

COVID-19 – UPDATE – 7/9/2020

ESSENTIAL INFORMATION FROM GLEMSFORD SURGERY FOR OUR PATIENTS, FRIENDS AND CARERS

1. If you need **URGENT medical or nursing advice** and **DO NOT HAVE A NEW CONTINUOUS COUGH AND/OR FEVER**, telephone the surgery (01787 280484) and the receptionist will book a telephone triage call on that day with a doctor or nurse who will decide with you an appropriate plan for your care.
2. **Home visits** will be reduced and will be for medical emergencies **only**. A GP will telephone you prior to a visit to assess your needs.
3. If you currently have a **booked appointment with a GP** at the surgery, keep it as arranged BUT if you develop a new continuous cough and/or fever, telephone the surgery to cancel it and self-isolate for 10 days. We will also be telephoning you the day before you check if you are able to attend.
4. **Medication reviews** may not be when you expect but you will still receive your medication. If it is necessary for you to attend the Surgery, GPs will contact you, for example high risk medication.
5. **Collecting medication** due to the increasing demands, please be patient when collecting your medications and ensure they are ordered in plenty of time. Please allow 7 days before needed.
6. **Routine Clinics with Nurses** (eg diabetes, COPD, asthma)
If you already have an appointment booked with our Nurses please keep it as arranged but if you develop a new continuous cough and/or fever, telephone the surgery to cancel it and self-isolate for 10 days. We will also be telephoning you the day before you check if you are able to attend.
7. **Coil fittings**
Appointments for coil fittings are not currently available at the Surgery.
8. **For joint injections with Dr Piccaver**
Appointments for joint injections will be arranged with Dr Piccaver.
9. **Cervical smear tests with our Nurses**
Continue to make appointments in the usual way BUT if you develop a new continuous cough and/or fever, telephone the surgery to cancel it and self-isolate for 10 days. We will also be telephoning you the day before you check if you are able to attend.

10. Childhood immunisations

Parents will continue to receive appointments for their child in the usual way – attend the appointment BUT if you or your child develops a new continuous cough and/or fever, telephone the surgery to cancel it and self-isolate for 10 days. We will also be telephoning you the day before you check if you are able to attend.

11. NHS Health Checks

Do not attend a booked NHS Health Check if you develop a new continuous cough and/or fever, telephone the surgery to cancel it and self-isolate for 10 days.

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, COVID-19 will be a mild illness. However, if you have any of the symptoms above it is very important to stay at home (self-isolate for 10 days) and arrange to have a test to see if you have COVID-19

Please register a mobile phone number on your record as this will also help us to send you messages concerning your appointments in the coming weeks as we need to respond to updated advice.

During this difficult time, we appreciate your understanding and wish to reassure you that our staff are working hard to provide the best possible care to our patients and we are following guidelines published by Public Health England and NHS England.

Thank you.

Glemsford Surgery – 7/9/2020