



**Londonwide LMCs**

The professional voice of London general practice

## **NHS England and Public Health England resources for practices regarding coronavirus (Covid-19)**

NHS England and Public Health England have produced further resources for practices to assist with managing concerns around coronavirus (Covid-19).

These were released yesterday (4 March 2020), we strongly advise practices to update the various communications channels covered by the new guidance to ensure patients are getting consistent and up-to-date information.

The new document includes:

Waiting room posters.

A phone system script, online booking system message and SMS template, covering not attending at the practice and contacting NHS 111 if a patient believes they have been exposed to coronavirus.

Text for websites, including:

If there are confirmed coronavirus cases in the local area.

If the practice needs to close for cleaning.

If a member of staff has had to self-isolate.

If a member of staff has tested positive for coronavirus.

The full document, including links to online resources, can be downloaded [here](#).

Best wishes

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