1. **During the COVID situation if people have other medical problems (unrelated to the virus) should they contact the surgery directly, ask for a video or telephone call, for example?**

*Yes we are not seeing anyone face to face unless we have spoken to them or had a video call first. Therefore when you speak to a clinician then you will be offered a telephone call initially and then a video call if necessary. Some people will still need to be seen in person and we will make arrangements to do this when we speak.*

*Will patients still be able to contact the surgery and speak to someone about other health issues not connected with the virus?*

*Yes absolutely we want you to do this if you have an urgent health concern or worry*.

1. **If someone has an accident at home (ie has a fall)  or suffers a heart attack/stroke should they (or the person with them) ring 999 for an ambulance or 111?**

*Yes if you have an emergency and you would normally phone 999 then you should continue to do so. You may find the 111 telephone line busy but they have a lot of online information which might help or you can ring us.*

1. **Re prescriptions... should patients continue to order their prescriptions  ie at least four/five days before they are needed?**

*Absolutely, like toilet roll, people have been over ordering so we have had a slight delay issuing them and the chemists are much busier so it is taking a little longer than normal, although like toilet roll things are settling down a little.*

1. **If a person thinks they have the virus and begin to self isolate and live alone... for how long should they isolate .... for 7 days?  If they still do not feel well do they contact 111 as directed by the NHS.  However, if they have difficulty in getting through on this number should they contact the Surgery?**

*This is hard to answer if you have symptoms that suggest Covid-19 then you must stay at home for 7 days if your condition worsens during this time then call 111 even before 7 days. If symptoms persist after 7 days call 111 or if you are worried. You can always call us, but we have been advised that 111 is currently managing this issue. However, things will be changing very soon so try and keep across current news etc.*

1. **When is it safe for the person who has been ill, and feels better, to go out shopping, especially if they live alone and do not have anyone to shop for them.**

*After 7 days is the earliest you should be doing this. If you have problems getting food / drugs etc., ask a friend or very soon the army of NHS volunteers will be able to help.*

1. **Obviously, it is very important that Doctors and all medical staff are protected and are issued with the appropriate equipment and protection.  Are there adequate supplies for staff at Park Practice and how are they coping.**

**When will front line staff be able to access testing for this virus?**

*The issue surrounding PPE is one that is being addressed and there have been difficulties although we have not run out of anything but things are in short supply. However, the logistics of supply should improve very quickly and should be better by the week before Easter.*

*The Government has started to roll out testing but this has yet to reach GPs.*

1. **Is it true or false that if a person has had the virus (or thinks they have but have not been tested) that they are now immune and cannot catch it again?!!**

*We strongly believe it provides medium term protection, however it is very possible that people will need to be regularly vaccinated for it when available much in the same way as flu. It is likely to be a common virus that is around all the time, but as most people will have had it or been protected by an injection we do not expect it to be any worse than flu in the future. However that is an illness that should not be taken lightly.*

1. **Can you arrange for the nearest Pharmacy to you (the little Lloyds one) to always have stocks of paracetamol for people who need it?  (Strictly restricted), and Ibuprofen if appropriate?  This will give those who need it quickly a sure stock.**

*Unfortunately there has been “a run” on paracetamol combined with India not exporting the raw ingredients this means there is a national supply shortage. However if people are sensible there is enough to go round.*

1. **Is Ibuprofen a good or bad thing to take with Coronavirus?  There seems to be conflicting opinion?**

*This is controversial and the studies are not completely clear cut. The advise is if you need ibuprofen or another anti-inflammatory for arthritis etc then you should continue taking it however if you get symptoms that might be Covid then best to take paracetamol to control the fever.*

1. **Please confirm we are allowed to go through the Surgery to get to Audiology to get our hearing aid batteries, and have essential check-ups.  If this is not possible, please arrange an alternative Entrance to them, tell us where it is and when it is open.**

*No. Unless you have a booked appointment with Audiology we will not allow you to come in, sorry. So please phone ahead so that we can ask some basic questions to try and reduce the risk of spreading this nasty infection.*

1. **Is there any change in how we order routine prescriptions and at what time?**

*No please order with plenty of time, we have been inundated but this is a little better, but the chemists are also very busy so it may take longer than expected to get your medication*.

