

CORONAVIRUS (COVID-19)  
FREQUENTLY ASKED QUESTIONS  
(last reviewed 17.3.20. Next review due 23.3.20)

**Using the Practice Safely and Effectively During the Coronavirus (COVID-19)**

Pandemic(Updated 17/03/2020. Next planned update 20/03/2020)

This document has been prepared by your GP surgery in order to help you manage your health during the COVID-19 pandemic.

Our biggest concern is to keep the surgery open during this period so that we can continue to give care and medical advice to all our patients. If you attend the surgery when you have contracted COVID-19 you risk passing it on to other patients as well as the doctors, nurses and our other staff. This could mean that you, your friends and family, and your neighbours may not get the attention that you and they need.

The advice laid out below spells out how to get the help you need without putting yourself and others at risk.

Be aware of the latest guidance from the NHS at

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

**To all patients; please help us to keep the surgery open by following these seven steps;**

- Do not enter the practice if you have a cough or a fever
- If you are told to come to the surgery by a clinician, please listen to the instructions carefully as you may be asked to wait in the car or use a different entrance to protect yourself and others
- Download the NHS App via the App Store or Google Play to be able to order repeat prescriptions, look at test results, access the latest guidance and use the symptoms checker
- Limit all visits to the practice to when strictly necessary
- Register for electronic prescribing and inform your pharmacy that you wish to nominate them to process your medication
- Look out for your friends, family and neighbours especially if they are elderly
- Follow the guidelines below to get the medical care you need

**REMEMBER**

**If you are unwell with a significant illness, such as finding a breast lump or developing chest pain you should still ask for help. Please don't ignore important symptoms.**

**HOWEVER**

**If you think your issue can safely be postponed for now, please don't call or attend the surgery, and let us get on with dealing with the impact of the Coronavirus. Thank you to all of our patients who have made this decision already.**

## FREQUENTLY ASKED QUESTIONS:

### **I (or my child) have a new cough or a fever, BUT I think I can look after it myself**

- Don't call the practice and don't call 111
- If you live alone, however mild your symptoms, stay at home for 7 days from when your symptoms started
- If you live with others, and you or one of them have symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days, which will greatly reduce the chance of passing the infection to others in the community
- If anyone else in the household on 14 day isolation starts displaying symptoms, they will need to stay at home for 7 days from when their own symptoms began, regardless of which day they are on in the original 14 day isolation period

Follow the official advice and guidance on how to do this at  
<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

### **I (or my child) have a new cough or a fever, AND I'm unwell and need medical advice**

- Don't call the practice
- Follow the guidance laid out above, but also;
- Get medical advice and guidance via NHS111 online at <https://111.nhs.uk/>
- Only phone 111 if you don't have internet access available

### **I (or my child) have a new cough or a fever, AND I have a medical emergency and I need to call an ambulance**

- Dial 999 and inform the call-handler that you have been self-isolating because of a cough or a fever
- Follow their instructions

### **I (or my child) have an urgent medical problem, BUT I don't have a cough or a fever, AND I don't think it is related to COVID-19**

- Phone the practice in the usual way, the receptionist will add you to the Same Day Access Service telephone list for a call back from a doctor or a nurse
- Discuss your urgent problem with the doctor or nurse and they will give advice on the best way to get it solved for you

### **I (or my child) have a non-urgent medical issue, a medication issue, an administrative issue or any other problem**

- Be aware that our services are extremely strained, and that we will be prioritising urgent medical issues, which will mean it will take longer to address non-urgent issues
- Consider whether your issue can be postponed given the COVID-19 situation, but if not;
- We plan to solve as many of these issues as possible without you having to visit the practice
- Submit an eConsult (online) request for advice, found on our website at [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)

- If you do not have internet access, please ask a friend or family member to help you submit an eConsult
- If that is not possible, call the practice and one of our IT team can help you with this.

### **I have never done an eConsult before. How do I start?**

Press on the eConsult button on our website or navigate to [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com) and follow the simple instructions

- There is lots of advice on self-care available, so use that if possible
- Choose 'administrative advice', if that is what you are after
- Choose the medical topic that matches your problem, or choose 'general advice' if you can't find one
- Give us as much information as possible to help us to help you effectively

### **What will happen to my eConsult?**

- Your eConsult will be reviewed within two working days
- The outcome will depend on your problem but could include one or more of the following; advice via a text message, a prescription, a blood test, ECG or other investigation, a telephone consultation or a video call consultation
- You may be asked to come in for a face to face consultation IF this is appropriate AND you don't have a new cough or a fever

### **I am concerned about COVID-19 and running out of medication. Do I need to put in my repeat prescription early?**

- Do not put in an early prescription request as it will put additional strain on our workforce
- We will do everything we can to process prescriptions as efficiently as we can
- This is one of our top priorities, alongside providing urgent medical care

### **I am self-isolating and off work, do I need a 'sick note'?**

- You do not need a medical certificate for the 7 day isolation period
- If your symptoms are no better after 7 days, contact NHS 111 online at <http://111.nhs.uk>
- We are awaiting guidance on how medical certificates will be issued for the additional 7 days of the 14 day stay at home period and we will update the website as we find out.
- Please do not contact the surgery for a medical certificate related to COVID-19 at present until that guidance is ready

### **I have reached the end of my 'stay at home' period and feel fit and well with no symptoms. Do I need a 'sick note' to return to work?**

- No, you do not required a medical certificate to return to work under these circumstances

### **I have a holiday booked; do I need a GP letter to support cancelling my travel?**

- We are caring for more sick patients than usual and so we are not a position to write letters for patients with holiday plans at present
- Insurers and travel companies should be basing their decisions on advice from the Foreign and Commonwealth Office, and Public Health England  
<https://www.gov.uk/foreign-travel-advice>

### **I am over 70 and worried about having to self-isolate**

- We know that this is an uncertain time. Please be assured that we will do our best to support you.
- Please see the following link with advice on how to stay at home successfully  
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>