**COVID-19 (CORONAVIRUS)**

**IN LINE WITH GUIDANCE FROM THE GOVERNMENT, NHS ENGLAND AND THE BMA WE HAVE MADE CHANGES TO THE WAY WE PROVIDE SERVICES TO PROTECT PATIENTS AND STAFF**

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| **IF YOU HAVE A FEVER OR COUGH** |
| **GO HOME IMMEDIATELY AND SELF-ISOLATE**  You should then:   * Access 111 Coronavirus service online - <https://111.nhs.uk/covid-19/> * Follow Government guidance on how long to self-isolate for * If you feel your condition is getting worse – phone 111 who will assess you and arrange the appropriate care |

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| **IF YOU HAVE ANY OTHER PROBLEM** |
| **PHONE THE SURGERY ON <surgery number>**  You should then:   * Wait for a call back from a doctor or other member of the team * You will be given advice, or offered an appointment * If you are calling for an administrative issue like a letter or repeat prescription, please tell the receptionist when you phone * **Only come to the surgery if instructed to do so** |

**WE ASK ALL OUR PATIENTS AND CARERS TO BE PATIENT AND WORK WITH US DURING THIS DIFFICULT TIME SO THAT WE CAN SAFELY DELIVER THE RIGHT CARE TO ALL THOSE WHO NEED IT**