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June 2020

Patient Newsletter

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**CORONAVIRUS (COVID-19)**

Coronavirus is a new illness that can affect your lungs and airways.

**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
* Loss of taste and/or smell

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.

**How long to stay at home**

* if you have symptoms, stay at home for 7 days
* if you live with other people, they should stay at home for 14 days from the day the first person got symptoms

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible.

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

**Testing**

Anyone inEngland and Wales who has symptoms of coronavirus, whatever their age can be tested. Ask for a test through the NHS website [www.nhs.uk](http://www.nhs.uk).

Information taken from the NHS website.

**ACCESS TO OUR SERVICES DURING COVID19**

Since the lockdown started back in March we have had to adapt the way we work to this new situation and we would like to thank all of our patients who have had to work with us in new ways over this time.  We have never closed, providing advice and help over the telephone, by video consultation and where necessary in face to face consultations.  We know that lockdown has been very difficult for some of our patients and we want you to know that we are still open to help and support you.

If you are worried about symptoms you are experiencing and want to speak to our clinicians about it please do not delay getting in touch because you are worried about coronavirus.  We are doing everything we can to keep patients and our staff safe, using remote consultations where we can.  The practice is also set up to allow social distancing and we ask that if you are contacted to come in for an appointment you wear a face covering and attend at the time of your appointment to reduce the numbers in the waiting room.

Many of our long term condition reviews and our screening services were suspended due to the lockdown but we are now starting to contact people again to invite you to re-engage with our services.  Again some of this may be done remotely and some will have to be done in the surgery.  If you are concerned that your screening or long term condition appointment has been missed, give our receptionists a call and they will advise you when you may expect an invitation.

Thank you for your understanding at this time and for helping us to help you to stay safe.

**Brian Doyle**

**Practice Manager**

We are working very hard under unprecedented circumstances trying to meet your needs and that of the wider NHS while keeping our staff safe and free of the coronavirus. This will mean some disruption to all of our services – please remember this and support us by not taking frustrations out on our staff members.

If you have any suggestions for our Newsletter please write down on a piece of paper and pop into the suggestion box or send via the web site.