



FAQs: Additional Community ‘Surge’ Testing

Approved for use. V2.0

a. TESTING – Collect and Drop Services

Q. What is a Collect and Drop site?

We are introducing five ‘Collect and Drop’ sites, situated within five libraries across Bristol and three libraries in South Gloucestershire.

These sites will be set up for people who live in the specified postcode areas, are aged over 16 and have no symptoms of coronavirus, to collect tests for themselves, their family or for someone who is not able to leave the home.

Q. Where are the sites located?

The sites for collection and drop-off in Bristol are:

- Fishponds Library, Robinson House, Hockey's Ln, Fishponds, Bristol BS16 3HL
- Henleaze Library, 30 Northumbria Dr, Henleaze, Bristol BS9 4HP
- Junction 3 Library, 138b Lower Ashley Rd, Easton, Bristol BS5 0FJ
- Whitchurch Library, 7 Oatlands Ave, Bristol BS14 0SX
- Wick Road Library, Wick Rd, Brislington, Bristol BS4 4HE

The sites for collection and drop-off in South Gloucestershire are:

- Emersons Green Library, Emersons Way, Emersons Green BS16 7AP
- Downend Library, Buckingham Gardens, Downend, BS16 5TW
- Staple Hill Library, Broad St, Staple Hill, BS16 5LS

Q. What time are they open between?

The Bristol sites are open Monday-Saturday, between 10am and 4pm.

The South Gloucestershire sites are open Monday-Sunday, between 9am and 5pm.

Bristol City Council is working to establish and confirm a Sunday service.

Q. Do I need to book?

You do not need to book an appointment and can simply turn up. We advise that people try to collect their kits at least half an hour before the site closes, and drop them back off before the sites close where possible. Otherwise they can be returned within a few days.

Q. Do I need to bring any identification with me?

No, you do not need any identification. These new sites are only for people without COVID-19 symptoms and who live or work in the designated postcode sectors.

If you are booking a normal test because you have symptoms of COVID-19, you should do so through the national booking system by visiting www.nhs.uk/coronavirus or calling 119. These test sites require identification.

Q. Can I post the completed test through the letter box?

No, completed test kits should be put into the sealed box provided and returned to the location it was collected from.

Q. Can I collect a test on behalf of someone else?

Yes. We recognise that not everyone is able to leave their home to collect a test. Sites will be set up for people to collect tests for themselves, their family or for someone who is not able to leave the home.

Q. Where do I take my test?

Once you collect your test, please take it home with you to complete. It's much safer to do this at home rather than out and about or in your car.

Q. How do I do a self-swab?

For guidance on how to do a self-swab, watch this instructional video from the Department of Health and Social Care: <https://www.youtube.com/watch?reload=9&v=8lo6g-TYZ-c&feature=youtu.be>

Q. I missed the cut off for dropping my completed test back to the site. What do I do?

We're asking people to return their completed tests on the same day if they can. If you are unable to return your test on the same day, we urge you to do so at the next available time within a few days.

Q. I can't access this site and do not have anyone who can access it for me. What do I do?

While the majority of people who are eligible will be able to take a test through the new MTU sites or our Collect and Drop service, other ways for anyone not able to do this are being carefully considered by both local authorities. Please regularly check our additional community testing pages at www.bristol.gov.uk or www.southglos.gov.uk, or local news outlets for new information about this.

Q. Can I use the library services while I'm there?

No. This not an opportunity to drop off or collect library books, or use any other library services. The sites will be set up specifically for this Collect and Drop service, and nothing else. Please don't worry about library items as they have been renewed until the end of March and there will be no outstanding fines.

Q. Do I have to/how do I register my test?

Once you've collected your test and taken it back to your home to complete, please ensure you go to www.test-for-coronavirus.service.gov.uk/register-kit and complete the form online. You can scan or manually enter your barcode when instructed. You can also ring 119 and do this over the phone.

Q. I have lost or spoiled my testing kit. Can I have another?

Yes. Please feel free to collect another kit when you can.

