



## Runnymede Patient Participation Group

### 2019 Novel Coronavirus (COVID-19)

During the coronavirus (COVID-19) outbreak all appointments at both surgeries will be telephone consultations. To make an appointment for a telephone consultation please ring the surgery at 8am Monday to Friday. A clinician will phone you and may invite you in for a face to face appointment if necessary.

The nursing team will continue to see their patients face-to-face, but you will be called the day before to check that you do not have symptoms of coronavirus.

Please do not come and queue up outside the Practice as you will be sent away.

#### **The most common symptoms of coronavirus are a recent:**

- high temperature and/or
- new continuous cough – this means you've started coughing repeatedly

If you have one or more of the symptoms of coronavirus do not:

- a. come to the surgery
- b. visit a pharmacy
- c. visit a hospital

If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started. (Self-isolation or home isolation)

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.

You do not need to contact 111 to tell them you are self-isolating.

If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111.

Testing for coronavirus is not needed if you're staying at home.

Read the [NHS advice about staying home, including how long to isolate for](#).

#### **Use the NHS 111 online coronavirus service if:**

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days
- **for further information** <https://www.nhs.uk/conditions/coronavirus-covid-19/>



## Repeat Prescriptions

There are several ways that you can order a repeat prescription.

1. Deliver the request to the surgery giving:

- Full name of the drug and its dose
- The name of the chemist where you would like to collect your prescription

The Bond Street surgery has a box outside where you can post your prescription request.

For Newton Court post your request through the letterbox.

2. If you are registered on the Patient Access website you can request a repeat prescription there.

You can register now on the Patient Access website <https://app.patientaccess.com/>

3. You can request a repeat prescription at your local chemist. The chemist will contact your GP.

4. At this very difficult time the practice will accept prescription requests over the phone. It is **very important** that you have the full name of the drug and the dose before you call. The receptionist will ask you to spell the name of the drug that you are requesting.

5. Unless you have chosen a Pharmacy to receive your prescriptions, all prescriptions will be sent to The Friary Pharmacy for residents of Old Windsor or Lloyds Pharmacy in Englefield Green if you live in Surrey.

Sick notes and referral letters will either be posted out or sent by email if the practice holds an email address for you.

### Surgery Address Details.

The Health Centre  
Bond Street  
Englefield Green  
Surrey  
TW20 0PF  
England

Newton Court Medical Centre  
Burfield Road  
Old Windsor  
Berkshire  
SL4 2QF  
England

Tel: 01784 437671.

Tel: 01753 863642.