

## **IMPORTANT CORONAVIRUS ADVICE – PLEASE READ**

If anyone (including children) develops a new fever or cough they should self-isolate for 7 days i.e. not leave the house

Anyone who has contact with a known case of Coronavirus or has travelled to a Category 1 country which now includes Italy should self-isolate for 14 days.

### **Your GP cannot test for COVID-19**

All GP surgeries have been instructed by NHS England to cancel all routine face to face appointments and all appointments are to be switched to telephone/video consultations and only patients that really need to be seen after being assessed on the phone by a clinician will be.

Practices will continue to have processes to ensure childhood immunisation and other essential care continues

If you are seen at the surgery your clinician may need to wear gloves, gown and mask so do not be alarmed

### **HOW CAN YOU HELP KEEP GP PRACTICES OPEN?**

1. **DO NOT** attend the practice if you have a fever or cough or have been in contact with someone with COVID-19 or travelled to a high risk country even if you had a prior appointment booked for another reason
2. If you are told to come to the surgery for an assessment listen carefully to the instructions. You may be asked to wait in your car until the clinician calls you in. This is to protect you and other patients
3. **DO NOT** attend your GP surgery for any reason unless you have been advised to
4. Register for the NHS app or another e-access tool to be able to request prescriptions online
5. **DO NOT** call the GP surgery unless you need to. Surgery phone lines are facing high demand. Please use the online 111 tools to try to self-manage first
6. Register for electronic prescribing and inform your pharmacy that you wish to nominate them. You can then request prescriptions online or via your pharmacy and they are issued electronically to your chemist avoiding your need to visit the surgery

### **Your GP practice needs your help to ensure they can protect patients and staff and to stay open at this difficult time.**

Please remember that if you are unwell for other reasons e.g. found a breast lump you should still ask for help!

Lastly please look out for your vulnerable neighbours, family and friends. Please, if you know you have a housebound neighbour, check they have enough food.

For most people COVID-19 will be a mild illness. The purpose of trying to reduce the rate that people catch it by isolating those affected is to try to keep the NHS running to be able to care for those who are very sick

If you want your health carers to be there when you need us we need your protection!

Thank you