

Understanding COVID-19: Keeping Safe

An overview of Corona virus (COVID-19)

COVID-19 is a new physical illness that can affect your lungs and breathing.

How is it spread?

As coronavirus is a new illness, we are not exactly sure how it is spread between individuals. However, similar viruses are spread person to person through cough droplets.

How can you help to stop the virus spreading?

Do

- ✓ wash your hands with soap and water often – do this for at least 20 seconds
- ✓ always wash your hands when you get home or into work
- ✓ use hand sanitiser gel if soap and water are not available
- ✓ cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ put used tissues in the bin immediately and wash your hands afterwards
- ✓ try to avoid close contact with people who are unwell

Don't

- ✗ do not touch your eyes, nose or mouth if your hands are not clean



Important Information from Public Health England

1. If you have symptoms of coronavirus (COVID-19) regardless of how mild these are, you must stay at home for 7 days from when the symptoms started
2. If you live with other people and one of them has symptoms of coronavirus, all members of the household must stay at home and self-isolate for 14 days. Please note these 14 days begins from the day when the first individual within the household became ill.
3. It is likely that people living within the same household will infect each other or already be infected. Therefore, staying at home for 14 days will help to reduce the likelihood of the spread of infection to others in your community.
4. Anyone within the household who starts to display symptoms must stay at home for 7 days from when the symptoms appeared.
5. Vulnerable individuals including those with underlying health conditions and the elderly are recommended to be moved out of your home to stay with other friends or family for the duration of the home isolation period (minimum 12 weeks). If this is not possible, stay away from these individuals as much as you can.
6. Try to plan ahead and ask others for help to ensure you can self-isolate; ask your friends, family, and employer so you can get the things you need to be able to stay at home

If you have coronavirus (COVID-19) symptoms:

1. Please DO NOT go to your GP surgery, pharmacy or hospital. Please stay at home.
2. You DO NOT need to contact 111 if you have symptoms
3. Testing for coronavirus is unnecessary if you're staying at home

When should I use NHS 111?

You do not need to inform NHS 111 if you are self-isolating. You would only need to contact NHS 111 online if your symptoms worsen or your symptoms still persist after 7 days. If you do not have internet access, call NHS 111. For a medical emergency dial 999.

Self-Isolation; what do I need to know?

What does self-isolating mean?

If you have been told to self-isolate, you will need to get to the place you are going to stay using your normal mode of transport, once there remain indoors and avoid contact with other people. This will prevent you from spreading the disease to your family, friends and the wider community.

In practical terms, this means that once you reach your residence you must:

1. stay at home
2. not go to work, school or public areas
3. not use public transport like buses, trains, tubes or taxis
4. avoid visitors to your home
5. ask friends, family members or delivery services to carry out errands for you - such as getting groceries, medications or other shopping

Why is self-isolation so important?

Self-isolation is about protecting others and slowing down the spread of COVID-19. It is very important that anyone who has the virus, or might have been exposed to it, limits the number of people they come into contact with for 7 to 14 days. This is the most effective way of preventing the coronavirus from spreading.

Can I leave the house?

You should only leave the house for very limited purposes:

- Stay at home (Do not meet others, even friends or family)
- Arrange deliveries for food and medication
- Avoid contact with someone who is displaying symptoms of Coronavirus.

Frequently Asked Questions (FAQs)

What do I do if I need urgent medical care?

PLEASE REMEMBER

If you are unwell with a significant illness, such as finding a breast lump or developing chest pain you should still ask for help. Please don't ignore important symptoms.

HOWEVER

If you think your issue can safely be postponed for now, please don't call or attend the surgery, and let us get on with dealing with the impact of the Coronavirus. Thank you to all of our patients who have made this decision already.

We will:

- Aim to respond to any eConsult we receive within 2 working days
- Answer our telephones as quickly as we can with the staff that we have available
- Keep you safely at home and give you advice and treat you over the telephone, on a video call or via email/text wherever possible
- Only invite you to leave home for an appointment if there is no other choice
- Invite you to an appointment at a location that is the most appropriate for you based on how unwell you are and the assessment that you need.
- Ask you to travel to Whiteley, Jubilee or Highlands Surgery or another site for assessment
- Ask you to follow a set of instructions when you arrive at the location for your appointment e.g. wait in your car, wear a mask, take your temperature
- Sometimes have to tell you that we are unable to treat you in the way we would normally and instead we may ask you to self-care at home instead
- Aim to keep you regular medicines supplied and respond to your request within 5 working days

How can I help the GP surgeries?

