

# Don't call us – we'll call you

Instead, a bolstered frontline team will proactively call claimants if they need to check any of the information provided as part of the claim, as well as messaging them on their online journal to confirm details.

The move is designed to take some of the worry and frustration out of submitting a claim, while speeding it up by putting an end to long call wait times.

The change is a response to the huge volume of calls to Universal Credit phone lines, which meant some people were faced with an engaged tone when calling or were left waiting for several hours.

Secretary of State for Work and Pensions Therese Coffey said:

We are doing whatever it takes to make claiming benefits as straightforward as possible during a time when we are receiving an unprecedented number of claims.

That's why no one making a new claim to Universal Credit needs to call us.

Once you've completed your online application, you can rest assured we have received your claim and we will call you if we need to check any of the information you've given us.

Since 16 March 2020, more than a million new claims for Universal Credit have been processed, and 10,000 staff are being redeployed to help on the frontline. A rapid recruitment drive has been launched for an additional 5,000 to aid the effort.

Already, DWP staff have been making proactive calls where they can see people haven't been able to get through.

Already working through weekends, the DWP team will continue to make calls over the Easter bank holiday weekend, helping people complete their online claims and making sure the safety net catches those who need help.

This change goes further, putting the emphasis on the department to follow up with claimants if more information is needed – although anyone who is unable to get online can still call the department as normal.

Appropriate measures to protect people from fraud have been put in place to safeguard the new process. DWP will never ask you for your bank details over the phone and people should never give out personal information unless they are sure it is DWP calling.

Media enquiries for this press release – 020 3267 5144

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## [Extemporaneous products: temporary change of supply](#)



In view of the unique challenges caused by the coronavirus (COVID-19) pandemic, the Veterinary Medicines Directorate (VMD) has made a temporary change to the standard guidance on manufacturers of extemporaneous preparations for use under the cascade.

This is to allow the supply of extemporaneous product which is made direct to the end user by a third party who is a ManSA holder, in cases where the procedures set out in the attached [statement from the VMD](#) (PDF, 192KB, 3 pages) are observed.

This decision has immediate effect and will last until 31 August and then cease.

The Veterinary Medicines Regulations 2013 continue to apply.

The [Royal College of Veterinary Surgeons \(RCVS\)](#) have issued guidance for veterinary professionals on how to continue to undertake veterinary work.

Published 9 April 2020

Last updated 31 July 2020 [+ show all updates](#)

1. 31 July 2020

Phasing out COVID-19 facilitations

2. 26 June 2020

Date of temporary facilitation changed to 31 July

3. 28 May 2020

Temporary facilitation will last until 30 June when we will review it.

4. 29 April 2020

Extemporaneous products temporary change of supply – Review date now 31 May

5. 16 April 2020

Added link to guidance for veterinary professionals on how to continue to undertake veterinary work.

6. 9 April 2020

First published.

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## **HS2 Ltd response to Construction Commissioner's 11th report**

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

Do not meet others, even friends or family.

You can spread the virus even if you don't have symptoms.

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## **British Office notice**

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# NHS works with tech firms to help care home residents and patients connect with loved ones

NHSX is working with technology firms to help some of society's most at-risk and isolated people access vital emotional support and companionship during COVID-19.

As part of this work, Facebook will provide up to 2,050 of its Portal video calling devices for free to hospitals, care homes and other settings including hospices, in-patient learning disability and autism units.

50 of the devices have already been deployed to pilot sites in Surrey, with Manchester, Newcastle and London and other areas to follow, with support from Accenture.

NHSX Digital Transformation Director Iain O'Neil said:

Technology companies big and small continue to pledge their resources and expertise to support our NHS and social care system in these unprecedented times.

We are working hard to find and develop services that meet people's equally unprecedented needs. Technology has never been so important to providing one of life's most essential things – the ability to communicate with the people we love regardless of where they are.

As well as providing solutions to reducing social isolation among residents and patients, NHSX is working with a range of technology companies to support the NHS and social care system in these unprecedented times.

Additional solutions include enabling health and care staff to work remotely when they may be advised to work at home, improving communication between clinical and care teams, shifting hospital outpatients to virtual appointments, and accelerating the use of online and video consultations within GP and primary care services.

Minister for Care Helen Whately said:

Social distancing is tough on us all, and we must remember how beneficial interaction with loved ones is for our wellbeing.

I'm delighted that NHSX is partnering with Facebook to make it easier for those in care homes to keep in touch with friends and family, alongside the ongoing hard work by NHSX to expand communication capabilities across the health and social care

sector.

Vic Rayner, Executive Director, National Care Forum and Care Provider Alliance, said:

We are thrilled to see solutions being offered to Adult Social Care providers that can support residents in care homes to communicate with their loved ones remotely during this COVID-19 outbreak, and are very much looking forward to hearing how these Facebook Portal devices are used and what impact they have during this difficult time.

This is a fantastic starting point and with other systems offering similar solutions we are sure that communications between care recipients and their loved ones will continue to be a priority that is supported.

Freddy Abnousi, MD, Head of Health Technology, Facebook said:

We designed Portal to give people an easy way to connect and be more present with their loved ones. With the global pandemic and social distancing measures, the ability to stay connected is more important than ever.

That's why we are piloting a programme with NHSX to provide Portal devices in hospitals and other care settings to support patients and help reduce social isolation.

- the Portal devices will be delivered to care homes and other care settings across the pilot sites of Surrey and other regions, including Manchester, Newcastle, Essex and London from this week (commencing 6 April 2020)
- the care homes and care settings involved in the pilot will be able to keep the devices free of charge, and use as they see fit, following the pilot phase
- specific care settings will be selected on the basis of their wifi connectivity and ability to run devices in residents' rooms or another private location
- NHSX is actively exploring connectivity options for care homes without wifi, including the use of 4G hotspots or data-enabled tablets
- care settings will be given advice by NHSX on device setup, infection control and data protection, including how to complete a factory reset before passing the device to a new user. This will help protect the personal data of different users and staff