

Coronavirus (COVID-19) - latest info and advice



CORONAVIRUS
STAY HOME
PROTECT THE NHS
SAVE LIVES

[Find out what to do now](#) and [read guidance on businesses to close](#)

FEVER OR NEW COUGH? DON'T COME TO SURGERY

DO SELF ISOLATE

[READ MORE HERE](#)

This page is intended to keep our patients informed with the latest advice and guidance about coronavirus and will be updated regularly. **This page was last updated on March 30, 2020 - new updates are highlighted.**

WHAT'S ON THIS PAGE?

- [Summary of guidance \(for those in a hurry!\) ESSENTIAL](#)
- [Status updates ESSENTIAL](#)
- [What's going on?](#)
- [What is coronavirus?](#)
- [When to suspect coronavirus?](#)
- [What do I do if I suspect it?](#)
- [Scenarios - what to do?](#)
- [How do I prevent spread?](#)
- [Why can't I come in?](#)
- [Mythbusters](#)

- [Get more info](#)

SUMMARY OF GUIDANCE

SUSPECTED CORONAVIRUS

If you develop a **HIGH TEMPERATURE** or **NEW CONSTANT COUGH**

DO NOT book an appointment

DO NOT come to surgery

DO self-isolate for 7 days if live alone

DO keep the whole household at home for 14 days if you live with others

Find out what to do [if you are getting worse](#)

SOCIAL DISTANCING ADVICE FOR ALL

Everyone should take measures to reduce spread of coronavirus

AVOID contact with anyone with suspected coronavirus

AVOID non-essential use of public transport

WORK FROM HOME, where possible

AVOID large gatherings, and gatherings in smaller public spaces

AVOID gatherings with friends and family

DO NOT attend the surgery - use phone or online services

Everyone should follow these measures as much as practically and realistically possible.

The government **strongly advises** over 70s, or those with an underlying health condition (i.e., anyone who is eligible for a flu jab for clinical conditions including pregnancy) to follow the above

Wilson Street Surgery

- Telephone appointments
- Face to face reviews in car park BY CLINICIAN APPOINTMENT ONLY

Blood Tests

- Revive Centre Confirmed CLOSED
- Clinic F at London Road Community Hospital operating

Royal Derby Hospital

- Follow [this link](#) for up to date waiting times at Royal Derby Hospital ED
- [Latest information & status updates from Royal Derby Hospital regarding Coronavirus](#)

WHATS GOING ON?

CORONAVIRUS - SORRY, IT'S NOT 'BUSINESS AS USUAL'

The country is in a state of national lockdown

NHS has declared coronavirus a level 4 incident - the highest level of emergency preparedness planning

Prime Minister states the country is on 'war footing' and coronavirus is the 'worst public health crisis for a generation'

Sir Simon Stevens says coronavirus 'presents the NHS with arguably the greatest challenge it has faced since its creation'

National guidance has been issued to stop unnecessary face to face contacts in surgery

This is definitely NOT 'business as usual'; this is **'General Practice 2.0'**

GENERAL PRACTICE 2.0 IS NOW WORKING DIFFERENTLY

DO think before ringing your GP or any NHS services

DO NOT use NHS services unless absolutely necessary/urgent

DO NOT request sick notes, reports, holiday cancellation letters for coronavirus purposes from your GP

DO follow official self-isolation, social distancing and lockdown instructions

DO use online prescription ordering to order usual normal quantities of repeat medications

DO try self-care first and use online help like nhs.uk or 111 online

DO be patient with all staff – everyone is doing their bit and working flat out

TELEPHONE APPOINTMENT BOOKING ONLY

Wilson Street Surgery is following national guidance and is running telephone appointment only system.

We will be only accepting calls that are urgent and absolutely necessary.

This is essential to minimise social contact and ensure the safety of all of our patients and that of our staff.

WHAT IS CORONAVIRUS?

Novel coronavirus, officially named COVID-19 by WHO, is a new respiratory illness that has not previously been seen in humans and which was first identified in Wuhan City in China.

Coronaviruses as a group, are common across the world, and cause symptoms including fever and a cough that may progress to a severe pneumonia causing breathing difficulties.

19,522 patients in the UK have tested positive for coronavirus and 1,228 of these have died [March 29, 2020]. The risk level to the public was raised to high on March 12, 2020.

As of March 23, 2020, the country is in national lockdown.

If you are concerned you might have coronavirus, please do not come to the surgery. This is official government advice.

HOW DO I SUSPECT CORONAVIRUS?

**Please consider the
following two questions:**

Q1. Have you got a fever?

**A high temperature (37.8°C
or more if you have a
thermometer,
or if you feel hot to touch
on your chest or back if you
don't have a thermometer)**

**Q2. Have you developed a
new continuous cough?**

**A new cough you haven't
had before, or if you usually
cough, it has got worse, and
where you are coughing a
lot more than an hour, or 3
or more coughing episodes
in 24 hours**

**If you answered YES to
either Q1 or Q2, you might
have coronavirus.**

SUSPECTED CORONAVIRUS - WHAT DO I DO?