Q. I don't feel confident about doing the test myself. What is the alternative?

You can get an assisted test at our new Mobile Testing Units at:

- Science Park, Dirac Crescent, Emersons Green, BS16 7FR – Open 9am – 4pm, Monday to Sunday
- Bristol City Council Testing Centre, 17-18 Wellington Road, BS2 9DA - Open 9am – 3pm, Monday to Sunday
- Imperial Retail Park, Hartcliffe Way, BS13 7TJ – Open 9am – 3pm, Monday to Sunday

a. TESTING – Mobile Testing Units

Which postcode sectors are being offered the additional community testing?

BS1 3

BS2 0

BS2 8

BS2 9

BS3 5

BS4 4

BS5 6

BS5 7

BS6 5

BS8 2

BS9 4

BS5 0

BS6 6

BS14 9

BS16 1

BS16 2

BS16 3

BS16 5

BS16 6

BS16 7

BS16 9

BS37 8

BS8 3 (only within Bristol City Council boundary – check yours at www.gov.uk/find-local-council)

BS14 0 (only within Bristol City Council boundary – check yours at www.gov.uk/find-local-council)

I live in one of these postcode areas. Where can I get a test?

There are three new test sites for people living in these postcode areas. You should use them if you are aged over-16 and do not have any symptoms.

- Science Park, Dirac Crescent, Emersons Green, BS16 7FR.
- Bristol City Council Testing Centre, 17-18 Wellington Road, BS2 9DA.
- Imperial Retail Park, Hartcliffe Way, BS13 7TJ.

More options for testing will be available shortly.

Do I need to book a slot to visit the site?

You do not currently have to book a slot or make an appointment to visit any of the three new testing sites. We are currently considering moving to a booking system from Tuesday 9 February, however more information will be made available in the coming days on this.

What are the opening times for the three sites?

The opening days and times for the three new testing sites may be subject to change at short notice.

- Science Park, Dirac Crescent, Emersons Green, BS16 7FR – Open 9am – 4pm, Monday to Sunday
- Bristol City Council Testing Centre, 17-18 Wellington Road, BS2 9DA - Open 9am – 3pm, Monday to Sunday
- Imperial Retail Park, Hartcliffe Way, BS13 7TJ – Open 9am – 3pm, Monday to Sunday

We realise that not everyone can get to a test site so other ways for eligible people to get a test during this time will be made available shortly.

Do I need to wear a mask at the site?

At the test site you should wear a face covering and follow social distancing at all times.

Covid marshals will be on the site to help you and answer any questions you may have.

Do I need to take ID/proof of address to the testing site?

Identification and proof of address is not currently required at the three new testing sites. These new sites are only for people without COVID-19 symptoms and who live or work in the designated postcode sectors.

If you are booking a normal test because you have symptoms of COVID-19, you should do so through the national booking system by visiting www.nhs.uk/coronavirus or calling 119. These test sites require identification.

Are these sites walk-in or drive-through?

All three sites accommodate either walk-in or drive-through testing services.

I don't have means to access one of these sites. What do I do?

Arrangements are currently being made for 'Collect and Drop' services in a range of further localities, and other local solutions. We will share more information about this as soon as we can.

Does my whole family need to get tested?

If you live in one of these postcode areas, are aged 16 and over and have no symptoms of COVID-19 we encourage everyone to visit one of our three new test sites or use other testing options when they are available.

What test will I have if I visit the site?

Standard PCR tests will be used at these testing sites. These types of tests involve a swab of the nose and throat and are sent off to laboratories to be analysed.

How often do we have to get a test?

We are asking people aged 16 and over who live in the specific postcode areas to take one test in this two-week period of additional testing.

How and when will people be informed of the results?

People will be informed whether or not they have a positive test result by text or email via NHS Test and Trace. Most people get their result the next day, but it may take up to three days.

What if I am self-isolating?

If you are self-isolating because you've received a positive coronavirus test result, you must continue to follow the isolation guidance and not leave your home for any reason.

Do you have to isolate after having one of these tests?

