

KAMP Covid-19 Frequently Asked Questions (FAQs)

GP appointments and bookings

The way we access GP services has changed. Below are some frequently asked questions that may help you understand these changes.

Why can't I walk into my GP practice?

The coronavirus (Covid-19) pandemic has forced us all to work differently to help slow down the spread of the virus. All healthcare settings are taking special measures to protect you, the public and their staff. GP practices are working as hard as ever, but differently.

Where possible we want to avoid people having to wait inside a waiting room together, as we know this increases the risk of the virus spreading. Like hospitals and dentists, we have also had to change how we offer our services to you.

If you do need to come in, then we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

How do I get an appointment?

The easiest and most effective method is to telephone. You can also book a telephone consultation with a GP through the online booking system, SystemOnline. You will then be contacted by a clinician to talk through your symptoms either over the phone, or if needed and you have the available technology, through a video consultation.

Why can't I book a face-to-face appointment?

We have adapted the way in which you can get an appointment quickly and safely.

Most patient's health concerns can be managed over the phone or via video consultation. This is why we are providing you with either an initial phone call or video consultation to decide what would be the best way to help. If we can support you without needing you to come into the practice then we reduce the need for you to travel and reduce the risk of the virus spreading.

If you do need a face-to-face appointment, you will be invited to attend the practice.

If we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

What if I do not have access to a smartphone or web camera?

While technology has evolved and supports us all in many different ways in our day- to-day lives, we appreciate not everyone will have access to a smartphone or web camera for a video consultation.

We can still talk to you on your mobile phone or landline.

Will I need to wear a face mask if I come into my practice for an appointment?

To help limit the spread of the virus, we are asking for all patients aged 12 and over to wear a face covering when they come the practice. This doesn't have to be a face mask, but a cloth covering which covers your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head. You can find additional information by visiting <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

How do I get a repeat prescription?

There has been no change to this system and you can continue to order your medication as follows:

- On-line facility - you can register for SystmOne Online Repeat prescriptions. Please come in with some photo ID so we can register you for this service.
- Through the “repeat prescription request” section of our website:
<https://www.kamp.nhs.uk/navigator/request-a-repeat-prescription/>
- Using your most recent counterfoil please TICK the items required and drop them in - there are internal and external post boxes at both sites

Despite the increased demand for repeat prescriptions, we continue to guarantee that a prescription will be ready within **TWO WORKING DAYS** (excluding weekends and bank holidays) if you are collecting it from the surgery. For those patients collecting their repeats directly from a pharmacy please allow an additional two working days before collection.

How do I cancel or move a booked appointment?

We understand that things crop up and it is not always possible to attend a booked appointment. However, we would ask that if for any reason you are unable to attend a booked appointment, you let us know so that we can offer it to another patient. You can cancel an appointment in several ways as follows:

- Call the Practice on 01672 569990
- Online through our website, more than 24 hours before the appointment -
www.kamp.nhs.uk/navigator/cancel-an-appointment/
- Online through our website using your unique username and password

If you are not able to let us know at the time, we would still appreciate a call later to explain why you could not attend.

We encourage all patients to register for online services in order that they can request repeat prescriptions or cancel appointments at their convenience or when our telephone lines are closed.

How do I prepare for a telephone / virtual GP consultation?

We would advise that you find somewhere quiet and confidential to take a phone call, and advise the GP if you would prefer to talk via video at the start of the call. Not all appointments are suitable for remote consultations and so if you would like to see someone in-person, please tell the GP this at the start of the call and this can be considered.

Please do take some time to prepare in advance, consider what you want to say and key questions you would like to ask. You may find it helpful to note this down in advance of the consultation and have a pad and paper handy to write down any information you are given. At the end of the call, if you are uncertain of what the next steps are, please do ask the GP to summarise.

As ever, only one issue should be raised in each consultation. If you have more than one thing you would like to discuss, please do phone the reception team and ask for a double appointment or book more than one consultation.

How do I see a GP during the evening and weekends?

For evening and weekend access to GPs please either visit 111.nhs.uk or call NHS 111.

What if I am not registered with a GP practice?

You can call any GP surgery to get emergency treatment for up to 14 days if you are not registered with a GP or are away from home.

If your treatment will last longer than 14 days, you'll have to register as a temporary or permanent resident. You can find more information about this via www.nhs.uk and search 'how to register with a GP practice'.

If you are a resident in the area and need to register with a practice, then it's best to look at practices where your home falls within its geographical boundaries. You can check a GP practice boundary by visiting their website.

Once you have selected which practice you would like to register with, make contact with them either by calling or visiting their website.

You will be asked to fill out a registration form and once it is completed and returned, NHS England will transfer your medical records to your new practice. They will also write to you to confirm your registration with your chosen practice.

What do I do if I think I have coronavirus (Covid-19)?

The main symptoms of coronavirus are:

- high temperature – this means you feel hot to touch on your chest or back
- new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

If you are experiencing one or more of these symptoms then DO NOT visit your GP practice. You should visit 111.nhs.uk/covid-19 or call NHS 111 if you cannot get help online.

You must self-isolate for seven days from when your symptoms started. Anyone you live with, or in your support bubble, who does not have symptoms must self-isolate for 14 days from when the first person started having symptoms. You must also ask for a test as soon as you start showing symptoms. You can do this online – visit www.nhs.uk/ask-for-a-coronavirus-test