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## Coventry Road Practice

### **IMPORTANT UPDATE - APPOINTMENT SYSTEM CHANGES DUE TO CORONAVIRUS (COVID-19) PANDEMIC**

We have taken the decision to change our appointment system and the way we make appointments. This is to ensure we continue to look after our patients in the safest possible way.

We are following advice from NHS England, Public Health England and the Health Secretary.

**From Monday 16<sup>th</sup> March we have now changed how we make appointments for future bookings to ensure we are prepared and you are protected.**

**You will now ALWAYS be telephoned by a clinician BEFORE your appointment is booked at the surgery and we will be using telephone and video consultations more frequently.**

**Please do not come to the surgery to make an appointment, INSTEAD phone us as explained below:**

➤ **WHAT IF I ALREADY HAVE AN APPOINTMENT?**

If you already have an appointment booked with us - **don't worry**, the appointment has not been cancelled but you will receive a call to see if your problem can be dealt with over the phone or by video consultation. If you need to be seen following the phone call the clinician will arrange an appointment.

➤ **WHAT IF I AM FEELING ILL AND THINK I HAVE CORONAVIRUS COVID-19?**

- If you are worried you may have Coronavirus (COVID-19), you should cancel your appointment with us by phone (**Do NOT come to the Surgery**) and for advice and help go to NHS111 website <https://111.nhs.uk/covid-19> or if you don't have internet access **CALL 111**. Staff at 111 have been specifically trained to manage COVID-19 and should be your first port of call.
- If you have got either a high temperature - you feel hot to touch on your chest or back or a new continuous cough - this means you've started coughing repeatedly:

You need to stay at home.

Stay away from other people for at least the next 7 days. If your high temperature lasts longer than 7 days, stay at home until it's back to normal.

Testing for coronavirus is NOT needed if you're staying at home.

If you are on public transport, go home by the most direct route.

Stay at least 2 metres (about 3 steps) away from people if you can.

To protect others, do not go to a GP, pharmacy or hospital.

If you feel **so ill** that you can't do anything you usually would, such as watch TV, use your phone, read or get out of bed you must **ring 111**. There may be a long wait but you must hold on and speak to one of their operators.

- Symptoms of Coronavirus commonly include fever, a persistent cough, shortness of breath, as well as other flu-like symptoms.
- **In accordance with the Prime Minister and Chief Medical Officer's speech on Wednesday, 12 March, anyone with a new persistent cough and/or high temperature is now advised to self-isolate for seven days.**
- **IF YOU ARE FEELING ILL (due to another reason) AND ALREADY HAVE AN APPOINTMENT:**
- If you already have an appointment booked with us - **don't worry**, the appointment has not been cancelled but you will receive a call to see if your problem can be dealt with over the phone or video consultation. For a video call you will receive a text on your mobile phone with a link to join the video consultation. If you need to be seen following the phone call the clinician will arrange an appointment. If you come to the surgery please do not be alarmed if the doctor or nurse seeing you is wearing a mask, gloves or taking other precautions.
- **IF YOU FEEL ILL AND NEED AN URGENT APPOINTMENT BUT DON'T YET HAVE ONE:**  
If you think your problem is urgent and you need to be seen, please call the surgery as you normally would. The practice is OPEN and the receptionist will check your mobile telephone number and arrange for a clinician to phone you. Please make sure you have your phone switched on and charged.
- **WHAT IF I HAVE AN APPOINTMENT BUT WANT TO AVOID COMING TO THE SURGERY?**  
If you have a routine appointment and are feeling well, but wish to avoid coming into the surgery, please call the surgery and ask the receptionist if you may be suitable for a telephone appointment instead or cancel appointment.
- **HOW DO I MAKE A NEW NON-URGENT APPOINTMENT OR GET HELP FROM THE SURGERY?**

For non-urgent medical matters we are still able to care for you. However, we need to do things slightly differently to protect you from Coronavirus. For all of the services listed below please call the surgery on 0121 743 2154 – **WE ARE OPEN AND HERE TO HELP:**

- Telephone and face-to-face appointments.
- Appointments for blood tests, any other tests, dressings, wound care, smears, family planning, vaccinations or other routine procedures.
- Any medical and medication advice or queries.
- Be prepared to give the reception staff information about the reason for the appointment as it is very important at this time that we understand your symptoms/request.

➤ **IMPORTANT THINGS TO REMEMBER:**

Inform the reception staff of an up to date mobile telephone number.

Make sure your phone is charged and that you have it switched on.

