

Dear All,

We are carefully monitoring the ongoing developments regarding Coronavirus (COVID-19) and want to take this opportunity to update you about the measures the Surgery are taking to protect you, your family, our staff and ourselves, and the wider community.

All updated information can be found on 111.nhs.uk/covid-19

Stay at home if you have either:

* a high temperature (above 37.8) – you feel hot to touch on your chest or back
* a new, continuous cough – this means you've started coughing repeatedly
* do not go to a GP surgery, pharmacy or hospital

Testing for Coronavirus is not needed if you're staying at home and you do not need to contact 111 to tell them you're staying at home.

* If you have symptoms, stay at home for at least 7 days
* If you live with other people, they should stay at home for at least 14 days from the day the first person got symptoms
* If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

To minimise the infection spreading, we have drastically reduced the amount of patients coming to the Surgery and have created different zones where patients can be seen.

* Please **DO NOT** attend the Surgery without an appointment.
* Please **DO NOT** attend the Surgery to pick up prescriptions, instead please allocate a pharmacy and pick up from there.

We are cancelling all non-essential appointments. You can however book a **telephone appointment** and when you speak to a doctor, nurse or paramedic, they will give you as much advice and treatment over the telephone. If they feel it is necessary that you attend the Surgery an appointment will be given.

When you are not displaying any symptoms and are attending an appointment in Looe, you will be asked to:

* use the **front door entrance**
* where possible, attend on your own
* use a toilet before you attend and tell the receptionist you have arrived through the window in the lobby. You are then allocated either the upstairs or downstairs waiting room. You are in the AMBER zone.

If you have symptoms that are unlikely caused by COVID-19, but we cannot completely exclude it either (mainly cough or fever but with a likely other cause), you will be asked to enter and exit through the **staff entrance at the** **side door.** Please ring the door-bell on arrival. You will be asked to come in on your own as much as possible, or with only one necessary family member or carer.

As in the Amber zone, you will be asked to use the toilet at home before attending and you will be asked to put on a mask and gloves by a Nurse or Healthcare Assistant who will be wearing personal protective equipment (PPE). You will be taken directly to be seen by one of our GPs, Advanced Nurse Practitioner, Practice Nurse or Healthcare Assistants in our RED zone. This may seem a bit extreme, but as the Coronavirus outbreak spreads, we need to keep anyone potentially infectious away from other patients and staff and protect ourselves so we can continue treating everyone.

**Polperro Surger**y will be closed and used for administrative purposes only. (BLUE zone)

**Pelynt Surgery** will be our GREEN zone and will operate most mornings, by appointment only. This means we keep it for a small group of our patients. This will include infants (up to 1yr), pregnant women and people who need blood tests or Nurse attention, but are at higher risk due to being on medication or treatment that suppresses their immune system.

The dispensary in Pelynt will continue to be open, but we are asking everyone to collect their medication through the side door, to minimise exposure inside. If you pay for your prescription, please can you place the exact money in an envelope (with your name on) and follow the instructions given by the dispensary team.

A large group of our patient population are elderly and have underlying health conditions and whilst we have temporarily stopped routine reviews, we are still happy to provide advice, which will be largely by telephone. We may try to use a form of video consultation in the next weeks. As per government advice, anyone over 70 or with underlying health conditions, which make you eligible for a flu jab, should avoid all unnecessary social interaction and minimise exposure to others by mostly staying at home.

We understand this is a very worrying time for everyone. We will try to update you all as much as possible, as soon as the situation changes. However with the pace of change at the moment, there will inevitably times when we are taking action before we are able to communicate this to you. We are hoping to launch a Facebook page with outgoing information only soon.

**Please use this opportunity to make sure we have your up to date mobile number and email address and encourage everyone you know to do the same.**

Finally, please keep connected with your friends and loved ones through phone calls, texts or the internet. Keep up to date through media and social media, but avoid excessive exposure.

Make extra time for self-care and stress relief and if you are self-isolating, create a daily routine and keep busy.

Look after yourself, your family, neighbours and anyone vulnerable. Kindness and mutual support are much needed in these uncertain times.

Thank you for your understanding.

Dr Kodde, Dr Mogford, Dr Buchanan and Dr Roy

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