

**Aspiro Healthcare @ Cranfield  
and Marston Surgery  
Flitwick Surgery  
Oliver Street Surgery**

**Working together. In the community.  
For the community.**



### **COVID 19 Appointment Booking Protocol**

It has been necessary for all Practices to make fluid changes in a short period of time due to the Coronavirus pandemic. With this in mind, we have adapted our appointment system and ways of working to promote the safety of all our patients and staff for the foreseeable future.

All appointment requests are booked as a telephone triage appointment and will be available to book on the day only. Any patient who has been offered a face to face appointment following a clinical assessment, will be asked to wait in their car until such time they are called in by the clinician as close to their designated appointment time as possible. All patients will be subject to a temperature check before they enter the building for their appointment. If any patient has a temperature, they will be asked to leave and call again once any symptoms have passed. At no time will any patient be allowed to walk into the surgery without an appointment.

All patients are advised they cannot be escorted into surgery by someone who has the symptoms of COVID 19, this includes parents bringing children/babies to surgery. Only one member of the family will be allowed in to accompany the patient for their appointment, who will also be subject to a temperature check at the door.

All GP Partners, Salaried GP's, Physician Associates and Nurse Practitioners will perform the clinical consultations. All on the day requests to 'see' a clinician will be subjected to a telephone COVID 19 screening.

#### **Nurse and HCA Appointments**

##### **ECG's**

Only urgent ECG's will be requested by the GPs and are to be booked in by them in to the appropriate zone same day.

#### **INR and Urgent Blood Tests**

To be booked in on the day and patients will be COVID 19 screened by Telephone Triage prior to their appointment.

#### **Zoladex – Shielding Group**

Patients needing Zoladex over 70 will be offered the Zoladex injection at home, and patients will be COVID 19 screened by Telephone Triage prior to their appointment.

## **B12**

We will be asking for patients to self-administer their B12 injection where possible. Video instructions are available to see via the link <https://www.youtube.com/watch?v=ie-LETlqpSs> alternatively an appointment can be arranged on the day at the surgery.

Patients to store sharps in a closed jam jar away from children or anyone else. They can then be disposed of in Practice sharps bins once the practice is open again.

## **Cervical Screening**

All cervical screening can be booked at the surgery on the day and patients will be COVID 19 screened by Telephone Triage prior to their appointment.

## **Routine Recall PSA Bloods**

Postponed until further notice.

## **Contraception**

All patients will be required to submit a recent weight and blood pressure reading before a repeat prescription can be issued. Details can be given over the phone or submitted online.

## **Home Visits**

All home visit requests will be subjected to the COVID 19 screening and a telephone consultation, including residential/nursing care homes. All requests will be managed remotely unless physical examination is required to protect vulnerable people.

## **Nebulising**

Any patients with respiratory symptoms will not to be nebulised. All patients will be telephoned triaged and clinically assessed as appropriate. For any life threatening conditions, patients are asked to call 999 or NHS 111 for further advice.

## **Rescue Packs**

We have been made aware of some inaccurate information circulating regarding special 'rescue packs' for patients with pre-existing respiratory conditions such as asthma or chronic obstructive pulmonary disease (COPD). You will note that there is no recommendation to have a rescue pack as there is no evidence for their use and indeed there are concerns steroid will reduce your immunity to fight off this virus.

Patients are asked not to contact the GP practice for a rescue pack. Patients should continue to manage their condition in the usual way and if they feel they have symptoms of COVID-19, patients can obtain further information via this link, <https://111.nhs.uk/covid-19> before doing anything else, or further helpful

information can be found at the British Lung Foundation, <https://www.blf.org.uk/support-for-you/coronavirus/people-living-with-lung-condition>

### **Postnatal checks and baby 1<sup>st</sup> imms**

Mum and baby checks to be booked in on the same day to have their postnatal checks at 8 weeks. COVID 19 screening will be carried out on the day to be seen. Mum will be offered a 15 minute appointment with a GP and a 15 minute 1<sup>st</sup> imms appointment for the baby. Only mum and baby to attend the appointment. No car seat or pram to be brought into the surgery.

### **Childhood Immunisations**

All details can found in the link below



CHIS FAQ COVID 19  
(002).pdf

### **Wound care**

All dressings are to be booked on the day dressing required with a Practice Nurse. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

Each wound will be accessed for each patient to see if these are able to done at home or for a carer to change dressings.

### **Stitch Removal**

To be booked on the day stitch removal is required with a Practice Nurse. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

### **Long Term Conditions**

All patients will be booked in for a telephone review on the day. Any care plans will be posted or sent electronically to patients.

### **Minor Illness**

All patients will be booked in for a Telephone Triage consultation initially with an available clinician. A face to face appointment will be offered should the clinician deem this necessary following their clinical assessment. Patients will be COVID 19 screened by Telephone Triage prior to their appointment.

### **Paid Medicals/Insurance**

These have been suspended until further notice.

## **Fit notes**

Fit notes can be arranged over the phone with the GP and will be posted or electronically sent patients address on system. Any Covid 19 related fit notes can be obtained from <https://111.nhs.uk/isolation-note/>

## **Repeat Prescriptions**

There is no change to the turnaround of 48 hours for a repeat prescription request. We will still be following the 28 day prescribing guidelines. There will be no post-dated prescriptions during COVID 19 to ensure that there is no stockpiling and sufficient medication for all. There will be no paper repeat prescription requests available at the surgery.

Patients are encouraged to order repeat medication online by visiting the website for further details. Repeat Prescription requests can be made over the phone for housebound patients only. For those patients who call their surgery regarding prescription queries, please follow the registered Practice's guidelines.

Prescriptions will be sent direct to the nominated chemists in the first instance. Any patient who does not have access to online services to order medication, are encouraged to engage with the help of family and friends to order this for them.

All Staff are required to wear appropriate PPE (Personal Protective Equipment) where appropriate and for all face to face consultations.

**For other useful information relating to Covid 19, please refer to the websites below:**

**The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:**

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of smell or taste (anosmia)

Further information can be found at: [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**For useful Mental Health concerns, please refer to the websites:**

Websites that have useful advice and mental health tips regarding Coronavirus include:

- Mind website <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/#collapse620>
- Anxiety UK <https://www.anxietyuk.org.uk/blog/health-and-other-forms-of-anxiety-and-coronavirus/>
- OCD-UK <https://www.ocduk.org/ocd-and-coronavirus-survival-tips/>
- Every Mind Matters <https://www.nhs.uk/oneyou/every-mind-matters>
- BABCP Covid-19 Anxiety Blog <http://letstalkaboutcbt.libsyn.com/coping-with-anxiety-about-coronavirus>
- Doctors of the World – advice for patients on Coronavirus in 32 languages <https://www.doctorsoftheworld.org.uk/coronavirus-information/>
- Citizens Advice have advice on employment, managing financially and how to access the right support and benefits. <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>



