

CORONAVIRUS

**HAVE YOU GOT SYMPTOMS
OR HAVE YOU HAD A POSITIVE
TEST RESULT?**

If you have been told to

- SELF ISOLATE

OR

If you or anyone in your household has any following symptoms

- HIGH TEMPERATURE
- A LOSS OF OR CHANGE IN SENSE OF SMELL OR TASTE
- A NEW AND CONTINUOUS COUGH

**DO NOT ENTER
THIS BUILDING**

**HEAD STRAIGHT HOME AND ORDER A FREE PCR TEST (FROM
NHS.UK) OR CALL 119**

**IF YOU ARE WORRIED OR NOT SURE WHAT TO DO CALL OR
VISIT 111.nhs.uk**

WE ARE HERE FOR YOU WITH MEASURES IN PLACE TO PROTECT YOU AND OUR STAFF FROM CORONAVIRUS

The impacts of COVID-19 to date have been significant on health, the economy and society, leading to unprecedented changes in how we live our daily lives.

Unsurprisingly these changes have affected peoples health and wellbeing in many ways: from our care systems to the amount of exercise we do; from our mental health to the quality of the air that we breathe. In particular, COVID-19 has had the most severe impact on vulnerable groups, including older people, people with disabilities, ethnic minorities and those living in deprived areas.

Accessing Primary Care services has continued to evolve through the pandemic as we take all measures to ensure your safety and that of our employees.

Whilst we have been delighted to play our part in the most extensive vaccination programme in NHS history we know this has affected other parts of our service. We continue striving to achieve a safe balance between running this programme, managing general practice services and, keeping everyone safe whilst doing so.

While it is not possible to forecast the precise future impact of COVID-19, we will continue to review how we can provide safe access to our services for you.

Accessing Services

Due to coronavirus, how you contact us and access services has changed. This is to limit face-to-face contact where possible and help stop the spread of coronavirus.

- Face-to-face appointments do continue to be available to all patients where there is a clinical need. You will be asked to first discuss your conditions over the phone or online with a member of the healthcare team to assess what would be most appropriate for you and which practice member would best provide it.
- We do offer online consultations (this may be via a 'chat' function) and video consultations, as well as telephone consultations. These can be convenient and flexible ways to receive healthcare. Where patients need to be seen by a health professional face-to-face, this will be arranged.

Please Note: You can confirm your Covid vaccination via the NHS APP. The Practice is unable to provide you with this information

Visiting the Practice

- We do have a range of measures in place to reduce the chance of you transmitting or catching COVID-19 when you visit the Practice. These measures include social distancing on site, regular cleaning of patient areas, one way systems (where possible) and sanitising equipment. For additional safety, we have specialist disinfection equipment (similar to that used in operating theatres) to deep clean our Clinical rooms.
- Implementing infection control measures can affect appointment times (we cannot always predict when they will be needed). In these circumstances, we do ask that you kindly remain patient as we work hard to ensure we provide a safe, clinical environment.

What we ask of you, our patient

1. Please call your surgery to arrange an appointment. You will usually be assessed by a clinician on the telephone first, face-to-face care will be arranged if clinically necessary
2. If you walk into the Practice, then you must adhere to social distancing; clean your hands and wear a face covering (unless you are exempt). Please don't enter the Practice if you have any Covid symptoms.
3. For urgent issues or out of hours, you can also call the NHS on 111 or go online to seek NHS advice 111.nhs.uk
4. Download the [NHS App](#) to order repeat prescriptions and get health advice.
5. Our staff in the surgery are here to help you and make sure you get the right treatment as quickly as possible. We aim to be polite, helpful and sensitive to our patient's needs and concerns. In return, we ask that all patients treat our staff with respect. We have a zero-tolerance policy to aggressive, violent or abusive behaviour against our staff which may result in patients being removed from our practice list and some cases we will choose to inform the police.

Other NHS Services available to you

NHS111 offers a 24/7 service for patients who feel they have an urgent health need. This service is available online – www.111.nhs.uk or by calling 111. It can also be accessed via the NHSApp.

The NHSApp (Health and Home) now shows a patient's vaccination status as well as allowing patients to:

- View their records
- Make appointments
- Request repeat prescriptions
- Use the NHS111 service

Local Pharmacy – Your local Pharmacy is available to provide a range of NHS services and clinical advice on minor health concerns.