

306 Medical Centre: Patient Update 16 March 2020 Covid-19 Precautionary Measures

To ensure we can continue to sustain patient services during these challenging times, at 306 Medical Centre we have had to implement some precautionary measures to reduce face to face patient contact, to manage risk to both our patients and staff.

As a PRECAUTION ONLY, we ask ALL patients NOT to attend Surgery if they have a cough or fever and generally for anything non-essential which can usually be dealt with on the telephone.

Effective immediately and until further notice:

- Online appointment booking services have been suspended until further notice.
- All GP appointments will now be over the telephone. Any booked GP appointments will be converted to telephone appointments and the GPs will now call you at the time of your appointment.
- You are requested to refrain booking any non-essential appointments.
- Nurse appointments will be triaged and any face to face appointments will only be for what we consider as essential services such as child immunisations, stitch removal, dressings and cervical smears.
- **To book telephone appointments and any urgent queries please call 0208 693 4704. Our phone lines may be busy.**
- The reception and waiting room are closed for walk-in patients. You will now have to use the buzzer at the front door to seek entry and you will be triaged before allowed to enter. Where practicable please avoid any non-essential visits to the surgery.
- New patient registrations can only be completed online but any new patient checks will be deferred until later. If you do not have access to a computer please telephone us and we will try and help you.
- Repeat prescriptions - Where possible please make your requests up to 10 working days before you need your medication and nominate a local chemist.
- For non-urgent queries that are important please email SOUCCG.306Medicalcentre@nhs.net. Please help us by thinking carefully before you send us any emails for non-essential requests.

Thank you for your co-operation in these challenging times.

Dr Chawdhery - Covid-19 Practice Lead

Stay at home if you have coronavirus symptoms

Stay at home for 7 days if you have either:

- High temperature – you feel hot to touch on your chest or back
- 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.

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

[Click on this link to Use the NHS 111 coronavirus service](#)

Only call NHS 111 if you cannot get help online.

Tips for staying at home

It is important to stay at home to stop coronavirus spreading.

Do

- Try to keep at least 2 metres (3 steps) from other people in your home, particularly older people or those with long-term health conditions
- Ask friends and family and delivery services to deliver things like food shopping and medicines – but avoid contact with them
- Sleep alone if possible
- Regularly wash your hands with soap and warm water for at least 20 seconds
- Try to stay away from older people and those with long-term health conditions
- Drink plenty of water and take everyday painkillers, such as paracetamol, to help with your symptoms.

Don't

- Do not have visitors (ask people to leave deliveries outside)
- Do not leave the house, for example to go for a walk, to school or public places