



We would like to advise you on how Inspire Health will support you during the Coronavirus (Covid-19) pandemic. We want to reassure you that our doctors, nurses and staff will do their best to help our patients and maintain essential services that are needed in this difficult time.

You will notice significant changes to how you can use our services and interact with us as everything will be moved to being done remotely as far as possible. We will still see our patients or make sure they are seen by the right service when clinically needed.

While a lot of focus is going to be on patients who are contracting the coronavirus, we will also make sure that we care for patients who will have other medical problems but we will ask you to delay the routine checks when it is clinically safe to do so.

What is changing?

1. All GPs and nurses appointments will be changed to telephone consultations. If the clinicians advise that you need face-to-face assessment, they will arrange to see you.
2. When a prescription is needed, it will be sent electronically to your nominated pharmacy or dispenser.
3. Essential face-to-face appointments like baby immunisations and wound dressings will still be provided but patients with coronavirus symptoms (new cough or fever) should not attend these appointments.
4. Essential face-to-face appointments like baby immunisations and wound dressings will still be provided but patients with coronavirus symptoms (new cough or fever) should not attend these appointments.
5. Non-essential vaccinations will be unavailable. No travel vaccinations will be provided, patients needing these will be advised on where to go for these vaccinations.
6. Routine NHS health checks will be suspended.
7. Minor surgery will be suspended. Patients will be kept on a waiting list to ensure they are dealt with when possible.
8. Usual rules around medications review and chronic disease management will be relaxed when it is clinically safe to do so.
9. Access to our buildings will be monitored as we are asking all patients to contact us on the phone and do not attend our buildings unless you are advised to do so. If attending you may also have your temperature checked before you are allowed to enter.
10. Home visits will only be done when it is clinically necessary as many problems can be managed on the phone.

How can you help us help you?

If you develop coronavirus symptoms (new cough or fever), self-isolate for 7 days and check the links below. If your symptoms are mild, manage yourself as with any flu and make sure you have support around you. If symptoms are significant seek advice from 111.

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

<https://111.nhs.uk>

- Do not come to the Surgery.
- Follow the national advice especially for the elderly patients who are at higher risk.
- Check our website for information <https://www.inspire-health.co.uk>
- Make sure we have your mobile number to keep you updated with any changes through SMS.
- Ask for your repeat prescriptions online if possible or call the Medicine Order line on 01246 588860. You can still drop a request in at the surgery or post it .
- Make sure that you have a nominated chemist so we can send any prescriptions electronically to them.

We are sure by working together with you that we will be able to get through this challenging time.

Your cooperation is appreciated.