

# Frequently Asked Questions

## Beaufort Road Surgery

### **1. I think I have Coronavirus. How do I get tested?**

Currently in the UK, there is no routine testing for patients in the community. Your GP is not able to test you for the virus. If you have symptoms of Coronavirus, you should self-isolate immediately and follow instructions on the 111 website.

### **2. I've been unwell with the flu, but I feel better now. How do I know if I've had Coronavirus?**

At the moment, there are no tests to determine this. It is possible that in the future antibody tests will be available to detect whether you have had Coronavirus.

### **3. I'm self-isolating, can I have a sick note?**

You do not need to request this from your GP. If you, or a family member have symptoms of Coronavirus, please use the link below to visit the 111 website where you can get an isolation note for your employer.

<https://111.nhs.uk/isolation-note/>

### **4. I have an appointment already booked with my GP/Nurse; will this still go ahead?**

Please do not turn up at the surgery unless you have been specifically asked too. All of our GP consultations will be done initially by telephone. You may then be asked to attend an appointment and given specific instructions to follow. Only urgent nursing appointments will be booked, and we will contact you if these need to be cancelled. If you, or anyone you live with have ANY signs of coronavirus, please DO NOT ATTEND YOUR APPOINTMENT. Instead, call reception who will be able to advise you.

### **5. I usually come into the surgery; how can I order my medication now?**

If you are registered for patient online access you can use this. Your pharmacy will be able to order your medication on your behalf. Alternatively, you can send an email to the following email address with you contact details and specific items required:

[prescription.brs@nhs.net](mailto:prescription.brs@nhs.net)

Please only call reception to order repeat prescriptions if you have no access to the internet. We are understandably experiencing high call volumes at the moment.

### **6. Can I have extra medication?**

Unfortunately, we are only able to issue the amount of medication you usually have on your prescription.

### **7. Can I book an appointment for a non-Coronavirus reason?**

Yes. Rather than calling reception, we are currently triaging all patients through eConsult. Simply visit our website: [beaufortroadsurgery.co.uk](http://beaufortroadsurgery.co.uk) and fill out the form that pops up. We will get back to you by the end of the next working day. If you call reception, you will also be directed to eConsult in the first instance.

### **8. Can I request a letter from my GP to cancel my gym membership/ cancel my holiday/ confirm my address etc?**

As you can appreciate, our GP's are currently hugely busy due to Coronavirus. As a result, we are currently unable to process any requests for letters like this.