

Coronavirus – staying Safe in Surgery

While we appreciate that restrictions to protect against Coronavirus are now being removed, we have vulnerable patients in surgery and we would like to continue protecting them as we have done since the start of the pandemic. Therefore, please:

Don't attend the surgery with Coronavirus symptoms unless you have discussed this with a clinician.

If you have tested positive for Covid, please do not attend the surgery unless asked to by a clinician.

Please note due to the current situation in relation to the Coronavirus you will be offered the choice for your routine appointments, we are offering face to face appointments and telephone consultations

COVID Vaccination Status

Please click on the below link which details how you can view your COVID vaccination status;

<https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad>

You can access your COVID-19 vaccination status through the free NHS App from 17 May. You can access the app through mobile devices such as a smartphone or by tablet. Proof of your COVID-19 vaccination status will be shown within the NHS App.

Missing or incorrect Covid-19 vaccination records

Vaccine Data Resolution Service (VDRS)

The Vaccine Data Resolution Service (VDRS) aims to resolve missing or incorrect vaccination records for people vaccinated in England or abroad, who have a current NHS number and are registered with a GP practice in England.

If a patient believes they have missing or incorrect COVID-19 vaccination data, please ring 119 (option 1 then option 4) and ask the call agent to make a referral to the VDRS team. They will respond within five working days.

Please note: 119 and VDRS call agents will not provide clinical advice.

For those who have been vaccinated abroad and are experiencing issues concerning their Covid-19 vaccination records, an international service will be launching soon. Information is available via the below webpage:

<https://www.nhs.uk/covid-19-response/recording-covid-19-vaccinations-administered-overseas/>

Do not contact your GP surgery about your COVID-19 vaccination status. GPs cannot provide letters showing your COVID-19 vaccination status.

Covid-19 vaccine

Covid-19 vaccinations will be provided through a range of local NHS services. The vaccines will be available to everyone over 18 years old. People will be invited for vaccination based on a nationally set priority list. The elderly and most at risk from Covid-19 will be vaccinated first

You do not need to contact the surgery until you receive a letter, text or phone call about getting the Covid-19 vaccines. Our phone lines are very busy and we would appreciate your support to keep phone lines open for people needing to make appointments for other health matters.

Please help protect yourself, friends and loved ones by getting vaccinated when you are invited.

For national information about the vaccine visit www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/

Coronavirus FAQ

Can GPs do letters for patients that have had to cancel holidays, tickets etc. in view of their underlying health conditions?

We are sorry but we have been inundated with many similar requests. Due to the current extreme pressure the NHS is under we will not be able to provide such letters.

If I need to self-isolate for more than 7 days, will my GP do a follow on sick note after my self-certification?

Please refer to the government COVID19 website that will provide guidance for employers: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Should I be working from home as I have pre-existing conditions?

Please refer to the government COVID19 website which will provide guidance for employers: <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Can I still take ibuprofen?

There has been concern about the use of NSAIDs (namely Ibuprofen, Voltarol, Naproxen etc.) in relation to Covid-19. Little information is available at present but there may be some increased risk of complications. The suggestion from the NHS Medical Director is that in view of lack of clarity patients who have confirmed or suspected Covid 19 infections use paracetamol in preference to NSAIDs. This is not to say those on NSAIDs for other reasons should stop e.g. if you are taking these for arthritis etc. you should not stop.

Please can I order an inhaler just in case?

Due to overwhelming demand we will be issuing one inhaler only to those with a relevant diagnosis- Please do not stockpile.

Please can I have a letter for my employer to confirm I am self-isolating?

We are sorry but we have been inundated with many the similar requests. Due to the current extreme pressure the NHS is under we will not be able to provide such letters.

Can I get a rescue pack?

We have been made aware of some inaccurate information circulating regarding special 'rescue packs' for patients with pre-existing respiratory conditions such as asthma or chronic obstructive pulmonary disease (COPD).

Please do not contact your GP practice for a rescue pack. You should continue to manage your condition in the usual way and if you feel you have symptoms of COVID-19, go to www.111.nhs.uk/covid-19 or www.gov.uk/coronavirus website.

Am I in a high risk group? / Will I get a letter / text?

If you think you are in a high risk group and are awaiting a letter, or you have received a text message, please refer to:

- www.111.nhs.uk/covid-19
- www.gov.uk/coronavirus

For Parents/Carers:

If your child is unwell and you need advice from the practice then please contact us as you usually would. Please do not delay contacting your practice and seeking advice if you and your child need it. During the COVID19 pandemic, don't come to the practice – contact us first.

https://www.rcpch.ac.uk/sites/default/files/2020-04/covid19_advice_for_parents_when_child_unwell_or_injured_poster.pdf

The doctors and staff at Queenhill Medical practice in Croydon are proud to offer the highest standard of patient-centred healthcare. We run many clinics for the management of chronic

diseases such as Asthma and Diabetes and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups.

As well as providing general practice services for the local population, we have also been a training practice for many years, supporting the professional development of generations of future GPs. Our GP registrars are fully qualified doctors and have a great deal of hospital experience. Their training in the practice generally lasts between 6 – 12 months and is centered on the role of the General Practitioner. They are available for consultations in exactly the same way as the other doctors in the practice and are supported by the practice partners.

In addition to everything you need to know about the practice, you will also find a wealth of health-related information in the menu above. Please have a look around and do send us some [feedback](#) if you like.