

# Patient Information regarding COVID-19

## Coronavirus advice:

Stay at home if you have either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly

**Do not** go to a GP surgery, pharmacy or hospital.

You do not need to contact 111 to tell them you're staying at home.

Testing for coronavirus is not needed if you're staying at home.

Read the [NHS advice about staying home, including how long to isolate for](#).

**Use the NHS 111 online coronavirus service if:**

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

## [Use the 111 coronavirus service](#)

**Only call 111 if you cannot get help online.**

**For region specific information and advice in:**

- **England** visit [nhs.uk](https://www.nhs.uk)
- **Wales** visit [phw.nhs.wales](https://phw.nhs.wales)
- **Scotland** visit [nhsinform.scot](https://nhsinform.scot)
- **Northern Ireland** visit [HSC](https://www.hsc.nhs.uk)
- **Ireland** visit [HSE](https://www.hse.ie)

<p><b>We are not able to test for Covid-19 at the surgery and you do not need testing if you are self-isolating at home.</b></p>
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Further information is available on:

- [www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## HOW TO ACCESS HEALTH ADVICE:

Please note that from **Monday 23<sup>rd</sup> March** until further notice **you will not be able to walk in to either of our surgery sites**. If you need help or advice we ask that in the first instance you use the **e-consult service** on the home page of our website at [www.newforestmedicalgroup.co.uk](http://www.newforestmedicalgroup.co.uk)

If you are unable to use this service then please ring the surgery on 01590 622272/682617.

**Only patients who have been asked to attend the surgery by a clinician, or have had their pre-booked appointment confirmed by a staff member will be permitted entry to the surgery.**

Do not telephone the GP surgery unless you need to. The surgery phone lines are facing high demand. Please first try to self-manage your symptoms using:

- NHS 111 online <https://111.nhs.uk/>
- Child health advice <https://what0-18.nhs.uk/>

**By using online services you will be helping us keep the phone line free for those patients who really need them.**

***Please only telephone the surgery if:***

- You are unable to use the online services
- Self-care measures have been exhausted
- Your symptoms are worsening
- You have a significant health concern.

You may have to wait on the phone due to high demand.

## HOW TO COMMUNICATE WITH THE SURGERY WITHOUT USING THE PHONE

**EMIS Online** – if you have already registered for online access you can use this to:

- request prescriptions
- look at test results.

**NHS app** – You can download this from your app store on your smartphone. The identification process occurs completely online and you do not need to come into the surgery to do this. (<https://www.nhs.uk/apps-library/nhs-app>)

- request prescriptions
- look at test results.

**Our website** [www.newforestmedicalgroup.co.uk](http://www.newforestmedicalgroup.co.uk)

You can use our website to request clinical or administrative advice using our **e-consult** service (available from Monday 23<sup>rd</sup> March)

## APPOINTMENTS

Following NHS England advice we are trying to minimise the spread of infection by limiting the number of patients coming to the surgery.

- All GP appointments have been switched to telephone consultations and patients will only be seen face to face after being assessed by a clinician.
- The Practice will continue to have processes to ensure childhood immunisation and essential nursing care continues but patients will be screened for symptoms of infection before coming to the surgery.
- All routine or chronic disease reviews will be postponed.
- If you are seen at the surgery your clinician may need to wear gloves, gown and mask so do not be alarmed. You may also be asked to wear a mask.

## BOOKED APPOINTMENTS

Due to Covid-19, we are currently contacting all patients with pre-booked appointments with either a nurse or GP, to assess whether the appointment can be postponed or dealt with over the phone.

## PRESCRIPTIONS

### **Important information about Covid-19 and Ibuprofen:**

There has been concern in the press about taking Ibuprofen, Naproxen etc. Whilst there is no evidence that these drugs will make the virus symptoms worse, research is being done.

Current guidance in the meantime is to avoid taking these medicines if your symptoms are consistent with Coronavirus.

Patients who are taking these drugs for other reasons should not stop them unless they get Coronavirus symptoms.

[Click here for more information.](#)

### ***Requesting and collection of prescriptions***

Please request your prescription or send your query:

- **Online** via **patient access or NHS App**
- By **email** to [whccg.nfcmg-enquiries@nhs.net](mailto:whccg.nfcmg-enquiries@nhs.net)
- Using the **e-consult admin request services** on our website

**Please note that we are temporarily NOT accepting medication requests in paper form** – if you are unable to use the above methods for requesting medication please ring the surgery.

To avoid delay please include:

- Name and dose of medication
- Your full name, address and dob
- The reason for the request
- Whether the condition you are requesting it for has changed

**Due to the pressures of dealing with Covid-19, please allow 5 working days between ordering and collecting your prescription items.**

If the medication you are requesting is available over the counter from a chemist we will expect you to **buy the medication** while you are waiting for the 5 day turnaround. Please remember that, in line with CCG guidance, our **GPs should not be prescribing medication for minor ailments** that are treatable with medication to buy over the counter even if you qualify for free prescriptions.

**We will no longer be issuing printed prescriptions**, and all prescriptions will be sent electronically to your pharmacy to limit footfall to the surgery. If you have not been setup

electronically with your pharmacist, you will be asked on the telephone for your nominated pharmacy so that your prescription can be sent there electronically.

### Important links:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

NHS 111

Child health advice

Childrens Society - Coronavirus advice for parents

### Holiday Cancellations

If you have changed your mind and decided not to go on holiday, **you do not need a letter from the GP.**

'Insurers and travel companies should be basing their decisions to offer refunds on advice from the Foreign and Commonwealth Office and Public Health England, not letters from GPs'. *Professor Martin Marshall, chair of the Royal College of GPs.*

Check [official foreign travel advice regarding coronavirus](#) and [official foreign travel advice by country](#) .

<https://www.gov.uk/foreign-travel-advice>

We are happy to complete travel cancellation forms if we have been attending you for new medical conditions for which we have advised that you cancel or postpone your holiday. **We will not write a letter for any other reason.**

Thank you

New Forest Central Medical Group