



CAR PARKING

Please We would like to inform all patients that a camera controlled system is in place to manage the car park. All patient's must enter their full, correct vehicle registration at the terminal at our reception desk.

Patients are entitled to 2 hours free parking, for extra parking time you are required to see one of our receptionists. Half or forgotten registration vehicle plates are not accepted, please make sure that you know your vehicle registration number.

IMPORTANT NOTICE ABOUT BOOKING APPOINTMENTS (FACE-TO-FACE, ONLINE AND PHONE BOOKINGS) - CORONAVIRUS

Please do not book a GP appointment or attend L.L. Medical Care Ltd if;

- You've visited or travelled through mainland Cambodia, China, Hong kong, Italy - Only Northern Italy (anywhere North of Pisa, Florence and Rimini), Japan, Laos, Macau, Malaysia, Myanmar (Burma), Singapore, South Korea, Tenerife - only the H10 Costa Adeje Palace Hotel, Taiwan, Thailand, Vietnam
- You have symptoms of cough, fever or difficulty in breathing within 14 days of returning
- You have symptoms of cough, fever or difficulty in breathing after being in contact with someone with a confirmed case of Coronavirus

Patient's who feel that they may have Coronavirus or may have come into contact with someone who has, the NHS 111 has created Coronavirus pages to inform patient's on what to do based on the above. [These can be accessed at https://111.nhs.uk/service/covid-19.](https://111.nhs.uk/service/covid-19)

Although the practice no longer offers travel immunisations, a document has been produced to provide travellers to and from the UK on the latest developments of the Coronavirus.

Due to the increase in Coronavirus, all patient appointments will now be telephone based triaged where the GP will contact you to access and advise. Alternatively use the eConsult service which we will respond back to you. Any patients who are exhibiting symptoms of the Coronavirus will not be seen and advised to visit the website above.

STATEMENT OF FITNESS FOR WORK - 'SICK NOTE'

Patient's would normally apply for a "Sick Note" by booking an appointment with their doctor, however due to the Coronavirus outbreak, the practice is unable to issue "sick Notes" to COVID-19 patient's and for those patient's who have been advised to self-isolate. Patient's who have been advised to self-isolate for COVID-19 will soon be able to obtain an alternative to the Sick Note" to cover this by contacting NHS 111, rather than booking an appointment with a doctor. Patient's are only seen through a triaged process. any patient's that are exhibiting COVID-19 symptoms (coughs, shortness of breath, fever) will not be seen by a GP. Please see the links below for more information;

- [DirectGov website](#)
- [Fit Note Guidance for patient's](#)
- [Support for those affected by COVID-19](#)
- [COVID-19 Medical Certificate Guidance](#)

IMPORTANT NOTICE ABOUT REPEAT PRESCRIPTIONS - CORONAVIRUS

Due to the Coronavirus pandemic, all patient's are advised to contact the practice and provide the details of the pharmacy in which they would like to collect their prescriptions. Rather than requiring a prescriber to authorise prescriptions by hand, electronic repeat dispensing (ERD) allows a batch of repeat prescriptions to be handled at one time.

The prescription sign off period is still 5 working days, however there may be some delay to the Coronavirus guidelines that have been set by our Prime Minister on Monday 23rd March 2020, to ease the burden on the hard working NHS staff working during the current pandemic.

The NHS is also advising patient's who have been exposed to the to Coronavirus to self-isolate, which will require these patient's to find alternative means in which to collect their prescriptions. Please ask a friend or family relative to collect them on your behalf, paying extra care in the delivery of all medications as not to to them to get exposed.

Some pharmacist's may provide a home delivery service, please see our list of pharmacies and contact them if this is so.

CARER'S SUPPORT

Carer's are adult and young individuals who help to support those in need (friend, relatives, those who have mental issues or need that extra bit of care).

The following are the most commonly used organisations that support carer's throughout the the country;

- Carer's First - You can contact us by calling our Carer's Hub on **030 0303 1555** where someone will be available to take your call. Our Carers Hub team are available Monday-Thursday 9am - 5pm, Fridays 9am - 4:30pm. For more information visit; <https://www.carersfirst.org.uk/waltham-forest>.
- Carer's UK - You can contact us by calling our carer's Hub on **020 7378 4999** where someone will be able to take your call. For more information visit; <https://www.carersuk.org/home>.

CORONAVIRUS - FURTHER SUPPORT

The NHS has written to everyone considered to be at risk of severe illness if you catch the coronavirus. You may have received the letter yourself, either as someone in this 'high risk' group or as the named carer of someone else who is.