If you think you have or might have coronavirus:

DO NOT book an appointment

DO NOT come to surgery

DO self-isolate for 7 days if live alone

DO keep the whole household at home for 14 days if you live with others

DO follow the directions below

Find out what to do [if you are getting worse](#)

Please follow these directions:

- Do not book an appointment with us
- Do not come to the surgery

Please self-isolate to prevent potential spread:



What happens if someone in your family gets sick?



- Stay at home
- If you live alone, stay home for 7 days from when your symptoms started

- If you live with other people, keep everyone at home for 14 days starting from the day when the first person's symptoms started
- If anyone in your home gets symptoms, they should stay at home for 7 days from the day their symptoms start. Even if it means they're at home for longer than 14 days.
- Keep 2 metres away from others in your household
- Sleep alone if possible
- If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay whilst you self-isolate
- Do not use public transport or taxis
- Do not go to work, school or public places; this includes going out for a walk!
- Do not present yourself to any GP surgery or hospital without seeking advice first
- Follow this advice even if your symptoms are mild and you feel all right (remember this is for the benefit of others as well as yourself)
- You do not need to contact 111 to tell them you are staying at home
- [Use the 111 coronavirus service](#) if you develop symptoms or become unwell
- [Ring 111](#) if no online access but be prepared for a wait as it is very busy
- [Ring 999](#) if you become very poorly and inform them of your symptoms
- Ask friends, family or delivery services to carry out errands on your behalf
- Avoid having visitors at home but it is OK for friends, family or delivery drivers to drop off food at the door
- Follow all [precautions to prevent spread of infection](#)
- Follow [official advice for self-isolation](#)

Please do not come to the surgery

- Do not come to surgery even if you cannot get through to 111 or are waiting a long time for a callback
- See [Why can't I come to surgery?](#) below
- Not only might you be unhealthy for the surgery and others who may be there, the surgery might be an unhealthy place for you

SCENARIOS & FAQs - WHAT TO DO IN SPECIFIC SITUATIONS

This continues to be an emerging situation so here we apply current guidance and general medical advice to some scenarios that patients may come across

- [Why can't I book?](#)
- [What's to stop me lying to get seen?](#)
- [But I want checking out!](#)
- [Can't I just walk in?](#)
- [Some things can be dealt by phone!](#)
- [What about online booking?](#)
- [What about my smear test?](#)
- [What about baby immuinisations?](#)
- [What about my pre-booked appointment?](#)
- [How do I get prescriptions?](#)
- [What about my condition review?](#)
- [My hospital appointment got cancelled! Do something!](#)
- [Can I drop off or collect forms?](#)
- [Won't A+E be busier?](#)
- [Isn't it just the flu? Why all the fuss?](#)
- [How long will this last?](#)
- [Where can I find out more?](#)
- [I've developed viral symptoms](#)
- [Am I vulnerable for coronavirus?](#)
- [I've received a text about shielding](#)
- [I want a test for coronavirus!](#)

- [How do I treat coronavirus?](#)
- [I'm getting worse](#)
- [What happens after 7 days?](#)
- [I'm not going to self-isolate](#)
- [I need a sick note](#)
- [I need a GP letter](#)
- [I'm worried about coronavirus](#)
- [Where can I volunteer to help?](#)
- [I've had contact with a confirmed case](#)
- [I've come from an affected country](#)
- [I've had contact with a possible case or a traveler](#)
- [111 advised that I see the GP](#)
- [111 advised that I ring the GP](#)

Why can't we book a face-to-face appointment anymore?

Due to the current outbreak, government advice is now that all surgeries should conduct telephone or online consultations wherever possible to try and reduce the transmission of coronavirus. Having lots of sick or vulnerable patients sat in the waiting room will increase the risk of transmission and put those whom are most vulnerable at higher risk. For this reason, you are not currently able to book in for a face-to-face appointment.

Most problems we deal with in General Practice are mild self-limiting illnesses or problems that could be safely managed with self-care or telephone advice. Please do not come to surgery to try and book an appointment or if you are unwell. All requests for GP or nurse appointments must be phoned through to reception.

You will be asked several screening questions by reception to determine the correct pathway for your problem. This may mean that you are advised to contact another service, for example, 111 or to self-isolate and look after yourself at home. Please be assured we are following correct safety procedures to ensure that you all receive the best and most appropriate care possible in the current climate.

What's to stop me lying about my symptoms to get an appointment?

We know this has happened in other practices round the country, however, please be aware that by being dishonest about your symptoms, for instance, denying that you have a temperature or a cough, not only are you putting our clinicians and our staff at undue risk, but you are now also breaking the law.

Under new emergency legislation, *The Health Protection (Coronavirus) Regulations 2020*, it is now an offence to provide false or misleading information intentionally or recklessly to any person carrying out a function under these Regulations. Additionally, under the same regulations, the Police will have the power to detain people infected or possibly infected with coronavirus.

Furthermore, we would consider that lying to our staff constitutes a breakdown of the trust which is essential to have a positive relationship between care-giver and patient, and we may ask you to leave the practice.

