

Dear Patient,

Patient Advice – COVID-19 Pandemic

We understand that it is a difficult time for everyone, as we adjust to different ways of working and living. To help us help you, we would be grateful if you follow the advice and guidance below before ringing or emailing the practice.

1. All urgent appointments will be via video, or telephone, with face-to-face appointments only when absolutely necessary. This is to prevent you putting yourself at risk by attending the practice unnecessarily.
2. We will make sure you get the medication you NEED but
 - a) we can't issue prescriptions early or give you more just in case - the pharmacies are struggling with staffing and demand, and are working as fast as they can. Please be patient if you need to wait longer than normal.
 - b) we can't give you an inhaler just because you had one a few years ago. Lots of people really need these inhalers and if you get one 'just in case' they might not be able to get one that they really need.
 - c) we can't give you paracetamol on prescription just because you are struggling to buy it over the counter. We can only access the same pharmacy stock.
3. To help issue your prescriptions as quickly as possible we strongly urge you to enrol for our [online services](#) or via the [NHS App](#). It is very simple to use, and your prescription request is sent direct to a GP.
4. If you have been told to self-isolate because of Coronavirus, and you need a note for your employer, you can complete an online [isolation note](#).
5. We can't advise you whether you should or shouldn't self-isolate, please follow the government guidance. However the government has written to some "clinically extremely vulnerable" patients to advise that they should [self-isolate for 12 weeks](#). If you haven't received a letter from the government but think you are "clinically extremely vulnerable" and should self-isolate for 12 weeks, you can check and [self-register on the government website](#)

Thank you for the very kind messages we have received. We are working hard during these unprecedented times to continue to be available for patients in need. Your patience, understanding and best wishes are greatly appreciated by everyone at the Practice.

Yours sincerely



Dr Andrew Johnson



Dr Maher Al-Ausi