



## **IMPORTANT PATIENT NOTICE – (COVID-19)**

### **UPDATE 1 - 16/03/2020**

To date there have been 94 confirmed cases of the Novel Coronavirus (COVID-19) in Wales<sup>1</sup>. Therefore your co-operation and patience is appreciated whilst we make every effort to minimise the potential spread of COVID-19 and cope with unprecedented demand on our services.

As with many surgeries we now operate a “**telephone triage first**” appointment system. **Patients should not to attend the surgery without telephoning first and by instruction of a clinician.** This is the system which will be operated every day and we will endeavour to answer every call. Please be aware that there is no requirement to call first thing in the morning.

We have no pre-bookable appointments and have suspended online booking.

We will now only see patients when absolutely necessary (without COVID-19 symptoms) and this will include a small number of essential clinics. We have also suspended all routine work, which includes recalls for annual reviews, copies of records, form requests and medical reports.

Our priority is to maintain essential services by keeping the virus out of the surgery to protect patients and staff avoiding the need to close the surgery for cleaning.

Patients should consider ordering future medication via our online system <https://www.westquaymedicalcentre.co.uk/prescriptions> as this will reduce the need to attend.

If you are unable to order online you can post your repeat prescription directly to us. Please consider enclosing a pre-paid stamped addressed envelope as we will be able to post your prescription back to you reducing your need to attend.

Another option is to use the deposit box for repeat prescription requests located at the front entrance to West Quay and Rhoose. Please consider using these out-of-hours to limit any potential spread of COVID-19.

If a prescription needs to be collected as you are unwell, in a high risk group or have symptoms of COVID-19. Please contact your local pharmacy who may be able to collect and deliver future repeat prescriptions for you.

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<sup>1</sup> <https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/>

<https://www.wales.nhs.uk/ourservices/directory/cardiffvaleuniversityhealthboard/pharmacies>

Alternatively you can arrange for someone without symptoms to collect on your behalf, but please inform us of who this is will be. Please note we cannot hand prescriptions to children under the age of 16.

Help family, friends or neighbours who may be self-isolating or those having difficulty with shopping or collecting prescriptions - or who may just need a reassuring chat with someone.

**Keep up to date by checking our website and social media.**

- <https://westquaymedicalcentre.co.uk>
- <https://westquaymedicalcentre.co.uk/news--social>

**If you have a fever or a new continuous cough the advice now is to self-isolate for 7 days and follow Public Health Wales advice.**

- <https://phw.nhs.wales/>
- <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/self-isolation-advice/>

**The Practice will not be providing letters or sick notes to any patient who has been advised to, or has chosen to, self-isolate.**

**Remember to stop the spread of the virus:**

- **Self-isolate if you have symptoms or are feeling unwell.**
- **Wash your hands regularly with hot water and soap.**
- **Carry disposable tissues with you at all times.**
- **Catch coughs and sneezes in a tissue, and dispose of them immediately.**

Please be aware that the Practice team also have to follow Public Health Wales advice and may need to self-isolate, and in the event of schools closing staff may not be able to work. This will have an impact on our staffing levels and essential services we are able to provide. We really appreciate your co-operation and understanding.

We are aware that some patients have found these measures frustrating. Please understand that our staff are providing the best possible service given these unique circumstances.

Thank you

The GP Partners of West Quay Medical Centre