These measures have been put in place to protect everyone and therefore we ask that you be responsible and think of not only yourself, but that of others who may come into contact with you.

But I might have coronavirus and just want checking out!

There is no specific treatment for coronavirus, as it is a virus, and antibiotics do not help. We cannot 'check you' to tell you if it definitely is coronavirus or not and we do not have any access to testing.

If you have a fever or new cough, then you should [self-isolate](#) as defined above.

Your GP cannot 'check you' to tell you if it definitely is coronavirus or not and your GP does not have any access to testing.

Given significant community spread of coronavirus, you might well have it if you develop the above symptoms. It is therefore very important that you self-isolate to prevent further spread of infection. This is to protect yourself and others. **Please do not come to surgery.**

There is no specific treatment for coronavirus, antibiotics do not help.

Find out what to do [if you are getting worse](#)

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

Can't I just walk in and get an appointment at the front desk?

Because coronavirus is now spreading quickly in the community, we have to assume that literally anybody could have the infection, whether they know it or not, unless we screen them by telephone first. If you just walk in, we would not have had the opportunity to do this screening, and therefore you could be putting yourself and others at risk.

Therefore, we do not recommend you just walk in to the building and if you do, we will advise you to leave immediately. We will be unable to deal with your situation at the front desk. If you are looking for medical advice, we ask that you return home and call us by phone.

We know this represents a drastic change to what you might be used to, and a change from usual behaviour of trying to get a precious face-to-face appointment, but it is necessary in order to protect everyone from coronavirus infection. So, please, don't walk in, always ring us first.

Some things can't be dealt with by telephone though

This is correct. There is a small proportion of problems that cannot be dealt with effectively by telephone. In these situations, the GP will assess the problem over the phone first and if necessary, we may suggest a video consultation as an alternative if we feel it would be helpful.

In very few circumstances we may still feel we need to see you face-to-face and we will then book you an appointment to come to the surgery. These face-to-face appointments will only be offered if we feel the patient may come to significant harm by not being seen promptly and if we feel there is something we may be able to offer face-to-face that would alter the course of the illness, e.g., suspected cancer.

For all other routine or longer standing problems we will advise that you will have to wait until the current outbreak is under control and systems return to normal. Although we appreciate this can be frustrating to wait we need to be clear that during the current pandemic, the NHS has declared coronavirus a level 4 incident - the highest level of emergency preparedness planning, therefore it is not able to operate 'business as usual' and things you may have previously been to see a GP about promptly may have to wait or be managed remotely.

What about online booking for appointments then?

Because we are unable to screen you for infection by telephone if you book an online appointment, we have followed national guidance to suspend online booking. If you feel you need to see us, we advise that you ring and we can try and help.

NURSE CLINICS

Our nurse clinics are still running for:

- Smears
- Childhood immunisations
- Nebido, prostep, sustanon and zoladex injections
- Depo contraception
- Removal of sutures/clips

Other nurse clinics have been suspended. These include:

- BP checks – consider getting your own monitor from a pharmacy
- Chronic disease checks – if necessary will be done via the telephone
- B12 injections – over-the-counter oral supplements can be used to bridge the gap
- Travel vaccinations
- Contraception / pill checks NOT including depo – over the phone
- Lung function tests – will add to a waiting list
- Ear syringing – will add to a waiting list
- Swabs not requested specifically by a GP – should be discussed over the phone first

A nurse appointment may be given for other reasons by a GP when telephoning you.

What about my smear test?

Many services our nursing staff offer can also realistically be postponed or wait until the current pandemic is over without significant adverse consequences to your health.

In terms of smear tests, it is important to remember that this is a screening test only, which is routinely done every 3-5 years. A delay in having your smear test is very unlikely to cause you any adverse outcomes. Smears are delayed routinely in other circumstances such as during pregnancy, so please do not panic.

If you have recently had an abnormal smear or previous treatment for abnormalities to your cervix you may have smears every 6-12 months and for this subgroup of women we will continue to do your smears during the pandemic, as we feel adverse effects from delaying smears in this situation would be higher.

Again, although some of the services you have been used to having will now be temporarily stopped and you may feel frustrated by this, please rest assured we have made these decisions based on safety.

What about my baby's immunisations?

Some nursing procedures are still being carried out, such as baby imms.

Will my pre-booked face-to-face appointment still go ahead?

All face-to-face appointments previously booked are in the process of being cancelled. Reception are contacting all affected patients in this situation to inform them of this and what will happen next.

For most people these appointments will be suitable to be rearranged once the current pandemic is over and we ask that you contact us at that time to rearrange if still necessary.

If you feel that your problem cannot possibly wait until the pandemic is over, then please tell reception and they will change your existing appointment to a telephone appointment. Please be responsible and only request this if your problem genuinely cannot wait.

How do we get prescriptions?

Repeat prescriptions are still available through the Medicines Order Line on 0115 855 0260 or online.

Where possible we aim to send all prescriptions electronically to the chemist to avoid the need for you to come to reception. We therefore kindly request that you choose a nominated pharmacy where you will be able to collect your medications directly.

