

## **Four Key messages to relieve pressure on Primary Care**

### **Isolation note request**

You should not contact your GP if you need to self-isolate and think that you require proof for your employer.

People unable to work for more than seven days because of coronavirus (COVID-19) can obtain an isolation note through a new online service.

The isolation note service can be accessed via the [111 online coronavirus service](#) or [NHS.UK/coronavirus](#) as well as via the NHS app.

### **Rescue Packs**

There has been some incorrect information about Asthma and COPD rescue packs on social media recently. These packs are only for bacterial infections which Coronavirus is not (it is a virus). If you don't normally have an Asthma or COPD rescue pack you should not contact your GP practice to order one.

### **Repeat Prescriptions**

There is no concern regarding medicines supplies and your practice will continue to issue prescriptions for routine medications as usual. Please order your medicines using online services or Apps wherever possible (e.g. Patient Online Access or NHS App). Please order your repeat when you have a 7 to 10 day supply of medicines left.

Practices will routinely send prescriptions electronically to pharmacies to dispense, so you or your representative can collect the dispensed items from the pharmacy in most cases.

Pharmacies are working hard with the NHS and volunteers to support patients who need their medicines to be delivered to their homes. Please speak with your pharmacist if you have difficulty arranging for your dispensed items to be collected by a family member, friend or neighbour and you haven't previously needed a pharmacy delivery service.

### **Vulnerable individuals**

The NHS in England is currently writing to individuals that it has identified as being at particularly high risk of contracting Coronavirus due to underlying health conditions, outlining what steps they should take and why.

You do not need to contact your GP practice if you think you are at particularly high risk but haven't yet received a letter. We will contact you if we need to.