Inform the reception staff of your chosen pharmacy for electronic prescriptions to be sent to in order to avoid the need to collect your prescriptions from the surgery.

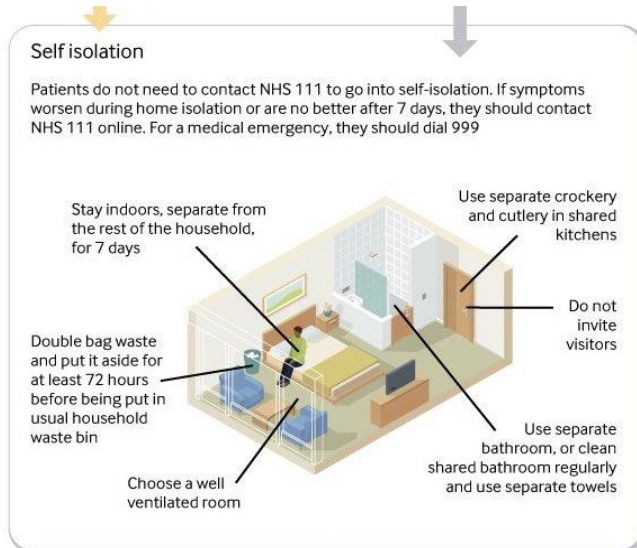
**Advice for managing Coronavirus at home – 10 Top Tips**

1. Early recognition - any new (or onset within the last 7 days) continuous cough or fever is possible Coronavirus.

2. Don't panic - most people will be able to self-manage without contacting their GP or 111. Everyone needs to follow simple steps to reduce their symptoms and avoid infecting others.

3. Get educated - NHS 111 online <https://111.nhs.uk/covid-19> will help you assess your symptoms. It is updated daily so has the most up to date advice. If you are short of breath (i.e. not able to walk upstairs or are having difficulty speaking in sentences) then phone 111. DO NOT go to the GP practice or A&E. Only phone 999 if you feel it is an emergency.

4. Self isolate - stop the virus spreading by self isolating for 7 days from the onset of symptoms and follow information on NHS inform on how to do this. Effective self isolation will stop your friends and family getting infected (see picture below).

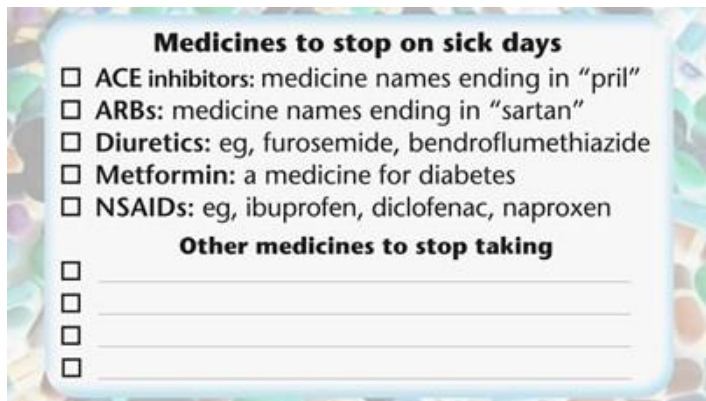


\* ARDS = acute respiratory distress syndrome

5. Rest, paracetamol and fluids are crucial especially with fever - aim for a minimum of 10x 300ml mugs of fluid a day. Avoid alcohol. Water, diluting juice or fruit juice are ideal. Aim for regular clear or mildly yellow urine and to be able to pee every 4 hours except when asleep at night. If you have not passed urine in over 4 hours, have dark yellow urine, feel thirsty or dizzy on standing then there is a high chance you are dehydrated and you need to drink lots more as a priority.

6. Food is less important than fluids - if able to eat then have lots of fruit and vegetables as these will help your immune system fight the infection.

7. Stop certain medications - some drugs are unsafe when you are unwell, especially ones to lower your blood pressure, and anti-inflammatories. Look at the 'Sick Day Rules' card for more information (below).



8. Get support - call family/friends/community members and ask them to deliver supplies. People in the same house as you do not need to self isolate if they have no symptoms.

9. For children follow advice from the excellent When Should I Worry booklet.

[http://www.whenshouldiworry.com/resources/When%20should%20I%20worry-Booklet\\_England-with%2011%20service\\_2016.pdf](http://www.whenshouldiworry.com/resources/When%20should%20I%20worry-Booklet_England-with%2011%20service_2016.pdf)

10. You can return to work after 7 days if you're improving but do not need to be symptom free. Contact the GP practice if you are not improving after 7 days.