To all patients; please help us to keep the surgeries open by following these seven steps;

- Do not enter the practice if you have a cough or a fever. If you need to enter the building, your temperature will be checked before you do so.
- If you are told to come to the surgery by a clinician, please listen to the instructions carefully as you may be asked to wait in the car or use a different entrance to protect yourself and others
- Download the NHS App via the App Store or Google Play to be able to order repeat prescriptions, look at test results, access the latest guidance and use the symptoms checker
- Limit all visits to the practice to when strictly necessary
- Register for electronic prescribing and inform your pharmacy that you wish to nominate them to process your medication
- Look out for your friends, family and neighbours especially if they are elderly, and adhere without fail to the guidance on self-isolation, social distancing and the national lockdown announced on the 23/03/2020

What if I get symptoms/what if my condition changes?

- If you have self-isolated because you have symptoms, **it's important to know that most people with COVID-19 are expected to experience only mild symptoms.**
- Do not call your GP practice. Follow the guidance laid out above and also seek medical advice and guidance via NHS111 online at <https://111.nhs.uk/>. If you have a medical emergency immediately dial 999.

I (or my child) have an urgent medical problem, BUT I don't have a cough or a fever, AND I don't think it is related to COVID-19. What do I do?

- Phone the practice in the usual way, the care navigator will add you to the Same Day Access Service telephone list for a call back from a doctor or a nurse
- Discuss your urgent problem with the doctor or nurse and they will give advice on the best way to get it solved for you. Bear in mind that we will be trying to complete as much of the assessment and treatment as possible without a face to face appointment, where it is safe to do so.

I (or my child) have a non-urgent medical issue, a medication issue, an administrative issue or any other problem

- For the foreseeable future be aware that our services are extremely strained, and that we will be prioritising urgent medical issues which will mean it will take longer to address non-urgent issues
- Consider whether your non-urgent issue can be postponed given the COVID-19 situation, but if not;
- We plan to solve as many of these issues as possible without you having to visit the practice
- Submit an eConsult (online) request for advice, found on our website at <http://www.jubileesurgery.co.uk> or at <http://jubileesurgery.webgp.com>
- If you do not have internet access, please ask a friend or family member to help you submit an eConsult
- If that is not possible, call the practice and one of our care navigators can help you submit an eConsult

What will happen to my eConsult?

- Your eConsult will be reviewed within two working days
- The outcome will depend on your problem but could include one or more of the following; advice via a text message, a prescription, a blood test, ECG or other investigation, a telephone consultation or a video call consultation
- You may be asked to come in for a face to face consultation IF this is appropriate AND you don't have a new cough or a fever

How do I get food or supplies or medication while self-isolating?

There are a number of organisations, charities, and volunteers that can help which are discussed later in this pack such as NHS volunteer responders. These volunteers can collect food supplies and medications and provide a non-contact delivery service to your home.

How do I get my repeat prescription if I'm self-isolating?

- Please note you DO NOT need to request your medications early. This will only put strain on our workforce as well as disrupting the medication supply chain.
- If you need to request a repeat prescription, please use the NHS app. This can be downloaded via the Apple App Store or Android Google Play Store. If you do not have internet access, you can place your repeat slip in the post box at your GP surgery or at your nominated pharmacy. Please note we do not accept prescription requests via the telephone.

How do I get test results?

Test results can be found on the NHS app.

What if I have other responsibilities, such as work and taking care of family?

Unfortunately, if you have COVID-19 - or are at higher risk of being infected - we must prioritise reducing the risk of transmitting the disease to others, particularly to people who may be more vulnerable such as older people or people with health conditions. During an outbreak, it is important that we all do everything we can to reduce the risk of further spread of the infection.

I have Carers or Nurses come into my home what do I do?

If you need a healthcare or care visit at home during this time, inform them that you are self-isolating in advance so that they can follow their local employers' guidance.