

SURGERY UPDATE FOR CORONAVIRUS

THE SURGERY IS STILL OPEN FOR BUSINESS

AS FROM THE 1ST SEPTEMBER WE WILL NO LONGER BE ACCEPTING REQUESTS FOR PRESCRIPTIONS OVER THE TELEPHONE.

<https://countydurhamccg.nhs.uk/nhs-services-still-open-for-business/>

We are asking all patients to wear a face covering when attending the surgery. Please see the link below:

<https://www.youtube.com/watch?v=zpWvCZbhGt4&feature=youtu.be>

County Durham
Care Partnership

NHS
County Durham
Clinical Commissioning Group

Can my child go to school today?

Do they have any COVID Symptoms?

- a **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Yes
They have a COVID symptom

No
They do not have a COVID symptom

Self Isolate and Book a COVID Test

Book the test online or call 119
All members of the household should stay at home until the test result is known.*

Do they have diarrhoea or vomiting?

No
They do not have diarrhoea or vomiting

Yes
They have diarrhoea or vomiting

Do they feel unwell?

It is important that parents keep children at home when they are unwell

No
They do not feel unwell

Yes
They feel unwell

Send to School

So long as your child feels well, has not been told to self-isolate and there are no other household members with COVID symptoms, it is OK for them to attend school.

Keep at Home

- Remain off school until they feel well enough to return. Seek medical help from a GP if needed (or 111 if your surgery is closed).
- Remain off school until at least 48 hours after the last episode of diarrhoea or vomiting. A COVID test is not required for diarrhoea and vomiting without the other symptoms above.

* Visit gov.uk for advice on when to stop isolating and return to school after a positive or negative test.

Produced: 16 Sept 2020.
Guidance changes regularly, visit nhs.uk for the most up-to-date advice.

Advice for patients during coronavirus

Due to the ongoing situation with coronavirus, we are taking measures in line with guidance shared by NHS England and Public Health authorities to minimise risks associated with the virus. In order to protect our patients and staff we are asking our patient's support with this. What does this mean for you?

Appointments

We are asking all patients not to attend the practice without prior agreement from a member of our clinical team. From Monday 23rd March 2020 we want to minimise the number of patients attending the practice for face to face appointments. This means that all patients are required to contact the practice by telephone to request an appointment, providing details of their need. A member of the clinical team will then phone you back to discuss your need, and wherever possible this need will be met over the telephone. If the clinician deems that you require a face to face appointment, you will be asked some screening questions to determine whether there is a need for a coronavirus assessment. If this is the case you will be asked to self-isolate for 7 days. If there is no risk you will be given a face to face appointment.

Pre-existing appointments

All pre-existing appointments are being reviewed by the clinical team. If it is deemed that your appointment is non urgent this may be cancelled and pre-scheduled at a later date by the practice. If the appointment needs to go ahead, wherever possible this will take place over the phone. If your appointment is being cancelled or changed to telephone, our administrative team will contact you to advise you of this. If the appointment needs to be face to face you will be contacted prior to the appointment and asked some screening questions to ensure it is appropriate for you to attend the practice.

E-Consult

If you require medical assistance which isn't urgent then you can access the surgery via the e-consult which is located at the bottom of this page. A GP will get back to you within 48 working hours. You can also request fit-notes and letters via e-consult.

Prescriptions

We will stop accepting requests for medication over the telephone from 1st September. You can order your medication online or drop your repeat slip into the box provided in the foyer.

Isolation Note

If you require a isolation note for your employer these can be obtained from 111. Please visit www.111.nhs.uk/isolation-note/

Local Services

Self-Referral for support around your Mental Health - [Talking Changes](#)

If you are self-isolating Lanchester Partnership Support can offer to pick up shopping or prescriptions or just have a chat - Please ring 07925130310. This has an answer phone facility.

IF YOU ARE SHOWING MILD SIGNS OF CORONAVIRUS COUGH OR TEMPERATURE THEN PLEASE STAY AT HOME AND ISOLATE FOR 7 DAYS. IF YOU ARE FEELING UNWELL AND ARE UNABLE TO COPE WITH THE SYMPTOMS THEN PLEASE CONTACT 111.