

COVID19 FAQs

How are appointments now working at the surgery?

We are now operating a telephone triage system as the first point of contact, a clinician will ring you back in a morning, lunchtime or afternoon slot in order to assess and decide on a clinical management plan. If it is felt that a face to face consult needs to take place then this may be done over video consult, a surgery appointment will be offered if needed and no other alternative is available. We have doctors and nurses working to this system. We also have some clinicians who are working from home due to self isolation.

Should I be staying at home due to my health problems?

Please look at the information provided by NHS 111 or public health England with respect to this and your medical conditions. We at primary care do not have capacity to answer this.

Please can I have a sick note for my self isolation period?

This is not needed. Please go to NHS 111 website and a self isolation note can be downloaded.

Can I get paracetamol on prescription?

Paracetamol is not being issued acutely for patients who are concerned that they can't get it from their local pharmacy, it will only be issued if already on repeat and that prescription is due.

Can I get more inhalers than I would usually have on prescription just incase?

Inhalers will be issued in line with those already on repeat if they are due to be issued, if there are any concerns with regards to current respiratory symptoms then this will be triaged and dealt with as appropriate. We can not issue more inhalers just incase. Inhalers that have not been used in the last 3-6 months will not be issued unless based on clinical review. **If supply of inhalers becomes restricted the quantity of your prescription may be temporarily reduced.**

Can I have a rescue pack of steroids or antibiotics?

If you have previously been issued these for COPD then these will be available as per **your individual care plan.** It is not standard practice to issue rescue packs on the basis of 'just in case'. **Therefore, asthma patients who have never**

been issued rescue packs will not be prescribed them. There is no shortage of these supply items and it is safest to review a patient at the time of clinical need with regards to this.

Can I have more than my usual supply of medication on repeat?

It is not appropriate to change repeat medications onto any longer duration than is usually issued to you on a regular basis, it is not possible for 6 months repeats to be given. If guidance changes then we will follow this when released.

Can I request my medication earlier than needed?

We will only issue medication a week early.

Are NSAIDS contraindicated in cases of COVID 19?

There has been some concern that NSAIDs could prolong illness or increase the risk of further severity.

Further evidence is required in this area. The Centre for Evidence Based Medicine has advised caution when prescribing NSAIDs in context of Acute Respiratory Infections.

The Committee of Human Medicines and NICE have been tasked with reviewing the evidence. NHS England Medical Director Professor Stephen Powis advised on 18/03/20 that in the interim patients who have confirmed or suspected COVID-19 should use paracetamol in preference to NSAIDs. Those currently on NSAIDs for other reasons should not stop them.

What is the advice for immunosuppressed patients?

It is likely that those who are immunosuppressed are at higher risk. Because of this they would fit into the category of people who should take particular care to minimise social contact, regardless of age. As for everyone, these patients should adhere to normal precautions as advised by their national public health body for avoiding transmission.

If they develop symptoms consistent with COVID-19 then advice should be sought from their specialist team. Patients should continue any current treatment they are on unless advised otherwise (in particular long-term steroids).

I would like my prescriptions delivered from now on, how can I arrange this?

Please contact your local pharmacy to discuss if this is possible.

I am in self isolation, can I collect a prescription?

Those in self isolation and members of that household must not come to the surgery. It is essential that you arrange for your prescription to be sent via EPS (electronically). Additionally it must be arranged for another family member or friend to collect your medication from the pharmacist (provided you do not have delivery arranged) on your behalf.

Can I arrange a family planning appointment for my coil/implant fit or change?

New faculty guidance has been released stating that it is safe to leave a mirena or copper coil or implant in place for a year longer than that licenced, the risk of pregnancy is low, if a patient has concerns we can arrange for a mini pill to be issued in addition. From now onwards we are not offering this service at the surgery due enable us to manage demand in other areas. For anyone wanting a new fit then an alternative oral contraceptive can be discussed if needed. We are also not able to offer coil removal appointments at this time.

I would like a copy of my medical record for insurance purposes in respect to COVID 19 cancellation?

This should not be needed, please liase with your insurance company directly. Any requests beyond this should be put in writing, this will be routine work and can not be dealt with as a priority.

What about my routine smear that is due?

As of 24th March the routine cervical smear screening is being postponed to enable workforce to concentrate on acute management in this national crisis. This has been decided for us at higher level. Information will be made available when this service is back up and running.

I have been referred routinely for a scan/xray, will this still be done?

We have been informed that all tests requested previously are being triaged as per clinical need, those that are defined non urgent will be cancelled for the time being and we ask that you contact us in the future to reorganise this. We will inform when this is possible. If you feel your clinical condition needs reassessing then please contact the surgery for further telephone triage.

I have a hospital appointment coming up, will this still be on?

The hospital will inform you directly of any changes to hospital appointments, please follow public health guidance if you feel this travel would be non-essential and let the hospital know of your decision. Any future referrals made will be going through the hospital advice and guidance service in the first instance.

Will I Still Have My Long Term Condition Review?

At the moment all long term condition reviews will be initially undertaken over the telephone. This is based on national guidelines to minimise unnecessary physical contact for those vulnerable or at higher risk of complications associated with Covid.

Because blood testing is being limited to those needing urgent investigations only, we will not be asking you to attend for a blood test as part of your annual review. If we feel it is important to get some blood tests undertaken for the purpose of medication safety or to help us manage your condition we will send the form out to you in the post with advice on when to get these tests done.

Please do not come to the surgery, unless you have been specifically asked to do so.

Patients are reminded that strict instructions have been issued by the government to keep everyone safe and to protect our NHS. Please abide by those instructions and stay at home.

