

Cornerplace Surgery – May 23rd 2020 - Coronavirus (Covid-19) Update

Stay at home for 7 days and self-isolate if you feel hot to touch on your chest or back, or if you have a *new* continuous cough (coughing a lot for more than one hour, or 3 or more coughing episodes in 24 hours), or a loss of/change in smell or taste. Those you live with also need to self-isolate for 14 days. This will help protect others in our community.

Do not attend the GP Surgery or Pharmacy.

- [Click here for the NHS 111 Online Covid-19 Service](#) if you feel you cannot cope with your symptoms at home, your condition gets worse or your symptoms do not get better after 7 days then Or call 111 if you have no online access.
- [Click here for a Coronavirus test](#) – you are eligible if you are an essential worker or over 65 years old with symptoms, or if you live with an essential worker or someone over 65 years old, or if you are someone who travels to work and you have symptoms
- [Click here for the very latest NHS advice, including tips to avoid catching / spreading the virus.](#)
- [Click here to be clear about what "social distancing" is](#) - we all need to be doing this now, especially if you are over 70, have an underlying health condition or are pregnant.
- [Click here for what "self-isolation" actually means.](#)
- [Click here for the latest Government Public Health Information](#)

And here is the [Isolation Note](#) for your employer.

Shielding - protecting those most vulnerable

The Government have written directly to people whom they deem to be "extremely vulnerable" depending on their medical background. The letter advised these individuals to strictly self-isolate, in order to protect themselves and the population. They suggest shielded patients do not leave their house and do not work. If you require a note for an employer simply show them your letter. There are many other patients who are "vulnerable" but do not require the strict measures of "shielding". These patients need to be "[socially distancing](#)". We are working hard to continue to ensure the safety of our patients and thank you for your understanding at this time. [Click here](#) for more info on shielding.

Changes to normal service

We are operating a triage only system with our Doctors and Advanced Nurse Practitioners. In order to protect our patients and staff we are reducing footfall through the surgery. Unless you have a booked appointment please do not come to the surgery.

We may experience more phone calls which will increase your wait time. We are recommending you use our e-consult for all routine enquiries if you have a computer or mobile device. Please see our web site.

All prescriptions will be sent electronically to a pharmacy, if you have not named a pharmacy we will send your prescription to Corner Place Well next door to the surgery.

We apologise for any inconvenience this may cause and thank you for your patience. For more information please see our recent bulletin [here](#).

'Pause' of NHS Complaints Process

NHS England has advised that all surgeries are to take a **'Pause' of NHS Complaints Process**. What this means is that, there will be a system-wide 'pause' of the NHS complaints process to allow all healthcare providers in all sectors to concentrate their efforts on the frontline duties and responsiveness to COVID-19.

The initial 'pause' period is recommended to be for three months starting on the 7th April 2020. We would like to thank our patients in advance for your understanding in this matter.

As of **26th March 2020**, the Parliamentary and Health Service Ombudsman stopped accepting new NHS complaints and stopped work on open cases.