

AN IMPORTANT MESSAGE FROM YOUR GPs - 26.3.20

We write as your local GPs to ask for your URGENT help and understanding and we need to be blunt.

Covid19 is now here in Cowal and could spread rapidly. You MUST follow the government's advice - it is not scaremongering and is the bare minimum we need to do. You can be carrying the virus and not know it. Do not change your behaviour to avoid being infected - assume you are infected and change your behaviour to avoid transmitting. If we all do this, less people will die.

The main symptoms are a temperature and/or a new cough. For most it will be like a head cold (runny nose, sore throat, cough, no sense of taste) or mild flu (fever, cough, aches and pains, lethargy, diarrhoea, mild shortness of breath and cough). If you have these then:

- Go to the NHS Inform website if you want information where you can self diagnose and get an off work certificate. This site also tells you about self isolation rules. You can also get general information on 0800 028 2816. Do not call your GP for a sick note

- Only if your symptoms are worsening , you have worsening breathlessness or your fever hasn't gone after 7 days call NHS24 on 111.

- If they cannot answer all your questions they will say call your GP. We NEED you to follow this process, as we don't have time to speak to everyone with mild symptoms. If you have been through the website and your symptoms later worsen then do call 111 or us. Some may have chest tightness or struggling to breathe - these are the patients we need to call 111 or the surgery. If you feel it is an emergency dial 999

We have had to make changes to our practice access to protect you and us. We have all stopped you being able to walk into the practice at random; we know this is annoying but we need to reduce spread of the coronavirus. There are also medication delays, please do not over order or hoard medicines and allow more time for your repeat medicines. We will assess you if you have another urgent problem but we need to speak to you on the phone first to organise a safe time and way to see you. Please be patient with our staff.

We will always do our best for you and these are not normal times so you can help us by following this advice.

Drs Aquilina, Briscoe, Chant, Coull, Hallum, Macbeth, MacGregor, McGonagle, Saleem, Tittmar, von Kaehne