To order your prescriptions online, without the need for dropping off your prescription slip at the surgery, [you need to apply for online access for prescriptions](#).

What about my medication or long-term condition review?

In accordance with national guidance, we are postponing all routine face-to-face work. This includes reviews of medication, long-term condition reviews, NHS health checks, baby checks, blood/drug monitoring amongst other things. This doesn't necessarily mean we won't do any of these ever. We can certainly do some essential reviews over the telephone, or send blood test forms and the like, if there is a clinical need, or if harm would result due to any further delay, but we will not do a review merely because it is overdue.

We do realise this may be difficult to understand, but given the situation, GPs will need to concentrate on managing increasing demand from acute on-the-day cases, and the surgery is highly likely going to become a very unhealthy place to be in the near future, and we do not want vulnerable patients, such as those with underlying conditions, or babies, sat in our waiting room and being at risk of infection. Therefore, please bear with us during this time.

My Hospital appointment got cancelled! Do something!

Unfortunately it is becoming necessary for hospitals to cancel as much non-urgent work as possible to concentrate on the coronavirus response. Non-urgent surgery is being cancelled to free up ventilators to treat critically ill patients. Hospital appointments will be either done by telephone or postponed.

While we appreciate the difficulty this leaves patients in, it is completely outside of our control. We cannot take over managing conditions which would normally be managed by a specialist, which we would not normally do if this crisis was not occurring. We will liaise with specialists wherever possible to get advice.

If your problem is of an urgent nature, we will of course seek specialist advice promptly.

Can we still drop off or collect forms from reception?

To avoid contact, we are emailing all forms to patients to print at home. Those without access to a printer can have forms posted to them, but please note to save our staff time we will only post forms if there is absolutely no way you can access a printer and showing the document on a Smartphone is not adequate.

If you need to drop a form off, please post it through our letterbox. For reasons of infection control these are not processed for 24h

To aid us in this, you could consider [updating your email details online](#)

Won't stopping face-to-face appointments just mean more people attend A+E?

People should only attend A+E with a genuine emergency or accident that cannot be managed safely at home. GP practices are not the only places having to change processes and stop routine work.

The whole of the NHS is gearing up to be able to manage this pandemic and for this reason we would strongly request everyone's cooperation and consideration when using ANY NHS service to ensure that help can be given to those most in need. Please be responsible.

Isn't it just the flu? Why the big fuss?

Hmmm, where have you been these last few months?

Coronavirus is definitely NOT just the flu. There are two key issues:

- In a significant proportion of people affected, it causes severe illness, and these patients will then require intensive care.
- No-one in the UK has had this virus before, there is no 'herd immunity' so a large number (likely more than half) are likely to get it, and because it is highly infectious, this may happen very rapidly meaning there are a large number unwell at the same time.

So, there is then a risk that even advanced healthcare systems are overwhelmed by lots of very sick people all at the same time.

The following links might be useful:

- [RENTY: Covid-19 is not like the flu](#)
- [TWITTER: I think most people aren't aware of the risk of systemic healthcare failure](#)
- [MEDIUM: Forget about mortality rate, this is why you should be worried about coronavirus](#)
- [TWITTER: I may be repeating myself, but I want to fight this sense of security that I see outside of the epicenters, as if nothing was going to happen "here"](#)
- [FLATTENTHECURVE: practical things you can do to help](#)

How long will things be like this for?

No-one knows how long the current pandemic will be around for. Experts expect it to be at least several months as a minimum and probably into the summer and beyond. It is clear things will get significantly worse before things start to get better so we ask for your cooperation and consideration at this very challenging time for all. We will keep you informed as and when things change but for now the current changes to our practice are indefinite.

Where can I find out more?

Given the rapidly changing situation we all find ourselves in, any paper information leaflets you have may go out of date fairly quickly.

Therefore, if you have online access, we encourage you to check our website

<https://www.wilsonstreetsurgery.co.uk/>

We may also send you texts now and again to keep you updated of any further changes to systems, in order that we may keep you safe and maintain the safety of our staff and clinicians. We actively encourage you to let us have your mobile number so that we can update our records and add you to the list to receive important text messages from us.

In time, our intention is to post additional advice for patients to manage their own conditions so that they know when they can self-care and when they need to contact us for further advice.

I've developed viral symptoms or flu

If you have a fever or new cough, then you should [self-isolate](#) as defined above.

If you do develop viral symptoms, you could have a viral illness like flu, a flu-like illness or coronavirus.

You do not automatically need to call or see a GP just because you have a viral illness.

There is no specific cure for viral illnesses like flu, or for coronavirus for that matter. Any treatment aims to relieve symptoms only, which for a viral illness includes rest, paracetamol and plenty of fluids - please follow [NHS advice](#) .

Find out what to do [if you are getting worse](#)

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

Am I classed as vulnerable for coronavirus?

In general, those more vulnerable to complications on contracting coronavirus are those patients who are over 70, have underlying long-term conditions, or pregnant women.

