

# Beaufort Road Surgery

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Dear Patients

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## An update on coronavirus, COVID-19

We appreciate that at a time of heightened national uncertainty you may have a number of questions regarding the coronavirus and its potential impact on your health. As you will be aware from national reports the situation is evolving on a daily basis.

We wanted to share two important pieces of information which have been released from the Public Health England and the NHS to try and help answer some queries you may have.

Firstly, Public Health England released the following document providing guidance on social distancing for everyone in the UK, thereby protecting older people and vulnerable adults.

This document can be found at <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>.

We would encourage you to read this document to determine if you are in an at-risk group and follow the recommended advice if you are.

Many people are worried what to expect if they develop symptoms of coronavirus. The NHS provides clear guidance on the symptoms of coronavirus and what to do in the event you have symptoms.

This is available at <https://www.nhs.uk/conditions/coronavirus-covid-19/> If you are worried you have symptoms of coronavirus, please follow guidelines on this website and **do not contact or attend the practice.**

We want to reassure you the practice is open however DO NOT GO TO THE PRACTICE unless you are asked to do so. We have made changes within the practice to help protect you, the patients, our staff and clinicians. From today there are no routine or emergency GP appointments that can be made at the practice. All contact with the GPs is via eConsult which is an on-line access website and provides invaluable self-management advice and a way for you to communicate online with our clinical team. You can access eConsult via our website [www.Beaufortroadsurgery.co.uk](http://www.Beaufortroadsurgery.co.uk). You can request a sick certificate (not for self-isolation) or medication or ask any question regarding your health concerns. A GP will respond quickly, usually within 24hrs. If the GP wishes to see you for a face to face appointment, they will be in contact to book an appointment.

We are still arranging some nurse led appointments such as children's vaccines, dressings and blood tests that are urgent. Please call reception who will guide you as to whether an appointment is appropriate at this time.

If you would normally be working but have had to self-isolate due to symptoms, please do not immediately request a sick note but discuss this with your employer. If you have a query regarding sick note certification, please see the specific guidance in a separate letter regarding this. We will not be issuing sick notes for self-isolation.

Similarly, we will not be providing any non-urgent letters for schools or cancelled travel plans. In this unprecedented time GPs need to prioritise essential health care and are not able to provide such letters.

The Royal College of GPs have said "Insurers and travel companies should be basing their decisions to offer refunds on advice from the Foreign and Commonwealth Office and Public Health England, not letters from GPs. It is not a good use of GPs' time to be writing letters for patients who are not ill but have plans to travel - and GPs will always base their decisions on official advice."

In order to ensure there is fair supply of medication we will be unable to action requests for additional medication beyond your routine supply, so please do not place additional requests for extra medication with us or your pharmacy.

If you have 'on-line' access to your clinical record you can re-order your medication on SystemOnline.

In order to reduce unnecessary visits to the practice all prescriptions will now be sent electronically to a pharmacy of your choice. Please ensure you have provided us with details of your nominated pharmacy. We ask that you do not chase prescriptions either on the phone or at reception. All prescription requests will be handled within 2 clear working days excluding the day of request within the Practice. You will also need to allow the Pharmacy time to process the Prescription and get your drugs ready for you to collect.

We are thankful for your patience at this uncertain time but wish to reassure you that we will continue to do our very best to continue to provide high quality safe medical care.

The Partners and staff of Beaufort Road Surgery