

Dr Campbell and Partners

March 17, 2020

Coronavirus (COVID-19)

This document has been prepared by your GP to help you to manage your health during the COVID-19 public health event.

Our aim is to keep the surgery running and open during this period of time so that we can continue to give care and medical advice to all of our patients.

If you attend the surgery when you have contracted COVID-19 you risk passing it on to other patients as well as doctors, nurses and our other staff. This could mean that you, your friends, family and other patients may not get the attention that you and they need.

The advice laid out below is to help you to get the help you need without putting yourself and others at risk.

Stay aware of the latest guidance available:

<http://www.nhs.uk/coronavirus-covid-19/>

1. DO NOT ENTER the practice if you have a COUGH or a FEVER
2. If you are told to come to the surgery you may be asked to wait in the car.
3. On arrival you will be asked screen questions and your temperature may be measured before you enter.
4. All visits into the practice will be kept to as short a period of time as possible.
5. Please register for on-line electronic prescribing and nominate a pharmacy unless you are a dispensing patient.
6. Please look out for and assist friends, family & neighbours especially if they are elderly.
7. Follow the guide below to get the medical care you need....

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REMEMBER

IF you are unwell with a significant illness, such as finding a breast lump or developing chest pain you should still ask for help.

Please do not ignore important symptoms.

I am self-isolating and off work, do I need a 'sick note'?

1. You do not need a medical certificate (sick note) for the 7 day isolation period
2. If your symptoms are no better after 7 days, contact NHS111 online : <https://111.nhs.uk>

A member of my household has a cough or a fever and is self-isolating but I do not have any symptoms

1. Follow the guidance at <https://111.nhs.uk> as this guidance is likely to change over time
2. Currently all members of your household need to self-isolate for 14 days

I use the practice pharmacy, how will I obtain my prescriptions?

1. Currently you will be able to pick up your medication by calling into the surgery when the dispensary is open.
2. Any payment we will require you to with a card not cash wherever possible.

I have a holiday booked, do I need a GP letter to support cancelling my travel?

1. We will not be supplying letters or support for holiday cancellations.
2. Insurers and travel companies should be basing their decisions on advice from the Foreign and Commonwealth Office, and Public Health England <https://www.gov.uk/foreign-travel-advice>

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I (or my child) have a new cough or a fever, BUT think I can look after it myself.

1. Don't attend the practice and don't call 111
2. Self-isolate
3. Follow advice and guidance on how to self-isolate at :
<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

I (or my child) have a new cough or a fever, AND I'm unwell and need medical advice.

1. Don't phone the practice
2. Get advice and guidance via NHS111 online at :
<https://111.nhs.uk>
3. Only phone 111 if you don't have internet access available

I (or my child) have a new cough or a fever, AND I have a medical emergency and need to call an ambulance.

1. Dial 999 and inform the call handler that you have been self-isolating because of cough/fever.
2. Follow their instructions

I (or my child) have an urgent medical problem BUT I don't have a cough or a fever, AND I don't think it is related to COVID-19

1. Phone the practice in the usual way, the receptionist will arrange a Same Day Access telephone appointment for a call back by a Doctor or Nurse.
2. Discuss your urgent problem with the doctor or nurse and they will advise on the best way to deal with your problem.

I (or my child) have a non-urgent medical issue, a medication issue, an administrative issue or any other problem

1. We plan to solve as many problems as possible without you having to visit the practice
2. Consider whether your issue can be postponed given the COVID-19 situation
3. Consider using e-consult via our website:
<https://tarporleygps.gpsurgery.net> or call 01829733456