If a person you care for has received this letter, the instructions are very clear. They must stay at home at all times and avoid all face-to-face contact for at least 12 weeks, except from you as their carer and healthcare workers continuing to provide essential medical care.

However, if you start to display any of the symptoms of coronavirus you must suspend your face-to-face visits. If this means that the person you care for will be even more vulnerable, for example because they will no longer receive the essential supplies that you bring them, the government has set up a dedicated helpline for vulnerable people seeking additional care.

If you have received an NHS letter or are caring for someone who has, you can register for further support here www.gov.uk/coronavirus-extremely-vulnerable or call **0800 028 8327**, the government's new dedicated helpline.

GOVERNMENT GUIDANCE

The government has issued guidance about who is at increased risk from coronavirus (COVID-19). You need to be particularly careful about staying away from others (social distancing) if you are 70 or older (with or without medical conditions) or if you are younger than 70 and have underlying health conditions, including long-term respiratory diseases and long-term heart disease, such as heart failure.

The full list of risk classes from Friday 27th March 2020 is as follows,

1. Individual's ages 70 or older (regardless of mental conditions)

2. Individual's under 70 with;
 - Underlying health conditions (anyone instructed to get a flu jab as an adult each year on medical grounds) Chronic (long-term) respiratory diseases, Asthma, Chronic Obstructive Pulmonary Disease (COPD), Emphysema or Bronchitis
3. Individual's under 70 suffering with;
 - Chronic Heart Disease, Liver Disease, Parkinson's Disease, Motor-Neuron Disease, Multiple Sclerosis, Learning Disabilities, Cerebral Palsy, Diabetes
4. Individual's with;
 - Sickle Cell Disease or those who have had their spleen removed
 - Individual's with weakened immune systems resulting from HIV, AIDS, Steroid Tablets or Chemotherapy
 - Individual's with a BMI of 40 or above
5. Pregnant women
6. Individuals who;
 - Have received an organ transplant and remain on ongoing immunosuppression medication
 - Are Cancer patient's undergoing active Chemotherapy or Radiotherapy
7. Individual's with;
 - Cancers of the blood or bone marrow, such as Leukaemia who are at any stage of treatment
 - Severe chest conditions such as Cystic Fibrosis or severe Asthma (requiring hospital admission or courses of Steroid Tablets)
 - Severe diseases of body systems, such as Kidney Disease (Dialysis)

You – or the person you care for – will have received a letter from the NHS if you are at particularly high risk of becoming seriously ill from coronavirus, giving you specific advice.

WHAT SHALL I TELL PEOPLE WHO ARE VISITING AS CARE WORKERS?

Let friends and family know that they should only visit if providing essential care such as washing, administering medication, dressing and preparing meals

If you have a care worker employed by an agency, check what their policy is. Also check how the person being cared for feels about any decisions you need to make. Their welfare is of course paramount and they should be part of any decision made.

If in the instance a regular paid care worker was unable to come in because of contracting the virus, check whether anyone else would be able to step in temporarily if needed to provide essential support such as administering medication, obviously taking the utmost precautions.

I CARE FOR SOMEONE WHO IS CONSIDERED TO BE IN THE "HIGH-RISK" GROUP FOR CORONAVIRUS. SHOULD I SELF-ISOLATE?

At the moment, government guidance only requires people to self isolate if they are displaying symptoms of coronavirus or someone in their household is displaying symptoms. If you are self-isolating, you need to stay indoors at all times. See this NHS website page for more details. If the person you are living with and caring for has received a letter from the NHS, they must stay at home

at all times and avoid all face-to-face contact for at least 12 weeks, except from those providing essential medical care which may include you as their carer (unless you develop symptoms).

INFORMATION FOR PATIENTS WITH A NELFT APPOINTMENT DURING THE CORONAVIRUS PANDEMIC

If you are feeling well and healthy, with no symptoms of coronavirus you should attend your appointment as normal. The symptoms start with a fever (high temperature) followed by a dry cough that can lead to breathing difficulties. Please note your service will be considering different ways to manage your appointment including video conferencing and will let you know the details you need.

If you are displaying any symptoms of coronavirus (a new continuous cough or high temperature of 37.8 degrees centigrade or above) you should self-isolate for a period of 14 days. Please do not go to a GP surgery, pharmacy, community clinic or hospital. You should not attend your appointment with us, but please do get in touch with your service to let us know you will not be attending.

If you have been swabbed for coronavirus and you are awaiting your results, please do not attend your appointment. Please phone your service to inform us that you will not be attending.

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These can be accessed at <https://111.nhs.uk/service/covid-19>

Everyone is being reminded to follow Public Health England advice to:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Wash your hands often with liquid soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

www.11medicareagarwal.co.uk/

NHS
nhs.uk