No. You should follow standard guidance and only self-isolate if you test positive, have any symptoms, or are contact traced following contact with someone who tests positive.

We are in a nearby postcode, can we get tested?

No. Testing for people without symptoms through this route is only available to those living or working in the specified postcode sectors. If you have symptoms, you can book a normal test in the usual way. This can be done online at www.nhs.uk/coronavirus or by calling 119.

An existing test site for people with symptoms is closer to me. Can I go there?

No. If you do not have symptoms and live in an area which is eligible, you must use the new sites which have been set up for this purpose. This is to help keep you safe.

I am in a support bubble with a household in the postcode area. Do I need to get a test as well?

Those who are in a support bubble and therefore travel into these areas are eligible for a test.

I work in one of the postcode sectors but live outside of them. Do I need to get a test?

Essential workers travelling into these areas are eligible for a test.

b. TESTING – Additional enquiries

Are the postcode sectors where you've found cases of the mutation?

Postcode sectors announced are the areas eligible for additional testing of people without symptoms, but this does not mean that the variant is necessarily present in that postcode sector.

Where are the cases of the mutation?

We will not be revealing the location of the cases of the mutation, as it could lead to the identification of individuals. We must all follow the national lockdown guidance set out by Government, regardless of what type of coronavirus might be more prevalent in the area.

By following the guidance and remembering: Hands, Face, Space we can protect ourselves, our loved ones and our city.

If you are already having regular lateral flow tests for work do you still have to go for a PCR test?

Yes. If you do not have symptoms and live or work in one of the eligible postcode sectors, you are strongly advised to get a PCR test as part of this additional community testing offer. PCR testing allows public health agencies to carry out an important process called genomic sequencing. This helps public health agencies to monitor and understand the evolution of new COVID-19 variants and respond accordingly.

Why aren't you using lateral flow (rapid) tests?

PCR testing allows public health agencies to carry out an important process called genomic sequencing. Genomic sequencing is the process of testing a sample of the virus in order to map its genetic sequence. This helps public health agencies to monitor and understand the evolution of new COVID-19 variants and respond accordingly.

I've had the vaccine. Do I still need a test?

We are offering testing to everyone aged 16 or over – even if you have been vaccinated.

I'm shielding. Do I have to visit a site to get a test?

Arrangements are currently being made for drop-off and collection services, and door-to-door testing services in certain circumstances or locations. We will share more information about this as soon as we can.

I went for a walk with a friend who lives in this postcode. Do I need to get a test as well?

No. Only people living within the selected postcode areas are being encouraged to get a test.

Why aren't there more mobile testing sites closer to me?

Mobile Testing Units require particular site arrangements and there are a limited number of these available. We will be setting up other more local arrangements in the coming days. This will include local collection and drop off points.

c. GUIDANCE

Has the stay at home guidance changed in Bristol or South Gloucestershire?

No. The guidance remains the same. Please follow the national lockdown guidance, stay at home except for essential journeys, for example, to buy necessities or go to work if you cannot

reasonably do so from home. Remember: Hands, Face, Space.

If you have symptoms, including a new continuous cough, a high temperature or a loss of taste or smell, please book a test through [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or by calling 119.

For testing to detect the new variant, Mobile Testing Units have been deployed in the below three areas for people without symptoms who have to leave their house for work or essential reasons.

Should I continue to send my children to nursery (or, where eligible, school) in these areas?

Yes, you should continue to follow the national lockdown guidance. At the moment, schools and colleges remain open to vulnerable children and children of key workers. Nurseries also remain open. There are no instructions for education settings to close in areas where new variants have been identified.

Can I still go out to shop for basic necessities in the supermarket?

You should continue to follow the national lockdown guidance, which includes guidance around leaving the home to shop for basic necessities. When you are out and about for essential reasons, please remember: Hands, Face, Space.

Can I still access lateral flow (rapid) testing?

Yes, if you are an essential worker and you are well you can continue to access rapid testing.

Can I access lateral flow (rapid) testing and also take a test through the additional community testing?

Yes