

## Easy Read information on Priority shopping slots for supermarket shopping



People on the shielding list can get special slots for online delivery from supermarkets.



There is also some information about how to shop safely if you go into the shop.

## Priority access to supermarket online delivery slots



Some supermarkets have agreed to give people who are on the shielding list a better chance of getting online grocery delivery slots. A delivery slot is the time when they deliver your shopping.



If you or your child or someone else you look after is on the shielding list you can sign up for this service.



The supermarkets that give this service are Asda, Tesco, Morrisons, Sainsbury's, Iceland and Waitrose.



If you sign up for the service the Scottish Government will send them the information to show that you are on the shielding list.



You need to register to be able to get the priority delivery slots.

## How to register for a priority online delivery slot by text message



If you have not registered yet you can do it now.



You need to use the name of the person who is on the shielding list.



That means if you are on the list use your name.  
If your child is on the list use their name or if you are a carer for someone who is on the list use their name.



To sign up using text you need to be on the Scottish Government's shielding text service.



If you are not on the text service join by texting your CHI number to 07860 064525



You will see your CHI number at the top of the letter with this Easy Read or another letter from the NHS



After you have joined the shielding text service send a text saying 1SHOP to 07860 064525 from your mobile.



If you already have an online account with one of the supermarkets in the list below they will send you an email with instructions.



The supermarkets which are taking part in this are Asda, Tesco, Morrisons, Sainsbury's, Iceland and Waitrose.



They will use the email address you used when you made your account with the supermarket.



If you do not get an email check your junk mail box.

## What to do if you have not already got an account with one of the online supermarkets



After you have sent a text to register for the priority shopping service you will get a text from GOV.SCOT



The text you get back will tell you how to register with the supermarket.



You might still need to wait a while to get a delivery slot.



You might need to try a different supermarket to get a slot at a time that you want.

# How to register for a priority online delivery slot by phone



You can phone the free number Monday to Friday between 9 and 5



The number is 0800 111 4000



You will need to tell the staff your name, address and CHI number.



You will find your CHI number at the top of the letter with this Easy Read or a letter from the NHS.



A friend or carer can call for you if you cannot call yourself.

## Shopping in store



If you go to the shops yourself or someone else there are some things you can do to help to keep safe.



Try to go to the shops less often.



Go to the shops when they are quieter.



Put on your face covering before you touch the baskets or trolleys.



Clean the handles of the basket or trolley before you touch them.



Use hand sanitiser when you arrive and when you leave.



Try not to touch the shop doors with your hands.



Pay using contactless payments if you can.

## What supermarkets and shops are doing to make things safer



Most shops now have areas where you can clean your hands, trolleys and baskets.



There are safety screens at check outs.



Shops have more self-service tills.



More things can be paid for using contactless now.



Some shops have put in special times for people who need more help.



There is help available for people to do shopping for you.

## How to get organised



Shops can be busy when we get closer to Christmas.



If you can it is a good idea to be organised and to try to get the things you need from the shops early.



If you need more information or support to get food and other essentials there is a free number you can phone.



You or someone who cares for you can phone the number for help.



The number is 0800 111 4000



You can call the number Monday to Friday 9 till 5



There is more information on the Scottish Government Website



This is the link to the page on the website.  
[mygov/shielding](https://mygov.scot.nhs.uk/mygov/shielding)