

## What to do if you need medical help

In order to comply with government social distancing guidance, we're asking people to access services in a different way. To protect others, please do not visit your GP practice, walk-in centre, minor injury unit or pharmacy, in person.

If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the [111 coronavirus service](#).

If you need help or advice not related to coronavirus:

- for health information and advice, use the [NHS website](#) or your GP surgery website
- for urgent medical help, use the [NHS 111 online service](#) – only call 111 if you're unable to get help online
- for life-threatening emergencies, call 999 for an ambulance

Read more advice about [getting medical help at home](#).

## How do I contact my GP at this time?

If you have Coronavirus symptoms then you are advised to use the [NHS 111 online service](#).

You can contact your GP practice through various methods such as online (visit your GP practice website for details) or by telephone. Most GP practices will encourage you to complete an online consultation form. This will give you the options to select:

- If you want general advice about common problems such as back pain or mental health
- If you want help for your health condition
- If you want administrative help e.g. Sick notes, GP letters or advice about recent test results

Please note during the coronavirus pandemic GP practices will only be able to deal with essential work.

GP practices are limiting the number of patients in their buildings for both patient and staff protection. Please **do not attend** your GP practice unless advised to do so by practice staff.

## Is it possible to have a video call with my GP?

Yes, if your practice is offering video consultations. Please visit your GP practice website to find out if this service is available.

## **Where will GP appointments be provided if I need one?**

You can continue to get a GP appointment by telephone or by using the practice website to access electronic consultations. Face to face appointments will be by exception following a clinical assessment and delivered at your own or another GP practice.

## **What is telephone/ clinical triage?**

If you wish to speak to or see a GP, a clinician will carry out a remote assessment, either over the phone or online, this is to ensure you are seen by the most appropriate person.

## **What happens if my child is unwell?**

Either contact your GP via the practice website and complete an online consultation form or telephone your practice depending on how urgent the illness may be. Your GP practice will then give you advice on what you need to do.

## **Can I still book an Extended Access appointment?**

The Extended Access scheme has been suspended to support essential face to face services.

## **How do I get my blood test results?**

Either contact your GP via the practice website and complete an online consultation form or telephone your practice after 2pm for results. GP practices will only undertake blood tests for limited cases where it is deemed to be urgent.

## **I am considered a medium to high risk of contracting COVID-19, how will I access GP services?**

From Monday 6<sup>th</sup> April, adults who are at a medium/high risk of contracting COVID-19, and children requiring acute care can be triaged by their GP practice for an appointment at 1 of 5 GP Care Hubs situated across Wirral if they require essential face to face care. For some patients, such as those self-isolating or 'Shielded', a home visiting service will be in place if necessary following clinical triage.

### **What happens if I need a prescription and I have to stay in?**

We are encouraging all patients who require repeat prescriptions to register for online access services. You can access this information via your GP practices website.

We are advising all patients, but particularly those who are self-isolating, to download the [NHS APP](#) on their smartphones/tablets to order prescriptions. Registration does not require any paperwork to be completed at the surgery as it can all be completed on your phone.

We are also encouraging all patients to nominate a pharmacy for their prescription to be sent to electronically (EPS – Electronic Prescription Service) – this means you will not have to go to the surgery to pick up your prescription.

If a member of your family, friend or support group cannot collect your prescription for you then you can contact your pharmacy as they may be able to deliver your medication to you.

### **Should I still continue to attend my midwife appointments and scans?**

If you have any queries relating to your pregnancy then please contact your midwife who will be able to advise you further.

### **What happens if I need emergency dental treatment?**

All dental practices should be offering (independently or in partnership with other dental practices) a remote, urgent care service, providing telephone support and guidance for ongoing treatment or emergency dental issues. They can also direct you to the most appropriate support location available if further care is needed.