

# Coronavirus Update

## **The current situation – DO NOT COME TO THE SURGERY**

In line with National (NHS England) guidance to reduce the spread of Corona virus, Quedgeley Medical Centre will be instigating the following guidance from Monday 16<sup>th</sup> March. It has been recommended that practices suspend **ALL** routine appointments for the time being.

## **How will this effect you**

From Monday 16<sup>th</sup> March we will only be offering urgent 'on the day care', with all patients being triaged over the telephone prior coming in to the surgery. Patients with existing appointments will be contacted by the surgery and offered a telephone consultation on the day of their booked appointment.

## **Why we are doing this**

This is a precautionary measure to allow us to ask patients questions prior to visiting the surgery. This will help us to identify any possible cases of Coronavirus and help avoid further spread of the virus.

Our primary concern is to keep patients / staff safe and to ensure that the practice continues to be able to operate effectively.

## **If you have Corona Symptoms**

The public are advised to stay at home for 7 days from onset of symptoms (self-isolate) without any testing for Covid-19 if they have:

- A new continuous cough
- High temperature (>37.8C)

If someone has serious symptoms they cannot manage at home they should use NHS 111 online (people should only call NHS111 if they cannot get online).

Those who improve after 7 days of self-isolation and no longer have a temperature can return to their normal routine. If there are no signs of improvement and they have not already sought medical advice, people are advised to use NHS111 online before leaving the home or letting visitors in.

## **How to contact us**

Please contact the surgery via our website <https://www.quedgeleymedicalcentre.nhs.uk/> selecting 'ask the receptionist a question..' for non-urgent queries.

If you require urgent 'on the day care' call us on 01452 728882. We will then triage you based on the information you have provided. We will aim to respond to both website and telephone calls as soon as possible.

**We apologise for any inconvenience that this may cause.**