



Gurinder's story

Gurinder is a pharmacist at Boots and a lecturer at the University of Reading. As a healthcare professional, Gurinder was eager to sign up to NHS Test & Trace as a Clinical Contact Caseworker through NHSP, to play his part in helping to stop the spread of coronavirus.

Thank you for all your help during this unprecedented time – you're truly an NHS Hero!

- 1. How did you feel about supporting the NHS in its time of need?**
I feel proud to be part of the virtual frontline, helping the public at a time when professional healthcare advice and support is needed the most. Also, I feel proud to be part of this national effort and I look forward to telling my children about the time their father put himself forward to help this country at a time when it needed him the most.
- 2. What was it like training for the role at NHSP?**
The training I have received has been fantastic and just last week I learnt how to use effective memory prompting techniques, which has also benefitted my pharmacy day job.
- 3. What is a typical day for you?**
Often, I am the first person that someone who has tested positive will have spoken to, so it's important to dedicate the right time to go through the contact tracing steps, as well as to provide advice, reassurance and support.
- 4. What positive experiences have you had doing the job?**
The BAME community are worried about coronavirus, so it's been great to be able to speak to many South Asian contacts in their first language, giving clear advice about symptoms and self-isolation, reassuring them and signposting them to the right support they need.
- 5. Have you enjoyed being a Test and Trace Team Clinical Contact Caseworker?**
I am really enjoying the role and the flexibility of shift work has enabled me to fit this in around my current employment and childcare responsibilities.