

Coronavirus (COVID-19) **Frequently Asked Questions**

This document has been prepared by your GP practice in order to help you manage your health during the COVID-19 pandemic.

Our biggest concern is to keep the surgery open during this period so that we can continue to give care and medical advice to all our patients. If you attend the surgery when you have contracted COVID-19 you risk passing it on to other patients as well as the doctors, nurses and our other staff. This could mean that you, your friends, family and other patients may not get the attention that you and they need.

The advice laid out below details how to get the help you need without putting yourself and others at risk.

Stay aware of the latest guidance, available at;
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

ALL PATIENTS

Please help us to keep the surgery open by following these 7 steps

1. **Do not enter the practice if you have a cough or fever**
2. **If you are told to come to the surgery by a clinician, please listen to the instructions carefully as you may be asked to wait in the car or use a different entrance to protect you and others**
3. **Download the NHS App via the App Store or Google Play to be able to order repeat prescriptions, look at test results, access the latest guidance and use the symptom checker**
4. **Limit all visits to the practice to when strictly necessary**
5. **Register for electronic prescribing and inform your pharmacy that you wish to nominate them to process your medication.**
6. **Look out for your friends, family & neighbours especially if they are elderly**
7. **Follow the guide below to get the medical care you need.....**

I (or my child) have a new cough or a fever,
BUT I think I can look after it myself

1. Don't attend the practice and don't call 111
2. Self-isolate
3. Follow advice and guidance on how to self-isolate at <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

I (or my child) have a new cough or a fever,
AND I'm unwell and need medical advice

1. Don't phone the practice
2. Get advice and guidance via NHS111 online at <https://111.nhs.uk>
3. Only phone 111 if you don't have internet access available

I (or my child) have a new cough or a fever,
AND I have a medical emergency and need
to call an ambulance

1. Dial 999 and inform the call handler that you have been self-isolating because of a cough/fever
2. Follow their instructions

I (or my child) have an urgent medical
problem, BUT I don't have a cough or a
fever, AND I don't think it is related to
COVID-19

1. Phone the practice in the usual way, the receptionist will add you to the telephone triage list for a call back from a doctor or a nurse.
2. Discuss your urgent problem with the doctor or nurse and they will give advice on the best way to get it solved for you

I (or my child) have an non-urgent medical
issue, a medication issue, an administrative
issue or any other problem

1. We plan to solve as many of these issues as possible without you having to visit the practice
2. Consider whether your issue can be postponed given the COVID-19 situation, but if not;
3. Submit an eConsult (online) request for advice, found on our website at www.oakshealthcare.gpsurgery.net
4. If you do not have internet access, please ask a friend or family member to help you submit an eConsult
5. If that is not possible, call the practice and one of our receptionists will assist you

I have never done an eConsult.
How do I start?

1. Press on the eConsult button on our website and follow the simple instructions
2. There is lots of advice on self-care available, so use that if possible
3. Choose 'administrative advice' if that is what you are after
4. Choose the medical topic that matches your problem, or 'general advice' if you can't find one
5. Give us as much information as possible to help us to help you effectively

REMEMBER

If you are unwell with a significant illness, such as finding a breast lump or developing chest pain you should still ask for help. Please don't ignore important symptoms.

I am self-isolating and off work, do I need a 'sick note'?

1. You do not need a medical certificate for the isolation period
2. If your symptoms are no better after 7 days, contact NHS 111 online <https://111.nhs.uk>

A member of my household has a cough or a fever and is self-isolating for 7 days, but I do not have any symptoms

1. Follow the guidance at <https://111.nhs.uk>
2. Even if you do not have any symptoms yourself, you need to self-isolate for 14 days

I have a holiday booked; do I need a GP letter to support cancelling my travel?

1. We are caring for more sick patients than usual and so we are not in a position to write letters for patients with holiday plans
2. Insurers and travel companies should be basing their decisions on advice from the Foreign and Commonwealth Office, and Public Health England <https://www.gov.uk/foreign-travel-advice>