

Mann Cottage – Coronavirus Procedures - Frequently Asked Questions

This information is correct at the time of publishing (28/04/2020)

Is the Practice closed?

No we are not closed. We do need to minimise footfall into the building however so please telephone us. We are operating a telephone triage policy. Please phone us to book an appointment or with any queries. You will need to provide the receptionist with details of your condition. A nurse or doctor will attempt to deal with your concern by phone where possible to start with.

If you have an agreed face to face appointment and you develop a continuous cough, fever/temperature, or have contact with anyone who has symptoms please telephone the practice **BEFORE** attending.

Dispensary is open for collection of medication for dispensing patients, please use side window to the left of the main doors and wait to be called forward. The dispensary may be able to deliver medication in some areas for dispensing patients, please call and ask.

Please use side doors for access to reception, you will be screened before asking to check in with reception.

What is the Practice doing to ensure continuity of service?

We are meeting as a team regularly to discuss the latest updates and how as a Practice we can best help you. The pace of change is incredibly quick and we are doing all we can to continue to provide the safest and most appropriate clinical care.

I'm worried and I don't know who to contact

There is a lot of information available online including NHS 111 online. Please try to use these resources for information before contacting any healthcare professionals. If you would like to check your symptoms with 111 [you can do so by clicking here.](#)

For more information about coronavirus
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Can I drop off water samples?

Please do not bring urine sample in to the practice unless you have been requested to by the doctor or nurse.

I normally bring my repeat prescription requests to the Practice. How should I order it now?

Do not bring/post/drop off paper prescription requests.

You can order repeat prescriptions quickly and easily online using the NHS App or using the System One Online services. If you are not registered for the NHS App you can sign up quickly and easily at www.nhs.uk/nhsapp.

You can telephone the Practice on 01608 650764 Option 3, we are very busy so please bear with us.

Please call reception if you wish to register for System One online.

Can I order my medication early?

Please don't over-order your medication, order very early or order medication you do not need as this will prevent others from obtaining their medication.

The dispensary and chemists are very busy so please allow a little extra time before collecting if possible.

Please do not ask for paracetamol on prescription or to buy from the practice as we are unable to do this and need to keep supplies for patients who already have a clinical need.

I need a letter for my holiday cancellation. How do I get one?

Following RCGP advice please do not request GP letters for holiday cancellations in light of COVID-19. Airlines and holiday providers should be looking towards national guidance as part of their policy as this is a global issue.

I've had to self-isolate and I need a sick note. How do I get one?

Please do not request sick notes from your GP if you are self-isolating due to Coronavirus. The isolation note service can be accessed

via <https://111.nhs.uk/isolation-note/> or <https://www.nhs.uk/conditions/coronavirus-covid-19/>, as well as via the NHS app.

Do I need to self-isolate?

If you live on your own and develop a new continuous cough and/or a temperature/fever you must self-isolate for 7 days. If you live with others and someone in your household develops symptoms the whole household must isolate for 14 days.

Everyone must make an effort with social distancing for the next 12 weeks. For the latest updates, visit the [self-isolation guidance](#) and [social distancing guidance](#) on the government website.

I need a medical report - will this be affected?

Medical reports are completed in the majority of cases for patient's purchasing private insurance. We have taken the decision to stop a majority of private work such as medical reports. This is so we can free up capacity to focus our efforts where required. This will be a temporary measure. As requests for medical reports arrive we will contact the insurance provider to inform them of this decision. This will not affect reports for Universal Credit applications or other government-backed reports - we will continue to complete these as normal.