For ~PMG ~website, PPL, email to patients:

19th March 2020
Managing the evolving Coronavirus pandemic

Due to ongoing concerns with the Coronavirus pandemic, the following measures are being taken to put your safety first, and to protect our vulnerable patients and frontline staff:

What steps are we taking?

Online appointment bookings have been suspended.

All requests for an appointment will be screened for symptoms that could be related to Coronavirus.

Our trained receptionists may direct you to contact 111 in line with current guidelines from NHS England.

If a face to face consultation is necessary, the GP/Nurse can arrange this after the telephone consultation. You will be offered the best available option available on that day.

After a telephone consultation with a GP or Nurse you may be directed to contact 111.

Staff will be present at the entrance to the Surgery screening patients who walk in without an appointment.

If you present to the surgery with a temperature or a new persistent cough you may be asked to leave the premises immediately to reduce the risk to other vulnerable patients and staff. If you were

incapacitated and unable to leave the premises you may be placed in an isolation room for several hours while you or staff spoke to 111.

GP's or Nurses who attend to patients with a temperature or a new persistent cough will wear personal protection equipment as provided to them.

All GP's and some other staff members are taking steps to enable remote working from home. In the event that GP's or Nurses are required to self-isolate at home they will be able to support patients through telephone consultations.

Routine monitoring of chronic conditions may be disrupted for several months

What do you need to do?

If you have symptoms that might possibly be related to Coronavirus

111 ONLINE
     if your symptoms are mild (patients who think they can be managed at home)
     if you do not have access to the internet ask a friend or relative to do so on your behalf

CALL 111
     If your symptoms are severe (patients who think they need admission to hospital).

If at all possible try to self-manage symptoms in order to free up frontline staff to manage the most urgent or severely ill patients. If you have access to a computer try 'NHS Choices 'or 'Patient Uk ' websites for sensible information. Consult with a pharmacist in your local pharmacy if you have a medication query.

For all other matters you will need to telephone the surgery to book an appointment.

Please do not attend in person without telephoning first.

You or anyone accompanying you must not attend the surgery in person if you have a cough, fever or sore throat or new breathing difficulties without discussing your symptoms on the telephone.

When you enter the building you may be expected to answer some questions and have your temperature taken.

Why are we taking these steps?

To minimise the chance of a patient with symptoms suggestive of Coronavirus inadvertently attending the Surgery. If a patient with Coronavirus symptoms attends the practice the Surgery may have to close temporarily for deep cleaning reducing our ability to care for our patients with other urgent needs.

To keep our front line staff healthy so they can continue to care for their patients during this Coronavirus pandemic.

During the early stages of an infection some people with Coronavirus may not realise they are infected and may attend the surgery for other matters. By taking away the need for you sit in a busy waiting room with other patients we are trying to delay and reduce the spread of Coronavirus among our vulnerable patients until the wider NHS has had time to purchase equipment such as ventilators and put plans in place to treat the most seriously ill patients.

In the coming weeks some front line staff may develop symptoms of coronavirus and will be required to self isolate at home. We are doing what we can to ensure that staff who are at home but not seriously ill can continue to support your care through working from home through the use of telephone consultations.