If you are eligible to have a [flu jab on medical grounds](#) each year, then you are likely more vulnerable.

Whatever medical condition you have, the best way to remain well is to avoid catching it in the first place.

Follow [precautions to prevent spread of infection](#) in general.

[Five things you can do to protect yourself and your community](#)

[Practical things you can do to help flatten the curve](#)

Read [official advice on social distancing and protecting vulnerable groups](#) .

I've received a text about shielding

Shielding is a measure to protect people who are clinically extremely vulnerable by minimising all interaction with others in order to keep them safe.

The NHS is directly contacting those patients who are classed as being at very high risk of severe illness requiring admission to hospital if they were to contract coronavirus.

We have also been asked to contact any additional patients that may fall into this category that may not have been found using existing NHS data.

We have been advised not to run any searches until we receive official guidance on how such patients should be searched for and identified. If you fall into this group, you will be notified automatically; please do not contact us beforehand as we will not be able to confirm your case one way or another until we receive official guidance.

UPDATE March 30, 2020: we have not yet received official guidance on how the searches should be run.

If we identify you as one such patient, we will advise you to stay at home at all times, and avoid any face-to-face contact for at least 12 weeks.

Read [official guidance on shielding and protecting extremely vulnerable patients](#) .

Follow [precautions to prevent spread of infection](#) in general.

[Five things you can do to protect yourself and your community](#)

Read [official advice on social distancing and protecting vulnerable groups](#) .

I want a test for coronavirus!

If you have a fever or new cough, then you should [self-isolate](#) as defined above.

Given significant community spread of coronavirus, you might well have it if you develop the above symptoms, but unfortunately you will not qualify for testing.

Testing is only being carried out on those sick enough to be admitted to hospital and at certain locations around the UK as part of surveillance.

Your GP cannot test you - we do not have any access to any testing and [there is no way of telling even if we see you](#).

Even healthcare workers who are sick, and self-isolating, do not have access to testing to rule out coronavirus and to enable them to return to work earlier.

And healthcare workers who are well, and self-isolating (due to a household member) do not have access to testing to enable them to return to work earlier.

As far as we know, you can only get testing on demand if you are a politician, a footballer, a royal, or a celebrity.

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

How do I treat my coronavirus infection?

You should be following directions for [self-isolating](#) as described above.

If you are a confirmed case of coronavirus, you might be transferred to and cared for in a specialist centre, or if your symptoms are mild, you might be advised to self-isolate at home, either by Public Health or 111.

You may have fever, cough or breathlessness or general viral symptoms or only mild or even no symptoms.

There is no specific cure for coronavirus. Any treatment aims to relieve symptoms only, which for a viral illness includes rest, paracetamol and plenty of fluids - please follow [NHS advice](#) .

There is no vaccine yet available.

Find out what to do [if you are getting worse](#)

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

[ring 111](#) if you develop further symptoms or become unwell.

I'm self-isolating but getting worse

[Use the 111 coronavirus service](#) (or [ring 111](#) if no online access):

- If you feel you cannot cope with your symptoms at home

- If your condition gets worse
- If your symptoms do not get better after 7 days

Example of getting worse might be:

- You become so short of breath that you cannot climb stairs
- You cannot finish speaking a sentence
- You have stopped doing all the things you usually do

[Ring 999](#) if you are very poorly, and inform them of your symptoms and that you are self-isolating.

Need more advice?

Anybody can [use the 111 coronavirus service](#) to find out what to do next. **Please do not come to surgery.**

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

I'm self-isolating as advised, what happens at the end?

You should be following directions for [self-isolating](#) as described above.

After 7 days, if you feel better and no longer have a high temperature, you can return to normal activity.

If you still have a high temperature, continue to [self-isolate](#) until your temperature returns to normal.

You may still have a cough for some weeks after, this is normal. It does not mean you have to stay at home for more than 7 days.

If you do not get any better, continue to [self-isolate](#) and [use the 111 coronavirus service](#) . **Please do not come to surgery.**

Need more advice?

Anybody can [use the 111 coronavirus service](#) to find out what to do next. **Please do not come to surgery.**

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

I'm not going to self-isolate, I feel fine

If you have a fever or new cough, then you should [self-isolate](#) as described above.

Whilst in yourself, you might feel not too bad, and wonder what the fuss is about, **a significant proportion of those who get coronavirus will have severe disease and a good number will need intensive or critical care.**

It is therefore vital to self-isolate so that you do not spread infection to others in the community, some of whom may be vulnerable:

- Your family, including grandparents
- Your friends
- Your work colleagues
- The elderly
- Pregnant women
- Those with long-term medical conditions

Self-isolation means exactly that, you must not leave your home. **Please do not come to surgery.**

Patients should be aware that under new [emergency legislation](#) the Police have the power to detain people infected or possibly infected with coronavirus.

Need more advice?

Anybody can [use the 111 coronavirus service](#) to find out what to do next. **Please do not come to surgery.**

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

I'm self-isolating so I need a sick note

In a situation such as this, self-isolation would be advised officially by 111 or Public Health for contact with a confirmed case, or a suspected case, or whilst awaiting results of a coronavirus test.

