



Easter Bank Holiday Opening: During this challenging time, we are open from 08:30 to 18:00 on Good Friday and Easter Monday. Should you need to contact us, please first submit an online consultation via this link: <https://thecedarsurgery.webgp.com/>. If you are concerned about Covid-19 symptoms please use the NHS111 online service <https://111.nhs.uk/covid-19/>

Prescriptions: Due to the volume of requests we are receiving it is taking longer to process your prescriptions. Please do not ask for additional medications as this will only delay issue and cause supply chain problems. We will not be allowing medications to be stockpiled.

THE SURGERY IS OPEN, HOWEVER, TO PROTECT STAFF AND PATIENTS WE ARE NOW OPERATING A CLOSED DOOR SYSTEM TO REDUCE FOOTFALL.

Appointments: As you will be aware, COVID-19 (Coronavirus) is a new virus that is spreading across the UK. As such, The Cedars Surgery are taking actions to protect our patients, our staff and our community by introducing a new telephone triage system for GP appointments. Our aim is to significantly reduce the footfall through the surgery in order to reduce the risk of spreading the virus, in line with national guidance.

All GP appointments will initially be via telephone. If you have an appointment booked with a GP or Advanced Nurse Practitioner Sopp, please DO NOT come to the surgery – please stay at home and we will call you at the allocated time. We will do all we can to help you over the phone or via video consultation. However, should we feel the need to see you face to face for an examination, you will be invited to the surgery for review.

You can also consult with us 24/7 by using eConsult at <https://thecedarsurgery.webgp.com/>

Nursing appointments will continue as planned but we ask you to consider the national guidance before visiting the practice <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Self-Isolation: Stay at home for 7 days if you have either: a high temperature, and/or a new continuous cough. The rest of the household will need to isolate for 14 days.

DO NOT GO TO A GP SURGERY, PHARMACY OR HOSPITAL.

You do not need to contact 111 to tell them you're staying at home.

Use the NHS 111 online coronavirus service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

Only call 111 if you cannot get help online.

Isolation note: If you are self-isolating due to Coronavirus and need an isolation note for your employer please get at <https://111.nhs.uk/isolation-note/>. Your GP will not issue.

