

**Frequently Asked Questions FOR PATIENTS****-Why is the surgery not operating normally?**

Due to the coronavirus pandemic, we have needed to suspend virtually all routine services and change our front door opening times. This is to reduce the risk to patients & staff.

**-Should I be self isolating / social distancing?**

Watch the news, listen to the radio, visit public health wales ([phw.nhs.wales](http://phw.nhs.wales)) and [gov.uk](http://gov.uk) websites for information. Only go outside for essential food, health/exercise reasons or frontline work (if this cannot be undertaken at home). If you do have to go outside stay 2 metre (6ft) away from other people at all times

**-What Should I do if I believe I have COVID-19 / Coronavirus?**

- GP surgeries **cannot determine** if your cough, cold or fever is caused by the coronavirus as we are **unable to perform any testing** for it
- You should **stay indoors** for 7 days if symptomatic
- **Do not** come to the Surgery & **Do not** go to a Pharmacy or Hospital

**-When should I contact 111?**

- If you feel you cannot cope with your Covid-19 symptoms at home
- Your symptoms do not get better after 7 days
- Sick note information regarding self isolating / social distancing
- Use online NHS 111 first and **only** telephone 111 if you are unable to get help from the 111 online, as their resources are stretched

**-What should I do if I think I need to see a Doctor urgently?**

- Please telephone either surgery; your name will be added to a list and a clinician will ring you back as soon as they can, but note, this does not mean immediately!
- Please be aware that administrators will ask you for some relevant questions about why you feel you need to speak with a clinician, as we are signposting so you may not always get to speak with a clinician
- A clinician will contact you and usually make a telephone assessment; many concerns can be dealt with easily over the telephone
- We are also undertaking video consults where deemed necessary. If you are invited to a video consult, you will receive a text message with easy instructions to follow.
- If the clinician feels that you need to have an assessment in surgery, special arrangements will be made for you to attend. Please attend alone or with only one accompanying adult when necessary.

**-What about home visits?**

Home visits will be suspended except for exceptional circumstances so as to reduce the risks to our most vulnerable patients.

**-What about blood tests?**

We intend to continue undertaking only absolutely essential blood tests (such as INR) which can be made the day before your test is due, if you do not have any flu like symptoms. Routine tests such as annual bloods, cholesterol etc are postponed until after the epidemic.

**-Will I have my annual check-up for asthma, COPD, diabetes etc?**

These routine checks will be postponed until after the epidemic however in many situations, a review can be completed via a telephone/video consultation. Please ring the Surgery and ask for a telephone call from a clinician

**-What should I do if I am due a Medication Review?**

Many of these will be performed over the telephone. Please ring and request this

**-Can I still get my repeat prescription?**

Yes, the repeat prescription service is still available. Due to the possibility of the surgery doors having to close, prescription requests are best made via our repeat prescription line, my health on line or from your nominated pharmacy.

All prescriptions will be sent to a Pharmacy of your choice. It is therefore crucial that you nominate a Pharmacy to collect your prescription for you. Urgent Prescriptions will be faxed to the Pharmacy of your choice. During this time we will issue at least 2 months post-dated prescriptions when safe to do so.

**-How do I get my test results?**

Please ring the Surgery in the usual way for your test results. If the GP needs to discuss your results with you, you will be offered a telephone appointment.

**-What if I need a Sicknote?**

Your GPs cannot provide any sick notes for coronavirus/self isolating/social distancing. This is a government decision in order not to increase the pressure on NHS services. Your employer is not allowed to insist on a Doctor's Certificate. 111 online and [www.gov.uk](http://www.gov.uk) can provide further advice on this.

If you have been on long term sick and your existing certificate is running out, please telephone the Surgery. Please note that all certificates will be posted to you and cannot be collected from the Surgery should our doors need to close.

**-Can I still have a joint injection?**

At present, we are assessing each case. Please telephone the Surgery to request a call back.

**-My contraception or HRT is due but it is not on my repeat list.**

In most cases, we will issue repeats without a face-to-face consultation to keep you going until after the epidemic. We aim to keep giving Depo-Provera injections to existing users, but have suspended coil fittings.

**-Is it safe to delay my B12 injection?**

If you have been having regular B12 injections for some time, your body will have several years' supply of vitamin B12 stored, so it will be completely safe to delay your next injection for a few months. You can speak with a nurse for further advice should you have concerns.

**-What about immunisations?**

We are aiming to continue immunisations for babies, young children and pregnant women should the patient be well, but we are suspending all travel vaccines.

**-Can I see the midwife?**

If you are newly pregnant, contact the surgery for a pregnancy pack and complete a pregnancy form. The midwife can then call you at approximately 9 weeks to arrange your 12 week scan. If you are less than 28 weeks, routine checks are not necessary. If you are over 28 weeks pregnant, your Midwife will contact you to arrange your antenatal checks. If you have any concerns, please contact the Community Midwifery Team on 029 2074 5030.

**-What's happening with wound dressings?**

Wound dressing services will continue; please contact the Surgery for an appointment and arrangements will be made directly with the Practice Nurse or Health Care Assistant. Where possible we will attempt to teach as many patients, or a family member, to dress the wounds in case they have to self-isolate or illness has affected all our nurses.

**-I am asthmatic, what should I do?**

If you have been prescribed a preventative inhaler, ensure that you take this regularly from now on. Taking your preventative inhaler for a few weeks will greatly reduce the risk of an asthma attack should you catch the virus. There is no such thing as an asthma rescue pack.

**-Can you give me travel advice?**

We do not offer specific travel advice. please find the most up to date government advice on: [www.gov.uk/guidance/travel-advice-novel-coronavirus](http://www.gov.uk/guidance/travel-advice-novel-coronavirus)

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**Please note:** main doors to surgeries may need to close if we are unable to maintain a safe service for both patients and staff. For up-to-date information follow Llanhealthcare Facebook page or visit website [www.llanhealthcare.co.uk](http://www.llanhealthcare.co.uk)

Please bear with us during this challenging time as telephone lines will be extremely busy. Use government advice from Public Health Wales and [www.Gov.uk](http://www.Gov.uk) and avoid ringing the surgery unless it is absolutely necessary to your health care.