

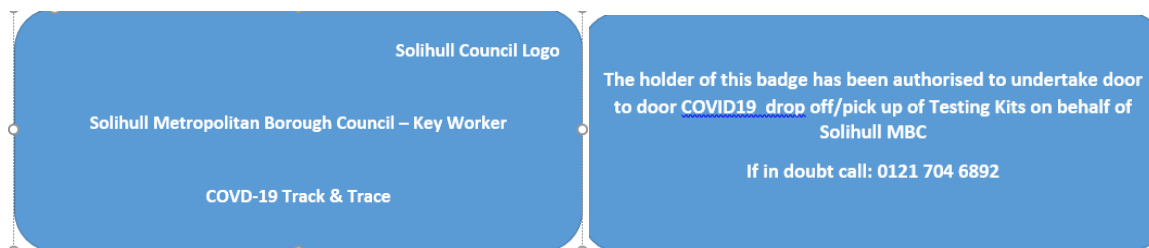
## Solihull Council's Drop and Collect Test Service FAQ's

### Q. Why are you calling door to door offering testing?

A. In order to stop the virus from being passed on we need to track it, to ensure those that have it do not pass it on to others. Testing as many people as possible is how we can do this.

### Q. How will I know the person knocking at my door is working for you?

A. Our volunteers are recruited from well-known organisations via the Voluntary and Community Emergencies Sector Partnership (VCSEP). They will all have an ID badge with their photograph on and the organisation that they belong to. They will also have an ID badge that says that they are working for Solihull Council:



and will be wearing Hi-Vis jackets which say Covid-19 Support Officer. If you are unsure that a volunteer is who they say they are you can contact the council on 0121 704 8001.

### Q. What personal details will a volunteer ask me for?

A. The volunteers will only ask for your name, address and contact information so that you can register the test before you take it and so that the results can be sent to you directly. They will not be asking for any banking information.

### Q. Why should I take a test?

A. Some people have no symptoms and are unknowingly passing on the virus to their family, friends and others. If you're offered a test, please take it and help to stop the transmission of the virus.

### Q. I heard you'd be knocking on doors in my area, but no-one called at my house.

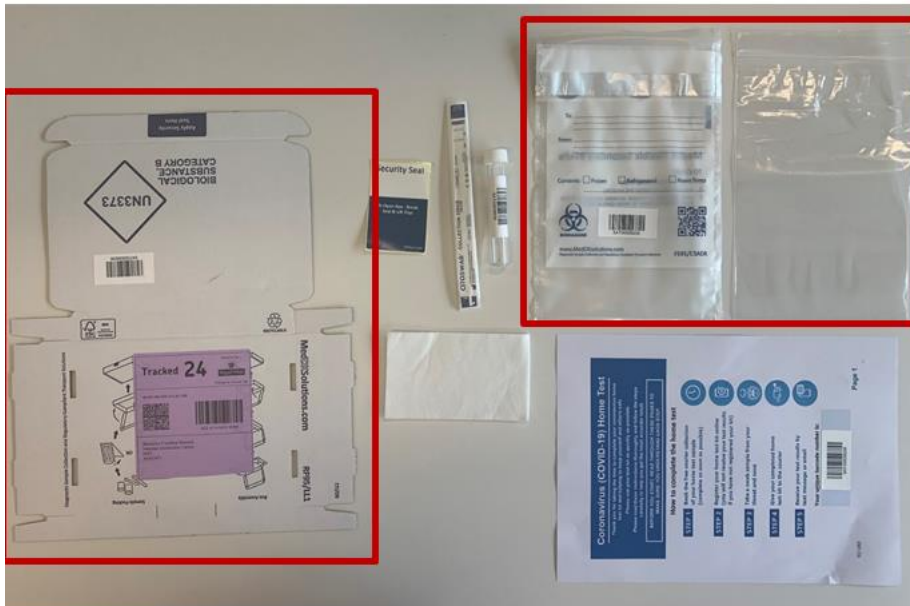
A. We're trying to cover as many streets as possible in the North of the borough, but we can't guarantee we will get to every single household. You can still book a test via the [national NHS booking system](#).

