Letter to all residents of the Isle of Wight from NHS Test and Trace

Dido Harding, Executive Chair of NHS Test and Trace

**Simon Thompson, Managing Director,
NHS Test and Trace app**

Dear Isle of Wight resident,

We are sending this letter to all households on the Isle of Wight. We hope you are keeping safe and well.

Earlier this year, as part of the response to coronavirus, the island was asked to lead the way by downloading and testing the first **NHS COVID-19 app**. Residents responded as a whole community - and for that we want to thank you. As a direct result of your incredible, collective effort we have developed an improved app which is now ready for testing.

We are starting to see our communities open up again, and a return to a more normal way of life on the mainland and on the island. But coronavirus has not gone. And until a vaccine or treatment is found, testing and contact tracing is the best way to stop the virus from spreading further.

NHS Test and Trace officially launched two months ago, and is a central part of the UK's recovery strategy, to help us safely get back to the things we love, in a way that protects and preserves our NHS and social care system. A critical part of NHS Test and Trace will be the NHS Test and Trace app.

Today we are asking everyone on the Isle of Wight to come together again, this time along with the NHS Volunteer Responders and other groups across the country, to help us test the app once again.

Why should I download the new app?

After listening to the feedback you gave us, and working with Apple and Google, we have redesigned a much more interactive app so that it:

- Will help you quickly and easily order a test. If you then test positive, it's the fastest and most convenient way to take part in contact tracing.

- More accurately measures distance and time, so it can send you an alert and advice if you've been in close contact with someone who tests positive for coronavirus.

- Is privacy-first, and keeps you anonymous with all personal data stored on your phone.

- Will alert you if the area you live in (based on entering your postcode district) becomes high risk due to an increase in coronavirus cases.

- Will let you check in to venues, for example a restaurant or a church, with a simple QR scanner.

- Keeps track of how long you need to remain in self-isolation.

If you have a smartphone, please install the NHS Test and Trace app from your app store now. We have provided a step by step guide of how to find and download the app in the leaflet that accompanies this letter.

Alternative formats of the leaflet and this letter are available at: **www.covid19.nhs.uk/accessibility**

Once you have downloaded the app to your phone, you will be asked for a unique code. Please enter one of the codes you will have received via the letter delivered to your household. We have provided 4 unique codes, so that up to 4 persons aged 18 years and over in your household can download and use the app in this new trial phase.

If you are unsure about how to install apps on your phone or need help to find the code on your letter please ask a friend, family member, neighbour or carer for assistance.

This app is now classified as a medical device. By entering the download code you are consenting to take part in a clinical investigation.

How is my data privacy and security protected?

The app has been designed with your privacy as a priority. It cannot track your whereabouts, and it cannot tell anyone – and that includes the government – who or where you are. All you will be asked for is the first part of your postcode (this is your 'postcode district'). The app does not hold personal information about you – such as your name, address or date of birth. And the app cannot force you to get a test, or self-isolate – it just says if you should, and helps you do so.

What should I do if I don't have a smartphone?

Even without a smartphone you will still benefit from other people downloading the app, because it helps us understand more about how the virus spreads and supports the wider NHS Test and Trace service.

If you require general medical help please go online or call **NHS 111**.

If you have difficulties communicating or hearing, or are a British Sign Language (BSL) user you can also access **NHS 111** by textphone on **18001 111** or **NHS 111 British Sign Language interpreter service** at: **www.111.nhs.uk**

If you think you have coronavirus symptoms, you can still use the NHS Test and Trace service by calling **119** which is also available online at **nhs.uk/coronavirus**, by textphone on **18001 119** or **NHS BSL interpreter service** at: **www.interpreternow.co.uk/nhs119**

Please continue to follow the government's guidance for your area. For further information associated to the app please visit: **www.covid19.nhs.uk**

On behalf of the entire NHS Test and Trace team, we wanted to thank you once again for your commitment to playing your part and supporting us on our mission. It's only with your support that we can improve the app even further and make sure it's as effective as it can be.

So please, once again, download it, test it and let us know what you think. Your feedback has been invaluable so far, and the more people that use it, the more we can see how well it works. And that's how we can all get back to the things we love.

With all our thanks,

Dido Harding

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Addendum to Isle of Wight NHS Test and Trace app (NHS COVID-19 app) Letter

Study Title: A single arm, prospective, multi-user, study to assess the **NHS COVID-19 APP** Symptom Checker – **NHS COVID19 APP** Study

As you are being asked to take part in a research study (user trial of the app) this addendum includes additional information about this user trial. Please read this information in addition to the letter you received as it will help you understand more about your participation in this user trial.

What data will be used as part of this user trial?

The user trial will collect the number of downloads of the app, how many people completed the symptom questions, how many results of the symptom checker were positive and how many people who had a positive result to the questions had a test.

What data will be used to help you determine whether your symptoms suggest you should seek a COVID-19 test?

The app has three questions that you will answer. Your individual answers are not sharedwith anyone and no one can see what answers you provided.

Will the answers I give (which are personal data) be automatically shared with the research team?

No, none of your answers or your personal details will be shared with the research team. The data that the research team will see (which will be statistical data about, for example, how many people have used the app and how the symptom checker is being used) is completely anonymous. It is not possible to identify you individually from that sort of data. Your actual answers to the question asked by the App will remain private and personal to you and users will remain untracked.

What is the QR code and how is this being used?

The QR code is not part of this trial, however it is part of the app and you can use it if you wish to do so to check-in at places where there might be an NHS QR code.

Can I opt out of this user trial at any time?

Once you have downloaded the app and accepted the terms and conditions you are part of the study. There is an option to delete the app, by deleting the app you will automatically be deleted from participation in the user trial from the date of deletion.

Who has reviewed this user trial?

The user trial has been granted favourable ethical opinion by Derby NHS Research Ethics Committee.

Alternative formats

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