



CORONAVIRUS - the symptoms

If you have any of these symptoms, self-isolate and get tested

- High temperature
- New, persistent cough
- Loss or change in sense of smell or taste



WE ARE HERE TO HELP.....

16 Jun 2020

TELEPHONE	If you need to see a clinician you will initially be given a telephone appointment. A clinician will discuss your problem over the phone and only if clinically necessary will you be given a face to face appointment at the surgery.
ONLINE	There is a facility on our website www.appletreemmedical.co.uk where you can send your medical queries or questions to a clinician. Please click on ' Consult your doctor online '
PHOTOGRAPH	If your problem is visible eg skin lesion, rash etc, you may be requested to send in a photograph. If you are not comfortable sending in a photograph (perhaps the photo is in a sensitive area), please do not be afraid to say no, the clinician will completely understand. If you do decide to proceed, your photograph will be automatically downloaded and stored onto your medical record permanently and may be viewed by other clinicians. Guidance on sending photographs can be found on our website .
VIDEO	At your initial telephone consultation, the clinician may decide that a video call may help with diagnosis. They will send you a link for your computer, ipad or smartphone and discuss the process with you.
APPOINTMENT	Face to face appointments will only be given following a telephone consultation. The clinician will decide whether this is necessary and decide which category you fall into - see below:
COVID	<p>Patients with Covid-19 symptoms</p> <ul style="list-style-type: none"> • An appointment will be given at our RED HUB at the Belper Clinic at Babington Hospital, DE56 1WH. • You will be requested to remain in your car until you are called by either a receptionist or clinician and given further instruction. You may be seen in your car if appropriate. • Please ensure we have a correct mobile number for you and your car registration number. • Full PPE will be worn by the clinician but we request that you also wear a face covering.
NON COVID	<p>Patients without Covid-19 symptoms</p> <ul style="list-style-type: none"> • An appointment will be given at Appletree Medical Practice in Duffield. • We are restricting the number of patient's waiting in the waiting area. If you attend by car please remain in your car until the clinician calls you on your mobile. • Full PPE will be worn by the clinician but we request that you also wear a face covering.
NON COVID + SHIELDED PATIENT	<p>Patients who are extremely vulnerable & on the 'shielded patient register'</p> <ul style="list-style-type: none"> • An appointment will be given at Appletree Medical Practice in Duffield. • To protect you, we do not want you entering the building until the clinician is ready. Consequently we kindly request you remain in your car until you are called by the clinician and given further instruction. You may be seen in your car if appropriate. • Please ensure we have a correct mobile number for you and car registration number. • Full PPE will be worn by the clinician but we request that you also wear a face covering.

WHAT WE ARE DOING.....

ANNUAL REVIEW FOR LONG TERM CONDITIONS	✓	By telephone.	We recommend patients consider purchasing a home blood pressure machine to submit annual readings.
	✗	Face to face appointments	
ANTICOAGULATION	✓	All patients on warfarin	
BLOOD PRESSURE	✓	Urgent only	
BLOOD TESTS	✗	Most routine blood tests can wait.	
	✓	Although certain medications do require your blood levels to be monitored and is it important that we continue to do this. The surgery will contact you if you do fall into this category	
			Appletree has suspended its in-house blood clinic but there are various other venues across Derbyshire. Please go to www.uhdb.nhs.uk/service-phlebotomy-blood-tests/ to find out more and to book an appointment.
CONTRACEPTION	✓	Pill prescription only via the telephone	
	✓	Coil fittings and removal	
	✓	Implant fittings and removal	
	✓	Depo injections	
DRESSINGS / WOUND CARE / SUTURE REMOVAL	✓		
EAR SYRINGING	✗		
ECGS	✓	Urgent only	
HEALTH CHECKS	✗		
HRT	✓	Via the telephone	
IMMUNISATIONS	✓	It is important that your child keeps up to date with the childhood immunisation program.	
	✗	Travel vaccinations	
	✗	School aged immunisation programme	
INJECTIONS	✓	B12 injections	
	✓	Joint injections – <u>urgent only</u> – please go to our website for guidance	
	✓	Hormone Injections	
MEDICATION REVIEWS	✓	Wherever possible these are being completed by telephone appointment or text messaging. Please do not worry; we will not prevent you ordering medication due to an overdue medication review.	
MINOR OPERATIONS	✗	No	
PRIVATE WORK	✓	DVLA medicals – for keyworkers only	
	✓	Any private work that DOESN'T require a face to face appointment.	
REFERRALS	✓	We are referring patients to hospital but there may be a delay in being seen as the hospital is prioritising their workload.	
REPEAT PRESCRIPTIONS	✓	You can order your repeat prescription: <ul style="list-style-type: none"> • Online via the NHS App or Systmonline • Telephone – please ring after 11.00am • Post – please post your repeat slip • Surgery – please put your repeat slip in the letterbox on the outside of the building 	
			
RING PESSARY	✗	If you are experiencing problems please contact the nurse to discuss.	
SMEARS	✓	Yes it is important that we continue with these.	
URINE TESTS	✓		
X-RAYS/SCANS etc	✓	We are referring patients to hospital but there may be a delay in being seen as the hospital is prioritising their workload.	
WEIGHT / HEIGHT / BMI	✗	No but patients can telephone their measurements through and we will record it on their records	