1. **Any chance of booking telephone appointment on the Internet?**

*Yes we are rolling this out very soon, please ask the reception team who will be able to help.*

1. **Do we delay making appointments for non-urgent tests/treatment until things improve?**

*Please if you can delay non urgent appointments then this will help, however if it is something that you feel cannot wait then please contact us. We have to remember that this social isolating will last at least 3 months. However, we will very likely be very busy over Easter and hopefully things will start to ease off a little as we go into May. However, please, if you have a health concerns that you feel is urgent contact us and we will help to sort it for you.*

1. **Will you tell us when a test for COVID19 becomes available and how to access if necessary, as we need to know if it is necessary to self - isolate or whether we just have the common cold?**

*This is unlikely to be freely available for several weeks, it is being offered initially to the very sickest people, then health care workers. I think that when we start to ease the social isolating policy it is then that it will become more available.*

*The most important test will be the antibody test to see who has had the infection and is immune.*

*Until then you need to isolate as if you have had an infections with Covid as per the Government guidelines.*

1. **If you have had contact with someone who was well at the time, but develops symptoms 48 hours later, do you still need to self -isolate even if you have had no further contact in the interim.**

*No the Government guidance has changed, however we are all socially isolating so no one should be coming into contact with non-household members.*

1. **As a practice, are you able to protect yourselves and do you have enough/appropriate resources. Is testing available to practice staff.**

*Yes, thank you, we have enough but not bounteous amounts as it is in short supply. Things are promised to improve very soon.*

17. **If someone is currently undergoing IVF, how will COVID19 affect the treatment. What precautions are recommended for**

**a) Early pregnancy**

**b) 2nd/3rd trimester**

**c) Newly delivered Mums & their newborns**

<https://www.rcog.org.uk/globalassets/documents/guidelines/2020-03-28-covid19-pregnancy-guidance.pdf>

1. **Will you be sending information out to people with underlying health conditions.**

*Yes people who are “shielding” are being written to now which has all the information needed. If you have any worries please go online first but call us if you still cannot find what you need and we will try and help.*

1. **Can you tell us more about current LOCAL planning to support patients who become seriously ill.**

*The 999 and Accident and Emergency will work normally, you will still be able to contact us on the normal number and we can assess and arrange to see us if necessary. There will be other services specifically designed to support people infected with Covid.*

1. **Are you considering telephone only consultations except where a patient’s condition or need for a procedure/test/dressing would make this inappropriate. How will you manage patients who are symptomatic but also require urgent procedures, tests etc.**

*Yes all initial contact will be by telephone and then we will decide how best to deal with your difficulty. For example coming for blood tests or examinations where necessary.*

21. **Will the practice be able to offer additional support to those who have undergone recent treatment / surgery including for cancer, where this would normally be provided by secondary care which will be ‘firefighting’ COVID19 cases.**

*We are not planning to do this at the moment, but if there is work that could be done to support another part of the NHS family then we will actively consider how best to do this.*

1. **Could there be shortages of medications?**

*If people are sensible we do not anticipate an issue, however there was not a shortage of toilet roll in the country before people bulk bought. We are seeing this with some medicines particularly paracetamol so we are cautious and asking people to order sensibly.*

1. **What can patients do to support the practice at this difficult time?**

*Just by being patient, trying to get the information from other sources there is a vast amount of information produced by the Government on its website, and this will answer many queries. If you do phone please remember all our staff are as worried about this as you and cannot self-isolate, so* ***please be kind*** *and understanding even if a response may frustrate. We are trying to help and sometimes we do not know the answer for something so cannot immediately help*.

1. **Since the "isolation" I have not needed to contact the surgery. I hope people will be prevented from having more than normal of their prescription otherwise could pose supply problems. They will not have the excuse of going on holiday!**

*We are being careful not to issue more medication than normal to try and avoid this potential supply issue.*

1. **I hope all your staff have the right type of mask and gowns for you and your family's protection and if you need it to get tested. WHO says test, test otherwise how do we know the incidence of Covid-19.**

*All the staff that clinical need protective equipment have access to the recommended masks etc. Most people do not need masks for general office functions at the moment.*

*The debate about testing is far more complex than the media portrays. The actual test is only 70% accurate, it is believed as many as 25% of people get the illness without symptoms so would never be tested. What we need is a quick test that shows when people have had it, this will allow us to really understand the impact of the disease. In the second phase of the pandemic then widespread testing will be mandatory.*

*Currently there is actual little value in testing as the vast majority of people are behaving almost as if they have it, as self-isolating. Where it is really necessary is for Essential workers to allow them to return to work quickly when a family member is ill.*

1. **I hope supermarkets will have times when the elderly can shop without it being crowded. Can be a worry but early days.**

*Supermarkets are trying to arrange this and most have put in special times for older people to shop.*

1. **Is having soap and kitchen roll to dry one's hands better than a wet towel.**

*Agree the virus is incredibly sensitive to soap, just make sure you do it for at least 20 seconds.*