I (or my child) have a new cough or a fever over 37.8 BUT I think I can look after myself	1. Don't attend the practice and don't call 111 2. Self isolate 3. Follow advice and guidance for you and your household at: https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/
I (or my child have a new cough or fever over 37.8oC AND I'm unwell and need medical advice	1. Don't phone the Practice 2. Get advice and guidance via NHS 111 online at https://111.nhs.uk 3. Only phone 111 if you don't have internet access
I (or my child have a new cough or a fever over 37.8oC and I have a medical emergency and need to call an ambulance	1. Dial 999 and inform the call handler that you have been self isolating because of cough/fever 2. Follow their instructions
I (or my child) have an urgent medical problem BUT I don't think I have a cough or fever, AND I don't think it's related to COVID-19	1. Phone the Practice in the usual way, and the Patient Care Assistant will add you to the Same Day Access Service telephone list for a call back from a Dr or Nurse. 2. Discuss your urgent problem with the Dr or Nurse and they will give advice on the best way to get it solved for you.
I (or my child) have a non-urgent medical issue, a medication issue, an administrative issue or any other problem	1. We plan to solve as many of these issues as possible without you needing to visit the Practice sites. 2. Consider whether your issue can be postponed given the COVID-19 situation, but if not: 3. Submit an e-Consult (online) request for advice via any of the Practice websites. 4. If you do not have internet access, do you have a family member or friend who can help you submit one? 5. If that is not possible, call the Practice and one of our Receptionists can help you with any e-Consult issues.
I have never done an e-Consult before. How do I start?	1. Press on the e-Consult button on our website and follow simple instructions 2. There is lots of self-care advice available, so use that if possible 3. Choose "administrative process" if that is what you are after (eg Fit note/Med3 certificate) 4. Give as much information as possible to help us help you effectively

What will happen to my e-Consult?

1. Your e-Consult will be reviewed within 2 working days (often the same day)
2. The outcome will depend on your problem but could include one or more of the following:
   -advice via a text message
   -a prescription
   -a blood test, ECG or other investigation
   -a telephone consultation
   -a video consultation
   -a face to face appointment, if this is appropriate AND you don't have a new cough or fever.

REMEMBER

If you are unwell with a significant illness, such as finding a breast lump or developing chest pain you should still ask for help. Please don't ignore important symptoms.

If I am self isolating and off work, do I still need a "sick note"?

1. You do not need a medical certificate for the first 7 days
2. If your symptoms are no better after 7 days, contact NHS 111 online at https://111.nhs.uk
3. If evidence is required by an employer, those with symptoms of coronavirus can get an isolation note from NHS 111 online, and those who live with someone that has symptoms can get a note from the NHS website

A member of my household has a cough or a fever and is self isolating for 7 days, but I do not have any symptoms

1. Follow the guidance at https:///111.nhs.uk
2. If you do not have any symptoms yourself, you still need to self-isolate for 14 days from onset of the household members symptoms.
3. If you develop symptoms (cough or temperature) then you only need to self-isolate for 7days from that time

I have a holiday booked, do I need a GP letter to support cancelling my holiday?

1. We are caring for more sick patients than usual and so we are not in a position to write letters for patients with holiday plans.
2. Insurers and travel companies should be basing their decisions o advice from the Foreign and Commonwealth Office, and Public Health England https://www.gov.uk/foreign-travel-advice