

***LAST UPDATED 6 OCTOBER 2020***

***These guidelines have recently been updated. The areas highlighted in yellow have been modified since this document was first published on 24 September.***

**Coronavirus (COVID-19)**Guidance and resources for members

**We advise all members to keep up to date with the latest advice on coronavirus**

The Government has announced that the NHS COVID-19 App will be released for mass use on 24 September 2020.

The app will be a critical enhancement of NHS Test and Trace in England, and the Test, Trace and Protect service in Wales.

As part of this, businesses and venues across England and Wales will be required to display QR code posters for people to “check-in” using the app.

Businesses and venues download a customised QR code for their premises from the Government website <https://www.gov.uk/create-coronavirus-qr-poster>. You must register for an official QR code and **display the official QR poster from 24 September 2020**. The QR code poster must then be displayed at the entrances to premises for people to scan as they enter. If you have more than one venue, you will need a different QR poster for each.

Visitors can then ‘check in’ to your premises using your personalized QR code poster and the NHS COVID-19 App as an alternative to providing you with their contact details.

The following types of business or venue should provide a customer log, and are now expected to display an NHS QR code poster at their venue when the app launches nationally:

* hospitality services, including pubs, bars, restaurants and cafés
* tourism and leisure services, including hotels, museums, cinemas, zoos and theme parks
* \*close contact services, including hairdressers, barbershops, tailors and Holistic therapies
* facilities provided by Local Authorities, including town halls and civic centres for events, community centres, libraries and children’s centres
* places of worship, including use for events and other community activities

Displaying an official NHS QR code poster and collecting contact details for NHS Test and Trace is a legal requirement for organisations in these categories. However, if a customer or visitor chooses to check in by scanning the NHS QR code, they do not also need to complete the customer log.

\*states that "There is a higher risk of transmitting COVID-19 in premises where customers and visitors **spend a longer time in one place** and potentially come into close contact with other people outside of their household”. For this reason we have included the advice here.

**Do Homeopaths need to register for the NHS QR Code?**

1. Homeopaths doing home visits do now need to register for NHS QR codes
2. Homeopaths working face to face from their own homes DO need to register
3. Homeopaths working from home purely remotely/online would not need to display the code.

**The NHS COVID-19 App**

The app is a vital part of the overall NHS Test and Trace service and the two biggest lessons learnt from the pilots are the incredible power of local networks and that giving businesses the opportunity to get ready and launch QR posters is key.

Geoff Barnes, Deputy Director of Public Health, said: “The more people who use the app, the better it will work – and it will help us get ahead of the virus, preventing a second wave, further local lockdowns, and further disruption to the economy. It will allow us all to know quicker if we’re at risk of the virus, so we can take action, fast, to protect our communities and the ones we love.”

The app will provide users with local risk information, alert them if they have been in close contact with someone who has tested positive and very importantly has a built-in QR scanner to check-in at venues. For people who have already downloaded the app: it should automatically update itself on Thursday. However if it doesn’t it is best to delete it and re-download the app.

Business resources are available from <https://covid19.nhs.uk/information-and-resources.html>

**General Guidance on How to Scan a QR Code**

1. Open the **QR Code reader** on your **phone** (NHS COVID-19 App has a scanner incorporated or otherwise search for a free QR code reader on your mobile provider’s app store and download).
2. Hold your device over a **QR Code** so that it's clearly visible within your smartphone's screen.
3. The **phone** automatically scans the **code**.
4. You may need to ensure the code is fully within the screen on your phone and that the phone is focussing on the code.
5. There is a dedicated NHS QR code helpline: 0800 540 4900, for example if you have experienced an unsuccessful test scan of your own poster.

We hope this information is useful.