By law, a doctor's fit note (sick note or MED 3) is not required for the first 7 days of sickness absence.

After 7 days, a doctor's note may be required - it is actually for the employer to determine what evidence is required, if any, which may or may not be a doctor's note.

The government strongly suggests that employers use their discretion around the need for medical evidence for a period of absence where an employee is advised to self-isolate in accordance with Public Health advice being issued by the government.

This means that a **doctor's note will not necessarily be required**. Please [download this information sheet](#) .

NEW Use the new [NHS 111 isolation note service](#) .

Emergency legislation is being brought in to allow employees to claim statutory sick pay from the first day off work in order to help contain coronavirus.

Please note, if you are not following any official 111 or Public Health guidance to self-isolate, but you have made the decision yourself to do so, you are not entitled to a doctor's note at all in this situation.

Check [official guidance for employees](#) .

Check [official guidance for employers and businesses](#) .

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

I need a GP letter because I've decided not to go on holiday now

If you have changed your mind and decided not to go on holiday, **you do not need a letter from the GP.**

Insurers and travel companies should be basing their decisions to offer refunds on advice from the Foreign and Commonwealth Office and Public Health England, not letters from GPs. *Professor Martin Marshall, chair of the Royal College of GPs*

Check [official foreign travel advice regarding coronavirus](#) and [official foreign travel advice by country](#) .

Please do not book an appointment to request such a letter from us.

I'm well, but worried about coronavirus

The risk level in the UK has been raised to high.

If you are well, the best way to remain well is to avoid catching it in the first place.

This advice applies whatever medical condition you have.

Follow [precautions to prevent spread of infection](#) in general.

[Five things you can do to protect yourself and your community](#)

[Practical things you can do to help flatten the curve](#)

Keep up with updates on coronavirus with the [links below](#) or follow this page. We will try to keep this page regularly updated with the changing guidance, as long as we've not been taken out by someone infecting us.

We will aim to keep this page regularly updated with the changing guidance, as long as we've not been taken out by someone infecting us, so **please do not come to surgery** if you have it.

Where can I volunteer to help in the efforts against coronavirus?

Your NHS needs you!

NHS Volunteer Responders has been set up to support the NHS during the coronavirus outbreak. To do this the NHS needs an 'army' of volunteers who can support the 1.5m people in England who are at most risk from the virus to stay well.

[Find out more about NHS Volunteer Responders](#) .

See also [Covid-19 Mutual Aid UK](#) which co-ordinates neighbourly initiatives and has lists of local groups in your area.

I've had contact with a confirmed case

This is no longer part of case definition.

If you have a fever or new cough, then you should [self-isolate](#) as defined above.

Need more advice?

Anybody can [use the 111 coronavirus service](#) to find out what to do next. **Please do not come to surgery.**

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

I've just come from an affected country

This is no longer part of case definition.

If you have a fever or new cough, then you should [self-isolate](#) as defined above.

Need more advice?

Anybody can [use the 111 coronavirus service](#) to find out what to do next. **Please do not come to surgery.**

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

I've had contact with a possible case or a traveler

This is no longer part of case definition.

If you have a fever or new cough, then you should [self-isolate](#) as defined above.

Need more advice?

Anybody can [use the 111 coronavirus service](#) to find out what to do next. **Please do not come to surgery.**

Follow [official advice for self-isolation](#) .

Follow [precautions to prevent spread of infection](#).

See [Why can't I come to surgery?](#) below.

111 have told me to see you for assessment

There are repeated reports of 111 incorrectly advising patients with [suspected coronavirus](#) to see their GP for assessment for coronavirus.

It is the responsibility of 111 to assess risk and advise on and arrange appropriate transfer for formal assessment as necessary. GPs are not to be involved in any face-to-face assessment of suspected cases.

Please [ring 111](#) back and seek further clarification and guidance. Ask to speak to a senior clinical advisor. **Please do not book an appointment, please do not come to surgery**

Alternatively, you can [use the 111 coronavirus service](#) .

If you continue to have difficulty, please contact the local PHE department: PHE East Midlands Health Protection Team - 0344 2254 524 option 1. Find your local [health protection team](#) .

See [Why can't I come to surgery?](#) below.

111 have told me to ring you for testing

There are repeated reports of 111 incorrectly advising patients with [suspected coronavirus](#) to ring their GP to arrange testing.

It is the responsibility of 111 to liaise with Public Health England (PHE) directly to arrange testing.

GPs are not involved in testing of suspected cases, and we have no access to results of coronavirus testing - please do not ring us for results.

Please [ring 111](#) back and seek further clarification and guidance. Ask to speak to a senior clinical advisor. **Please do not book an appointment, please do not come to surgery**

Alternatively, you can [use the 111 coronavirus service](#) .

If you continue to have difficulty, please contact the local PHE department: PHE East Midlands Health Protection Team - 0344 2254 524 option 1. Find your local [health protection team](#) .

See [Why can't I come to surgery?](#) below.

