

# Covid-19 Frequently Asked Questions for those needing a coronavirus test

## 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:

- Inform your accommodation provider
- Self-isolate in your accommodation

## Testing Helpline 01626 204950

- Phone the Testing Helpline on **01626 204950** (Monday to Sunday, 8am-5pm) to arrange for a test.
- Please use your Isles of Scilly holiday address and postcode (TR21, TR22, TR23, TR24, TR25)
- If you are on St Mary's with symptoms a health care professional will come to your accommodation to test you and/or a test will be delivered for you to self-administer.
- If you are on an off island a test will be delivered to you to self-administer.
- Tests will be collected and 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 in your holiday accommodation. Results are usually provided within 48 hours and we are currently trying to reduce this time no matter which island you are staying on.

## 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?

Please ensure you and your holiday party remain self-isolating in your holiday accommodation and contact the Local Incident Response Team for support and to organise your Personal Evacuation plan. Please contact the Local Incident Response Team by emailing [outbreak@scilly.gov.uk](mailto:outbreak@scilly.gov.uk)

## 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 own GP by phone or video, you may still need to evacuate. Please contact the Local Incident Response Team by emailing [outbreak@scilly.gov.uk](mailto:outbreak@scilly.gov.uk)

## I have no mobile reception in my accommodation, 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 whilst in your accommodation, please ensure you have an alternative contact number which can be used instead. This could be your accommodation provider, a neighbour or a friend. If you are self-isolating in holiday accommodation, you should notify your accommodation provider immediately.

## I'm staying on an off island, how will I access a test?

They should immediately isolate. They should inform you immediately then contact the Local Incident Response Team: [outbreak@scilly.gov.uk](mailto:outbreak@scilly.gov.uk) The holiday party doesn't need to self-isolate if the contacted guest doesn't have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with the contacted guest.

## Where can I access more advice?

A comprehensive list of Frequently Asked Questions is available at: [www.scilly.gov.uk/news/frequently-asked-questions-visiting-scilly-during-coronavirus-pandemic](http://www.scilly.gov.uk/news/frequently-asked-questions-visiting-scilly-during-coronavirus-pandemic)  
[Coronavirus \(COVID-19\). List of Guidance and support](#) (including travel)  
Local Incident Response Team: [outbreak@scilly.gov.uk](mailto:outbreak@scilly.gov.uk)