



Test, Trace and Protect (TTP)

The process in Wales

To help in easing the lockdown restrictions in Wales a Test, Trace and Protect system was introduced on the 1 June 2020. What does that mean? Here are some frequently asked questions to explain.

Why should I take part in the TTP process?

For the system to work properly everyone needs to take part so more lockdown restrictions can be 'eased', and we can protect ourselves, our families, friends, and communities.

Test

Who can be tested?

Anyone who has coronavirus symptoms can request a test. If you think you may have coronavirus you should self-isolate (even when you are waiting for the test results). Symptoms are a new persistent cough, high temperature or a loss of smell or taste. If you're showing any one of these symptoms, you should self-isolate and get a test.

How can I request a test?

You can book a test online on <https://gov.wales/apply-coronavirus-test> or by telephone on 119 between 7am and 11pm. If you have communication issues, then you may prefer to ring 18001 119.

What happens if my test is negative?

You no longer need to self-isolate. However, you should continue to follow the public health guidance of washing your hands and social distancing. More information: <https://gov.wales/coronavirus>

Trace

What if my test is positive?

If you have a positive test result you will be contacted by a '**Contact Tracer**'. Calls will only come from this number: 02921 961133. The Contact Tracer will ask who you have recently been in contact with. They will help you through the process and explain what information you need to provide. Remember, if you test positive you must continue to self-isolate.

Please note a Contact Tracer will only contact you if you have a positive result and they will never ask you for financial information or try to sell you something.

What do they mean by contacts?

It means physical contact, not someone you have just spoken to on the phone or online. It is someone you:

- have been within 1 metre of for 1 minute or longer, or
- have been within 2 metres of for 15 minutes, or
- travelled with in a vehicle or plane

Please note: you will not know who all these people are, so you will also be asked for where you have been. You will only be asked for the contact details of the people you know. The Contact Tracer will help you. (This will not be your responsibility)

What happens next?

The Contact Tracer will call the people who you have had contact with. Your contacts will only be contacted if you have a positive test. Calls will only come from this number: 02921 961133.

Will the contact tracer reveal my identity to my contacts?

Your identity will only be given if you give permission to do so.

Can I provide details of my contacts online?

Yes, there is a new online system - NHS Wales Test, Trace, Protect service - that you can use if you want to. The Contact Tracer will provide you with the details.

What happens to my information?

Your information will be kept safe, the same as all health information.

What if I miss the contact tracer's call?

If you dial the number back you will access a recorded message by the NHS Wales Test, Trace, Protect Service. They will call you back.

If I am worried what can I do?

The Contact Tracer can give you advice and guidance, particularly if you or your contacts need extra support.

Protect

What do I need to do if I have a positive test?

If you have a positive test you must self-isolate and follow the coronavirus guidelines: <https://gov.wales/self-isolation-stay-home-guidance-households-possible-coronavirus>.

Remember if you feel that you cannot cope with your symptoms at home, or your symptoms get worse, go online to NHS 111 Wales coronavirus service or ring 111 and ask for help. If it is a medical emergency dial 999.

What if I need extra help?

The Contact Tracer will give you details of what help is available in your local area and how you can access it. Remember to ask for help if you feel that you will need it especially if you think that you will find it difficult to access anything without assistance – the Contact Tracer will not know unless you tell them.

When can I go back out?

When you and anyone in your household have completed your self-isolation periods you can leave your home.

A more detailed explanation of Test, Trace, Protect can be found on:

<https://gov.wales/test-trace-protect-your-questions>

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