

# New resources and copy for practice websites and other communication channels

17 March 2020

## 1. Posters

There is currently new guidance on the way and our posters are being updated. For the latest patient-facing guidance for patients, please see [here](#)

## 2. Web text for healthcare settings

### Important information about the coronavirus (COVID-19)

The NHS in xxx and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to protect patients, our community and NHS staff while ensuring as many services as possible are available to the public.

**If you have symptoms associated with coronavirus including a new continuous cough and a high temperature, you are advised to stay at home for 7 days.**

**Please do not book a GP appointment or attend your GP practice.**

If you **live with other people**, they should stay at home for at least 14 days, to avoid spreading the infection outside the home. After 14 days, anyone you live with who does not have symptoms can return to their normal routine.

But, if **anyone in your home gets symptoms**, they should stay at home for 7 days from the day their symptoms start. Even if it means they're at home for longer than 14 days. The most up-to-date public guidance is always online at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

If your symptoms are serious, or get worse, NHS 111 has an [online coronavirus service](#) that can tell you if you need further medical help and advise you what to do.

Only call 111 direct if you are advised to do so by the online service or you cannot go online.

## **For the latest COVID-19 advice please visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)**

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact.

A person can also catch the virus by touching contaminated surfaces if they do not wash their hands.

Testing of suspected coronavirus cases is carried out in line with strict guidelines.

This means that suspected cases are kept in isolation, away from public areas of GP surgeries, pharmacies and hospitals and returned home also in isolation. Any equipment that come into contact with suspected cases are thoroughly cleaned as appropriate. Specific guidance has also been shared with NHS staff to help safeguard them and others. Patients can be reassured that their safety is a top priority, and are encouraged to attend all appointments as usual.

Everyone is being reminded to follow Public Health England advice to:

- Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are unwell.

**Add in any of the following that apply (more than one may apply):**

### **Wording for healthcare settings where there are confirmed cases in the local area**

Following the announcement that an individual in the xxx area has been confirmed as having the coronavirus, PHE is carrying out a thorough risk assessment to trace this individual's movements in the last fortnight. Patients and staff can be reassured that their safety is the top priority, and patients are encouraged to attend all appointments as usual. The local NHS and xxx Council are working closely with PHE to support this work. PHE is prioritising contacting people who might have had close and sustained contact with the individual to provide them with health advice about symptoms and emergency contact details in case they become unwell. If you have not been contacted, you do not need to take any action.

## **Wording for GP practice/pharmacy closed for cleaning**

An individual who has been identified as a possible COVID-19 case has recently attended xxx.

To protect other patients and members of the public, the individual was kept in isolation, away from public areas of GP surgeries, pharmacies and hospitals and returned home also in isolation. In line with Public Health England (PHE) guidance, xxx is closed for cleaning to remove any potential risk for patients.

Once the cleaning is complete, the practice will reopen on xxx. Patients and staff can be reassured that their safety is the top priority, and patients are encouraged to attend all appointments as usual.

Should you need an appointment please contact XXX

## **Wording for healthcare settings where staff have to self-isolate**

In line with Public Health England guidance, a member of staff at XXX has been asked to self-isolate to protect fellow staff members, patients and members of the public.

Steps have been taken to minimise the risk to patients and staff and we are working with individual patients to appropriately manage their care. We would like to offer assurance that it remains safe for patients to attend XXX as normal and ask patients to attend scheduled appointments as normal.

## **Wording for healthcare settings where staff have tested positive**

The Chief Medical Officer today announced that xx new cases of COVID-19 have been confirmed in England. One of these is a clinician from XXX. We are very well prepared for incidents like this and the NHS and Public Health England are taking all necessary steps to manage the situation. All individuals who were in contact with the clinician have been identified and the appropriate measures taken. Steps have been taken to minimise the risk to patients and staff and we are working with individual patients to appropriately manage their care. We would like to offer assurance that it remains safe for patients to attend XXX as normal and ask patients to attend scheduled appointments as normal.

## **3. Primary care updated information**

### **Telephone message**

If you have symptoms associated with coronavirus including a new continuous cough and a high temperature, you are advised to stay at home for 7 days. Do not book a GP

appointment or attend your GP practice. If you live with other people, they should also stay at home for at least 14 days, to avoid spreading the infection outside the home.

If your symptoms are serious, or get worse, NHS 111 has an [online coronavirus service](#) that can tell you if you need further medical help and advise you what to do.

Only call 111 direct if you are advised to do so by the online service or cannot go online.

For the latest COVID-19 advice please visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).

### **Online booking**

If you have symptoms associated with coronavirus including a new continuous cough and a high temperature, you are advised to stay at home for 7 days. Do not book a GP appointment or attend your GP practice. If you live with other people, they should also stay at home for at least 14 days, to avoid spreading the infection outside the home.

If your symptoms are serious, or get worse, NHS 111 has an [online coronavirus service](#) that can tell you if you need further medical help and advise you what to do.

Only call 111 direct if you are advised to do so by the online service or cannot go online.

For the latest COVID-19 advice please visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).

### **SMS**

For the latest Covid-19 advice please visit [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).

Coronavirus advice: if you have a new continuous cough and/or a high temperature, please stay at home for 7 days. Do not go to a GP surgery, pharmacy or hospital. If your symptoms are serious, or get worse, visit the [NHS 111 online service](#).