

## Old Farm Surgery News – May 23<sup>rd</sup> 2020 - Coronavirus (Covid-19)

Stay at home for 7 days and self-isolate if you feel hot to touch on your chest or back, or if you have a *new* continuous cough (coughing a lot for more than one hour, or 3 or more coughing episodes in 24 hours), or a loss of/change in smell or taste. Those you live with also need to self-isolate for 14 days. This will help protect others in our community.

Do not attend the GP Surgery or Pharmacy.

- [Click here for the NHS 111 Online Covid-19 Service](#) if you feel you cannot cope with your symptoms at home, your condition gets worse or your symptoms do not get better after 7 days then Or call 111 if you have no online access.
- [Click here for a Coronavirus test](#) – you are eligible if you are an essential worker or over 65 years old with symptoms, or if you live with an essential worker or someone over 65 years old, or if you are someone who travels to work and you have symptoms
- [Click here for the very latest NHS advice, including tips to avoid catching / spreading the virus.](#)
- [Click here to be clear about what "social distancing" is](#) - we all need to be doing this now, especially if you are over 70, have an underlying health condition or are pregnant.
- [Click here for what "self-isolation" actually means.](#)
- [Click here for the latest Government Public Health Information](#)

And here is the [Isolation Note](#) for your employer.

### We are still here to look after you!

But we're having to change the way we do things. We will keep our front door locked from now on to reduce the spread of the virus. We aim to provide as much care as we can online or over the phone. You will only be able to enter the building if you have an appointment... just ring the doorbell!

We can no longer accept any paperwork handed through the front door – please use [eConsult](#) to attach documents or use the normal postal service.

### Torbay Help Hub

[Click here](#) or phone **01803 446022** if you need any help at all because you are self-isolating. This can include anything from fetching your shopping, walking your dogs to providing a friendly ear over the phone. Or why not volunteer to help those in our community?

### Prescriptions

We have stopped accepting written prescription requests to minimise infection risk. Please request your medication online through our website. If you have no internet access, don't worry, call **01803 546783** between 10.30am & 1pm. We endeavour to continue our commitment of 3 working days to process. Note there may be a lengthier processing time by the pharmacy at present. All prescriptions will be emailed to your nominated pharmacy. You will no longer be able to pick up a prescription from the front desk - there will be no exceptions. We are sure you understand the reasons behind this and thank you for your co-operation.

**Asthma/COPD - do not contact us to request a rescue pack** unless you have been issued with one before at your annual Asthma/COPD review. They are used for BACTERIAL infections in very specific circumstances. They do not help people with Covid-19 which is a VIRUS. There is some evidence that steroids lower your ability to fight off Covid-19 so it is dangerous to take rescue pack medication unless you have been instructed to do so by a clinician.

### Shielding - protecting those who are “extremely vulnerable”

The Government have written directly to people whom they deem to be “extremely vulnerable” depending on their medical background. The letter advised these individuals to strictly self-isolate, in order to protect themselves and the population. They suggest shielded patients do not leave their house and do not work. If you require a note for an employer simply show them your letter. There are many other patients who are “vulnerable” but do not require the strict measures of “shielding”. These patients need to be [socially distancing](#). We are working hard to continue to ensure the safety of our patients and thank you for your understanding at this time. [Click here](#) for more info on shielding.