

Covid-19 Frequently Asked Questions for Isles of Scilly residents

I have just returned from a holiday abroad and need to quarantine for 14 days in line with Government guidance, can I travel home to Scilly?

When you arrive in the UK, travel straight home to Scilly. You should ensure you follow strict hygiene measures on your journey. If you have coronavirus symptoms, you will not be allowed to travel by public transport. Full guidance is available [here](#).

How do I access Covid-19 testing on Scilly?

We have commissioned an enhanced community testing process bespoke to the Isles of Scilly that feeds into all the national systems.

If you start experiencing symptoms or are contacted by NHS Test and Trace, you must follow government guidance as follows:

- Please self-isolate at home with your household
- Phone the Isles of Scilly Testing Helpline on **01626 204950** (Monday to Sunday, 8am-5pm) to arrange for a test.

Testing Helpline 01626 204950

- You can also email d-cgg.devoncovid19testing@nhs.net to request a test
- Tests are sent to Truro for analysis as rapidly as possible and results provided to you by phone or email – this is currently usually 48 hours
- Please keep your phone charged so that you can be contacted with your results and/or the NHS Test and Trace System.

What should I do whilst I'm waiting for my test results?

You and your household must self-isolate at home. Results are usually provided within 48 hours and we are currently trying to reduce this time no matter which island you live on. If you need medical advice while you wait for your test results, please contact your GP or call 111.

Who is going to contact me?

After you have booked your test, you will be contacted by the [Local Incident Response Team](#) to ensure you have everything you need whilst you wait for your test results.

You will also be contacted by [Public Health England](#) to assess how you are and provide further reassurance should you need it.

How will I receive my test results?

You will be initially contacted by telephone with your test results by the **Covid19 Test Co-ordination Team**.

If the team are unable to contact you by telephone, they will send your results via email to the email address you have provided. The Co-ordination Team will undertake some initial security checks before sharing your test result with you. Currently, your results will also be shared with Health Protection South West and the Local Incident Response Team on the Islands.

What do I do if I have a positive test result?

If you receive a positive test, please ensure you and your household remain self-isolating at home and contact the Local Incident Response Team for welfare support if you need it. Please contact your GP or 111 if you need further medical advice. In the event of an emergency, please call 999.

What do I do if I have a negative test result?

If you receive a negative test result but continue to have symptoms, please contact the Local Incident Response Team and talk to your GP by phone or video. Please contact the Local Incident Response Team by emailing keepscillysafe@scilly.gov.uk

I have no mobile reception at home, how will the Incident Response Team or NHS Test and Trace contact me?

If you do not have any means of receiving either a telephone call or an email at your accommodation, please ensure you have an alternative contact number which can be used instead. This could be a neighbour or a friend.

I live on St Mary's; how will I access a test?

If you live on St Mary's, a health care professional will come to your home to test you and/or a test will be delivered for you to self-administer.

I live on St Agnes, St Martins, Bryher or Tresco; how will I access a test?

There is a designated point of contact for each off island who holds the tests should you require one. Once notified, the point of contact on your island will deliver a test to you to self-administer.

The point of contact will also arrange to collect your test and transfer it to St Marys for collection. You do not need to worry about this.