

Coronavirus (COVID-19)

STATEMENT FOR CENTRAL SURGERY PATIENTS REGARDING CHANGES TO MEET CORONAVIRUS GUIDANCE

Due to the on-going situation with Coronavirus, we are taking measures in line with guidance from NHS England and Public Health England to minimise the risks associated with the virus and to protect our patients and staff. We are asking our patients to support us with these changes.

TELEPHONES

Our telephones will be the main resource to communicate with our patients. This means they will be very busy and we ask that our patients are mindful to call us during our opening hours but throughout the day to stop peaks and not put pressure on what is already going to be an overstretched service. We have 8 receptionists so your call will get answered but you may have a bit of a wait.

APPOINTMENTS

Pre-existing appointments already made

All patients that have pre-existing appointments are being reviewed daily by the Central Team. All face to face appointments already booked will now be telephone triaged first. You may receive a text to contact us or one of our reception team may contact you by telephone. You will be asked some Coronavirus screening questions and telephone triaged by a clinician who will endeavour to resolve your condition over the telephone. If the clinician feels you need to be seen you will be allocated an appointment by the doctor to come in on the same day and given instructions.

New appointment requests

From Monday 16th March 2020 we will be minimising the number of patients attending the Practice for face to face appointments. We are asking all patients not to attend the health centre building/surgery without prior agreement from a member of the Central Surgery team. This means that all patients who need advice or an appointment must contact the practice by telephone first, providing details of their needs. The receptionist will ask you some screening questions regarding Coronavirus and it is important you give them a brief reason for your call. All staff across the surgery are bound by 'Patient Confidentiality' and are asking to genuinely assist in allocating you the right health professional promptly. Please do cooperate as these measures are to protect patients and staff who have to be able to work safely and not be put at risk.

These telephone appointments can also be booked online. All appointments are available from 8.00am.

A member of the clinical team will then phone you back to discuss your needs, and wherever possible this will be resolved over the telephone. If the clinician decides that you require a face to face appointment, you will be asked to come into the surgery on the same day you have been triaged by them. This is to reduce spreading the virus and use our resources sensibly.

Video consulting

We are commencing video consulting so a clinician may offer you a video consultation. If you have the technology like a tablet with a sim or WiFi connection or a smart phone to do this, please advise us when talking to us.

Access to the Surgery

As far as possible, access to the building will be restricted to those patients who have been invited by the surgery.

Please wash your hands upon entering the building in the patient toilets on the ground floor.

Our receptionist have to be protected too so we ask that you stay behind the hazard tape.

The self-check in screen has been switched off to reduce risk so you will need to tell reception you have arrived.

Please remain courteous to our staff at all times; they are working under difficult circumstances at this time and we have a zero tolerance policy for any abuse of staff that could result in action by the practice.

PRESCRIPTIONS

All prescriptions will be sent electronically to your nominated pharmacy.

To order a repeat prescription, please either:

- Request online. If not registered for this facility please contact the surgery to register for online services
- Through your pharmacist
- By letter to the surgery through Royal Mail or hand delivered and placed in the prescription box only. Paper request forms are on the centre stand in the ground floor reception
- Email the request to: kinccg.centuralsurgery@nhs.net

PLEASE NOTE NO PRESCRIPTION REQUESTS CAN BE TAKEN OVER THE TELEPHONE FOR PATIENT SAFETY – mistakes in names of drugs, for example, are very easy to make with a verbal request.

VISITS

These will be triaged by a clinician if requested. Nursing home staff must confirm there are no cases of patients in isolation in the home.

LETTERS AND INSURANCE

All letters will be posted, emailed or texted. We will discuss with you the best option depending on the information required. If you have online access you can access all your test results and letters online now.

We are unable to write letters to support travel insurance or advise you on the current travel situation. We advise you to contact your insurance provider directly for advice.

These are challenging times and we very much appreciate your co-operation during this period of extraordinary and unprecedented period. Our priority and consideration is for the health and safety of all our patients and staff.

Please take care of yourself and follow the national guidance:

1. stay at home (self-isolate) without any testing for COVID-19, regardless of travel history or contact with confirmed cases, if you have:
 - a. A new continuous cough
 - OR
 - b. High temperature (of 37.8 degrees centigrade or higher)

2. Travel and contact history are no longer important for diagnosis, which is on the basis of symptoms alone, without testing. If people who have travelled do not have symptoms they do not need to stay at home, regardless of their travel history.

Individuals should stay at home (self-isolate) for 7 days from the onset of symptoms following the current advice. If someone has serious symptoms they cannot manage at home they should use NHS 111 online (people should only call NHS111 if they cannot get online).

After 7 days of self-isolation, people who feel better and no longer have a high temperature can return to their normal routine. If they have not had any signs of improvement after 7 days and have not already sought medical advice, they should use NHS111 online (people should only call NHS111 if they cannot get online) before they leave their home or let visitors in.

Cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean someone must continue to stay at home for more than 7 days.