**CARTMEL SURGERY Coronavirus update PLEASE READ AND SHARE**

You will be aware of the fast changing advice about the Coronavirus so we want to update you on the current plans for the practice. Our Primary concern is for our patients and staff and therefore we have taken a number of measures to reduce the footfall into the practice in line with government guidelines

* All online appointment booking has been suspended
* From 16 March 2020 there is no longer walk-in access to the practice unless you are collecting a prescription or attending a pre-booked appointment.
* ALL appointments must be pre-booked by calling our Reception team on 015395 36366. DO NOT COME IN TO ASK FOR AN APPOINTMENT.
Patients will be asked the reason for their call – we would appreciate any help you can give in spreading the importance of complying with this request. We do understand that some patients are unhappy to do this however ALL appointments have to be triaged by a GP unless we can identify those that can be booked directly. For example blood monitoring with our Healthcare assistants (HCA) or injections with our Nurses. Appointments are being allocated only if face to face patient care is clinically required and with a higher number of patients to speak to we want to ensure that GP’s are only dealing with appropriate calls.
* Only the patient coming to the appointment should enter the building others should wait in the car, unless the other person is their carer.
* Our aim is to try to maintain “business as usual” as far as possible therefore rather than cancelling planned reviews we will be trying to convert as many of these to telephone appointments where it is safe for our patients. We will not compromise patient safety so if patients do need to be seen face to face then they will be.
* Prescriptions can still be collected however please collect from the Dispensary hatch window and DO NOT WALK INTO THE WAITING AREA TO THE RECEPTION WINDOW. Ring the bell if there is no one there but do not enter the waiting room.
* The practice has made plans and currently has sufficient stocks of Personal Protective Equipment (PPE) such as gloves, aprons and masks.
* The practice has changed a consulting room into an isolation room should the need arise.

**The current guidance from NHS England as of 14th March 2020**

If you have a fever or cough you should self-isolate for 7 days.

If you feel unwell – defined as being unable to undertake your usual daily activities - and have a fever and a cough you should contact NHS 111 online [https://111.nhs.uk/](https://l.facebook.com/l.php?u=https%3A%2F%2F111.nhs.uk%2F%3Ffbclid%3DIwAR2bGcr_qGh6evoMXfDjjPxDEgq0qnYnGi2HWyGb7eapu_271AETDqE7sNI&h=AT3-nqjAYuJEGsdm_oBWv9pNkz-ME1lkZXt7j7ChW-ABa-rZ4H6vohWK5y8RLhPNiQkNtpCEmHVLVrGExPT8rkEj6z-InBhEJjDqwYLEpJYoYWRRmlV-h2PSS6YcJxxIff_v1Cd2JCisYfbxOjyPsbNX4BNB1nq9T3eWVF1FOV87nmuG4NuuTZnFechk35LXuoKNN8YyY8O_luuK58Fpx_8T1MQIBQHD45sOnu69GL64QwB4yGJLR3GunfkulFNBPD8GuYcWH5h3TJUNgGujtjB5IPRCDOwiCTOI2rSV2CfEY5ixWQ9T4sl1qt8M0Y71AgfB1tArWl3DU4O4MA07fmapECDvkpkMiyo53Ay9WljviYmBcGTuJ9j-WCWfA8d-jdbPPoJ0m58RTWdjp12XxTT1o14N8MBM_WKf-ArLEBoVPXEMsWkSTU-sgn4EQbDW3xDwobg3gBL-xjoAwt6ZLMsIp8JbzvUONOUPk7N_f0ZMx3jCOO39mTZ-QBx9KHZjmuH_fQ2Zxz8ZH-KLKLC-Gcb6X_-_Ozt2--ToQ_UXwQTCPOhWD9B31UqcxjqUM4wETTCoaQ0VLAGtsfjmqelnthTDIlz2eEjxfHwlivX6_uceXks95IIj0l9aOdaiZHGJVH5ik2Ce) - only call if you have no internet access.

We are asking patients in these circumstances to NOT contact the practice unless advised to do so by NHS111 as this will add to the high volume of calls our GP’s will already be dealing with for patients with non-virus related illness.

The practice has no ability to contact NHS111 on behalf of patients and nor can we carry out any testing which is now only for patients who are admitted to hospital. We understand that Community care for virus related illnesses will be implemented in the next few weeks and NHS 111 will be making these arrangements so it will be important for patients to speak to them and not the practice. We would also appreciate any help you can give in disseminating this message too.

As we’re sure you are seeing on the news the situation changes quickly but the practice is very resilient. We have a great team of very dedicated clinical and administrative staff who are working tirelessly to ensure that we can still provide the best service to our patients but we would ask that you bear with us. We may face the same challenges with reduced resource as any other business over the coming weeks and making changes to a small practice like ours is very challenging. We won’t always get it right or perfect but we can assure you we will always do our best.