HOW DO I PREVENT SPREAD?

The best way to prevent infection is to avoid being exposed to the virus

Most of the following is good practice for everyone, to reduce infection risk in general

- Wash your hands frequently with soap and water for at least 20 seconds each time or use an alcohol-based hand gel if your hands are not visibly dirty - [download a poster on handwashing](#)
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are sick
- Maintain at least 2 metre (6 feet) distance between yourself and other people
- Catch it, Bin it, Kill it - cover your cough or sneeze with a tissue (or your flexed elbow), then throw the tissue in a bin
- Clean and disinfect regularly touched objects and surfaces at home and work
- If you feel unwell, stay at home, do not attend work or school
- Do not go to the surgery, hospital or any other healthcare place without seeking advice first

WHY CAN'T I COME TO SURGERY?

WE ARE NOT EQUIPPED TO HANDLE CORONAVIRUS

Coronavirus is classed as an 'airborne high consequence infectious disease'.

On January 30, 2020, the British government raised the risk level to moderate.

On January 31, 2020, WHO declared coronavirus as a 'public health emergency of international concern'.

On February 10, 2020, the British government declared coronavirus a 'serious and imminent threat to public health'.

On March 3, 2020, NHS England declared coronavirus a level 4 incident - the highest level of emergency preparedness planning.

On March 11, 2020, WHO declared the coronavirus outbreak a pandemic.

On March 12, 2020, the British government raised the risk level to high and described the outbreak as the 'worst public health crisis for a generation'.

By turning up at surgery, you risk the surgery being placed into a state of lockdown and you will be putting yourself and others at risk. This cannot be stressed enough!

PLEASE DO NOT BOOK AN APPOINTMENT WITH US.

PLEASE DO NOT COME TO SURGERY.

PLEASE [USE THE 111 CORONAVIRUS SERVICE](#) (OR [RING 111](#) if no online access).

MYTHBUSTERS!

- Can I get coronavirus from a Chinese takeaway? **NO, YOU CAN'T**
 - The food is cooked in a Chinese style, with ingredients that will not be from China!
- Can I get coronavirus from a parcel from China? **NO, YOU CAN'T**
 - Coronaviruses do not survive long on objects, such as letters or packages
- Can I get coronavirus from walking past a random Chinese person? **NO, YOU CAN'T**
 - Please read above about [how to suspect coronavirus](#) - you are actually more likely to catch it from anybody now that community transmission is widespread
- A Chinese person wearing a mask means that they have coronavirus? **NO, IT DOESN'T**
 - Wearing of masks is largely cultural in Asia and also arises from concerns regarding pollution and avoiding spread of germs in general (NB: we all have our own germs!)

- Can pets catch and spread coronavirus? **NO, THEY CAN'T**
 - There is no evidence of such transmission but it is sensible to wash your hands after handling pets
- Will wearing masks stop you from catching coronavirus? **NO, THEY WON'T**
 - If you are healthy, you only need to wear a mask if you are taking care of a person with suspected coronavirus infection. Masks can be helpful if you are coughing or sneezing (to avoid infecting others). If you wear a mask, it must be changed when damp from breathing, usually after 20-30 minutes
- Does the death rate of 1-2% mean that coronavirus is less deadly than other outbreaks like SARS? **NO, IT DOESN'T**
 - As it is a new virus, it is too early to tell what will happen, as the virus might mutate into a more deadly form as it spreads, hence why precautions are being taken worldwide to prevent further spread
- What's the fuss about? Isn't coronavirus just like 'normal' flu? **NO, IT ISN'T**
 - Yes, we know flu kills hundreds of thousands of people every year, so it is inevitable that comparisons will be made, perspective will be called for and natural downplaying of the potential severity of coronavirus will occur, even amongst experienced health professionals; however, this is an emerging condition and not to be casually dismissed; what is known so far, even in these earliest stages is that it appears coronavirus is highly contagious; spread even through normal tidal breathing; infected persons are infectious well before symptoms, even as early as 12-24 hours after infection; incubation periods are long, overall this means infected people are up and mobile and pose much higher risk to others leading to widespread infection; has an official death rate of 3.4% according to WHO, which is about 35-70 times higher than flu (0.05-0.1%); whilst reassuringly 80% have mild illness, a significant 20% are critically ill needing intensive care, patients are ill for a longer time, 3 to 4 weeks or more, and appear to recover then can deteriorate later on in their illness due to multiple organ failure; it affects young healthy people too; there is currently no vaccine; all of humanity has no immunity; given all of this it is therefore vital that coronavirus be contained to avoid huge numbers of fatalities due to already overstretched health services being completely overwhelmed, so no, it's not just normal flu - [more here](#)
- Do antibiotics work against coronavirus? **NO, THEY DON'T**
 - Antibiotics only work against bacteria

- Do herbal remedies work against coronavirus? **NO, THEY DON'T**
 - There is no evidence that any such treatments work - there is no current treatment or vaccine for coronavirus
- Does coronavirus come from Corona™ beer? **NO, IT DOESN'T**
 - It has nothing to do with coronavirus at all, but drinking too much of it can also harm you

WHERE CAN I GET MORE INFO?

