Covid-19/Coronavirus from the government:

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/coronavirus-covid-19-helpline>

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Local suppliers list

These suppliers are not endorsed or recommended by Buckinghamshire Council and other services may be available that are not listed.

- Beef Olive, Broughton - Butchers (delivery available), Tel 01296 482035, website www.beefolive.com
- Blooming Fruity, Haddenham - Fruit & veg, (delivery available), Tel 01844 291918
- Bradmoor Farm, Haddenham - Fresh fruit, veg, eggs, milk, meat and store cupboard supplies, (delivery available), Tel 01844 299387, website <https://www.bradmoorfarm.co.uk/>
- Buckmoore End Farm Shop, Butlers Cross, HP17 OUT (delivery available), Tel 07771 566491, website www.buckmooreendfarm.co.uk
- Budgens, Wendover - General groceries, Tel 01296 625864
- Cook, National store - Frozen food (delivery available), Tel 01732 759000, website www.cook.net
- Co-op, Hawkslade - General groceries, Tel 01296 398163, website www.co-operativefood.co.uk
- Cottage Bakery, Thame - Bakery (delivery available), Tel 01844 212257
- Farmyard Café & Shop, Stoke Mandeville - Farm shop supplies and baked goods (delivery available), Tel 01296 612983, website www.sandwich-plus.com
- Kings Farm Shop, Wendover- Selection of self-isolation boxes available (delivery available), Tel 01296 622014, website www.kingsfarmshop.co.uk
- Kings Head, Aylesbury - Fruit, veg, fresh bread, milk, eggs, flour, sugar, drinks, cheese, alcohol (delivery available), Tel 01296 718812, website www.kingsheadaylesbury.co.uk
- Oakhouse Foods, National store - Frozen food (delivery available), Tel 0333 370 2516, website <https://www.oakhousefoods.co.uk/>
- Stoke Mandeville Shop & Post Office - General groceries (delivery available), Tel 01296 612418
- The Bakers Shop, Wendover - Delicatessen and bakery offering a range of supplies including basics and gluten free options (delivery available, minimum £10), Tel 01296 624642, website <https://thebakersshop-bakery.business.site>
- Tickety Brew Café, Haddenham - Sandwiches and cakes (delivery available), Tel 01844 291059

- Wiltshire Farm Foods, National store - Frozen food (delivery available), Tel 0800 077 3100, website <https://www.wiltshirefarmfoods.com/>
- World's Best Fruit, Wendover - Fruit & veg (delivery available), Tel 07462 088837 (Greg), 07462 088839 (Leon)
- House of Spice, Haddenham - Indian takeaway (delivery available), Tel 01844 292934
- Seven Stars, Dinton - Small shop (open 10am-12pm Tues-Sat), Tel 01296 749000, website www.sevenstarsdinton.com
- The Chandos Arms, Weston Turville - Meals (delivery available), Tel 01296 613532 or text 07979 101035 (Holly), 07983 581863 (Stewart)
- McGrumpy and Snuffles, Aylesbury - Pet food and supplies (delivery available), Tel 01296 426102, website www.mcgrumpyandsnuffles.co.uk
- The Chiltern Brewery, Aylesbury - Alcohol (delivery available), Tel: 01296 613647, website: www.chilternbrewery.co.uk
- Tring Winery, Tring - Alcohol (delivery available), Tel 01442 767707, website www.tring.wine
- Morrisons - Food boxes (delivery available), website <https://www.morrisons.com/food-boxes/>
- FWL - Wholesale Distributors (delivery available), website www.fwd.co.uk/home-delivery
- Masons Local Store, Pitstone - General groceries (delivery to Pitstone, Cheddington, Long Marston and Marsworth. Call Monday for delivery on Wednesday and call Wednesday for delivery on Friday)
- Supreme Cuisine - Frozen meals and produce (delivery available), Tel 01296 330543, website <https://www.facebook.com/SupremeCuisine97/>

We have a dedicated mailbox for queries about how the Aylesbury Hub can support you aylesburysupport@buckinghamshire.gov.uk, and can be reached by the Buckinghamshire Council Customer Support Centre on 01296 395000. We will seek to respond to any urgent queries within 24 hours and other matters within 10 working days. The mailbox is not monitored before 9am or after 5.30pm weekdays or at any time during weekends - if your matter cannot wait until the next working day, please call 01296 395000 and listen carefully to the options. If you wish to unsubscribe from this bulletin list please email using the subject 'unsubscribe'.