

CORONAVIRUS (COVID-19)

For the latest guidance visit www.nhsinform.scot or telephone 0800 028 2816

PRACTICE STATEMENT

We wish patients to be reassured that we are taking all steps possible to ensure the safety of our patients and staff at this time.

We appreciate that you might still require to see your GP or nurse about many problems other than COVID-19 and we want to make sure access is available, albeit in different ways than usual. You should contact the surgery by telephone to request an appointment and will be asked for a brief description of your symptoms when calling to ensure you are signposted to the most appropriate healthcare professional. You will be offered the opportunity to have a telephone consultation as an alternative to a face to face one if you would be more comfortable with this.

If you describe symptoms of COVID-19 you will be advised to remain at home until a Doctor or Nurse calls you back to assess the situation. If a clinician deems it necessary to see you, suitable arrangements will be made depending on individual circumstances.

We are asking **YOU** to help us in the following ways:

- Do not come to the surgery unless you have a booked appointment.
- Arrive on time **BUT NOT EARLY** for your appointment (to avoid crowded waiting rooms).
- Order your prescriptions by the NHS app or email (pittenweemsurgery@nhs.net)
- Use the hand sanitizer available in the waiting rooms and consulting rooms
- Wash your hands thoroughly with soap for at least 20 seconds when visiting the toilet or after coughing or sneezing.
- **DO NOT ATTEND IF YOU SUSPECT YOU MAY HAVE SYMPTOMS OF CORONAVIRUS AND DO NOT HAVE AN APPOINTMENT AS THIS MAY RESULT IN THE SURGERY HAVING TO BE CLOSED FOR DEEP CLEANING.**

We are taking the following measures :

- We are making arrangements to ensure that you will be seen on time (to avoid crowded waiting rooms)
- Toys, magazines and leaflets will be removed from the waiting rooms to reduce the risk of contamination.
- Glass screens at reception desks will remain closed.
- We will relax the rules on telephone requests for prescriptions during this period (for those who do not have access to the internet).
- We are putting plans in place for home working should clinicians or staff become infected to ensure you receive continuity of care.
- We are working closely with our IT department to be able to provide remote consultations
- We are dividing into separate teams to try to keep the staff well and to minimise the risk of cross-infection

For further information on the Coronavirus (including how to self-isolate) please visit www.nhsinform.scot or call **0800 028 2816**. Please note that we are not able to provide advice for those intending, please follow FCO Guidance.

Thank you for your support and understanding at this time.

COAST HEALTH – MARCH 2020