Scan these codes with your phone camera (or just click them) for quick access to info



coronavirus advice

GOV.UK latest info
GOV.UK all
primary care
guidance



111 online
coronavirus

NHS:

You might find these pages helpful:

Official advice for the public

- [NHS: Coronavirus](#)
- [NHS: 111 online coronavirus service](#) 111.nhs.uk/covid-19
- [NHS: Volunteer Responders](#) **NEW**

- [NHS: Handwashing poster](#)
- [GOV.UK: Full guidance on staying at home and away from others](#) **NEW**
- [GOV.UK: Coronavirus latest info and advice \(including figures\)](#)
- [GOV.UK: Coronavirus tracker](#)
- [GOV.UK: Advice for self-isolation](#)
- [GOV.UK: Advice for social distancing and protectng the vulnerable](#) **NEW**
- [GOV.UK: Further businesses and premises to close](#) **NEW**
- [GOV.UK: Shielding and protecting extremely vulnerable patients](#) **NEW**
- [GOV.UK: Guidance for employees](#) **NEW**
- [GOV.UK: Guidance for schools](#)
- [GOV.UK: Guidance on keyworkers with schools closing](#) **NEW**
- [GOV.UK: Guidance for care homes](#)
- [PHE: 5 things you can do to protect yourself and your community](#)
- [GOV.UK: Guidance for employers and businesses](#)
- [WHO: Coronavirus advice for public](#)

Interesting reading

- [FLATTENTHECURVE: Practical things you can do to help](#)
- [GUARDIAN: Just eight out of 1,600 doctors in poll say NHS is ready](#)
- [GUARDIAN: I'm an ICU doctor. The NHS isn't ready for the coronavirus crisis](#)
- [MEDIUM: Forget about mortality rate, this is why you should be worried about coronavirus](#)
- [RENTY: Covid-19 is not like the flu](#)
- [TWITTER: I may be repeating myself, but I want to fight this sense of security that I see outside of the epicenters, as if nothing was going to happen "here" - condensed translation](#)
- [TWITTER: I think most people aren't aware of the risk of systemic healthcare failure](#)
- [TWITTER: Will the government do everything it takes to protect GPs and their staff from patients at their daily surgeries for sick people?](#)
- [TWITTER: Unlike all other countries, the UK strategy aims to build herd immunity by allowing the steady spread of COVID19](#)
- [WORLDOMETER: Age, Sex, Existing Conditions of COVID-19 Cases and Deaths](#)



17th March 2020

Re: Coronavirus and Requests for Doctor's Notes (Med3)

Dear Patient

You have requested a Doctor's Sick Note from your GP in relation to being off work. The Government's rules around issuing a sick note (Med3) are that a medical professional can only issue a Med3 when an individual has had more than seven continuous calendar days off sick due to an illness (including weekends).

For any period of illness less than seven days, you are able to complete a self-certification certificate and provide this to your employer. In the unlikely event that your employer does not accept a self-certification then your doctor may be able to issue a private sick note for which you may get charged.

In light of the current Coronavirus situation, it is inevitable that a number of employees may be required to quarantine themselves at home, for example due to the nature of recent travel, or because other members of the household are showing symptoms even in the absence of any symptoms of an illness in the employee. In these cases, your GP will not be able to issue a sick note as the time off work is not due to an illness, and isn't affecting your ability to work, but rather is a precaution to avoid transmission of any illness that is yet to produce symptoms.

We therefore expect your employer to be sympathetic if you are required to self-isolate for 14 days and to understand that the reason for this is to protect the welfare of your work colleagues and the wider community. We understand that you may also be able to contact NHS 111 to request confirmation of the suspected Coronavirus diagnosis, to show to your employer if needed.

Whilst we appreciate this may cause some difficulties between you and your employer, equally GPs have a responsibility to prioritise the assessment and management of the healthcare needs of patients who are acutely unwell, rather than spending time dealing with requests for sick notes, particularly when they aren't in a position to issue one.

Also, for children taking time off school, there is no NHS requirement for GPs to provide letters to the school to confirm this. As I am sure you will appreciate, with the rapidly evolving Coronavirus situation, and the already existing pressures on GPs to meet the day to day demands from ill patients, the practice is unable to accommodate a school request for a GP letter. We hope that schools will work with parents to ensure any time off is appropriately recorded, obviating the need for a doctor's note.

This briefing has been written for and on behalf of your GP surgery, so please accept this as a reply to your request for a sick note/letter from the surgery.

Yours sincerely

Dr Kathryn Markus
Chief Executive, Derby and Derbyshire Local Medical Committee



duced with permission of Ivy Grove Surgery and revised by Dr L Higgs @ Wilson Street Surgery.
al content by Dr R Greer & by Dr M Wong © Ivy Grove Surgery.

YRIGHT NOTICE

age is © Ivy Grove Surgery and may not be reproduced without permission. Practices wishing to use any o
ation on this page should get in touch first