### Q. I'd prefer to make an appointment and drive to a testing centre. Can I still do that?

A. Yes, there are drive-through and walk-through testing centres at several locations close to and in Solihull and Birmingham. You can still get tested by requesting a postal kit or a booked appointment at a mobile testing unit at Birmingham Airport or Monkspath Hall Road via 119 or the [national NHS test booking system](#).

### Q. What does a testing kit look like?

A. The testing kits look like the following photo:



**Q. Does testing hurt? What will I have to do if I have a home kit?**

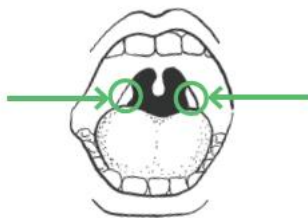
**A.** No. Some people find it slightly uncomfortable but that's all.

Here are the instructions for carrying out the test:

Look inside the mouth, and find your/ their tonsils at the back of the throat. If you are performing this on yourself use a mirror to help. If you are doing this for someone else, use a torch to help. Tonsils or where they would have been (if they are removed) are where you will swab the sample.

**You need to** rub the swab over both tonsils at the back of the throat for **10 seconds** (use a torch and/or mirror to help you do this).

Remove the swab from the back of the throat.



Put the **same end** of the same swab gently into the nostril about 2.5cm (1 inch) or until you feel some resistance. Rotate the swab for **10-15 seconds** and slowly remove it. You only need to sample one nostril. If you have a piercing use the other nostril. Then place in the vial.



**IMPORTANT:** This may feel uncomfortable. Do not insert the swab any deeper if you or the person you are testing feel strong resistance or pain.

**Q. Can I refuse a test?**

A. Yes, it's up to you if you want to be tested. We would urge you to take the opportunity though if you are offered it. Testing will help us to find the virus, stop it being shared, and help us to reduce its spread across the people in your community.

**Q. How long is a test valid for after I have taken it?**

A. The tests are valid for 48 hours from the time they are taken.

**Q. When will my doorstep test be collected?**

A. We aim to pick up tests from households within an hour.

**Q. How long will it be before I get the results of my test?**

A. We aim for results to be back within 48 hours, but in some cases it can take a few days.

**Q. What can I do with my test if a volunteer does not return to collect them?**

A. We will always aim to come back and collect your test, but if we can't then you can put it back in the post, as long you ensure it is packaged in the way the instructions tell you.

**Q. Are you targeting certain ages or ethnicities?**

A. No – we are targeting different neighbourhoods across the North of the borough. We know that there have been problems accessing tests and are delivering tests door to door to those residents who do not currently have a testing unit nearby.

**Q. If my test is negative can I carry on with my life as normal?**

A. If you have symptoms you must stay at home and isolate until you have the result.

If your test is negative you can leave the house as long as you follow the current local restrictions which are in place for Solihull in addition to the measures which apply across England. From Wednesday 14 October, Solihull will be in the high alert (tier two) category. Further information on this can be found [here](#).

**Q. I have a common cold. Will the test still work?**

A. Yes it will still work – blow your nose before you take the test.

**Q. Doesn't more testing result in more positive cases, meaning we'll all be faced with local restrictions for longer?**

A. No. More testing will help us find the virus and stop it from spreading and multiplying. If there is a high number of positive tests we can then ensure everyone is following the local guidance now so that we can get back to where we want to be.

**Q. How do I find out if doorstep testing will be coming to my area?**

A. We're aiming to post this every day on Twitter and Facebook and also give advance notice where we can on our website. This isn't always possible but we're doing our best, we will be starting in the North of the Borough where there is limited access to testing sites.

