

Coronavirus Guidance Changes - 17th March 2020

The guidance has now changed for the Coronavirus. Anyone with a new continuous cough and/ or a high temperature should self-isolate for 7 days from the onset of symptoms. Members of the household should self-isolate for 14 days. You should NOT contact NHS 111 unless your symptoms deteriorate.

Changes to Appointments at the Practice

In line with national advice we are trying to reduce footfall in the practice to help us with infection prevention and control for the benefit of staff and patients. The following changes have been implemented with **IMMEDIATE** effect

Appointments will be changing

1. All GP appointments will be converted to telephone or video triage calls, please **DO NOT** attend the practice if you have a pre-booked appointment unless you have been told otherwise. Only the patient should attend the appointment unless they need a carer to accompany them. The carer will be asked to confirm that they do not have a cough or a fever.

We will shortly be introducing an e-consultation service for non-urgent queries. We will announce details of this in due course.

2. We will be ceasing the following appointments for the time being:
 - Spirometry
 - Travel vaccinations
 - Minor operations and Cryotherapy
 - Routine annual blood tests
3. Appointments that will continue are:
 - All wound management
 - Stitch removal
 - INR testing
 - Vitamin B12 injections
 - Zoladex injections (injections for patients with prostate cancer)
 - Childhood Immunisations
 - Midwife appointments
 - 6 week mother and baby checks
 - Clinically indicated blood tests for those undergoing treatment

- Asthma and COPD reviews will be conducted over the telephone/video with patients.
- Diabetes reviews will continue with some appointment being conducted over the telephone/video with patients. Staff may be wearing full personal protective equipment. Please do not be alarmed by this, it is to try and prevent any further infection spreading. On arrival please use the hand sanitiser.

Prescriptions

All prescription services will continue as present. The repeat prescription telephone line will be open 9.30am – 11.00am every morning, or you can order as usual online. Please note we will not issue more medication than usual to ensure we do not create a stockpiling or supply problem, so please don't ask as this puts undue pressure on our doctors, dispensary staff and local pharmacies.

We have increased the time between ordering of repeat medication and collection to 1 week to allow the dispensary staff time to deal with an increased number of requests.

Self-isolation

In the event of being asked to self-isolate family members/friends will be able to pick up your medication on your behalf. If this is not possible we will ensure that you receive your medications as usual.