**COVID CARE NAVIGATION AFTER 1 APRIL 2022**

1. **Is your query regarding Covid today?**

YES - Go to Q 2

NO - Continue with normal triage for other queries

1. **Have you had a positive lateral flow test or worried you might have Covid?**

YES - Go to Q 3

NO - Go to Q 7

**3. Have you used the NHS Inform SYMPTOM CHECKER?**

Yes - Go to Q 4

No - Go to NHS inform Coronavirus section to CHECK YOUR SYMPTOMS

Call back to the surgery if you are advised to do so from the symptom checker.

**4.** **Have you been advised by the SYMPTOM CHECKER to seek medical attention?**

YES - DUTY CALL- details of symptoms

NO - Follow the advice on NHS inform in the Coronavirus section CARING FOR A COUGH OR FEVER. There is no need for a GP appt. If your symptoms change, then please use the SYMPTOM CHECKER again and follow the instructions

**IF NO ACCESS TO INTERNET - Receptionist can USE THE NHS INFORM SYMPTOM CHECKER and follow the instructions and follow pathway as above**

**5**. **Are you seeking treatment for Covid because you think you are a high risk patient?**

YES - Go to NHS inform Coronavirus section to the TREATMENTS section. Patients can self-refer and don’t need to speak to the GP to access treatment if they are eligible. Otherwise phone number is 0300 790 6769

NO - Go to Q 6

**If NO ACCESS TO THE INTERNET OR PATIENT SEEKING ADVICE AS NOT SURE - DUTY CALL - details of query**

**6.** **Are you seeking information about self-isolating and testing for Covid?**

YES – Go to NHS inform Coronavirus Section to TEST AND PROTECT. All the up to date information is available there

**IF** **NO ACEESS TO THE INTERNET – Give Covid Helpline number 0800 028 2816**

**7.** **Are you enquiring about Covid vaccines?**

YES - Go to NHS inform Coronavirus section VACCINE INFORMATION

We do not offer Covid vaccines at the practice

NO - Go to the NHS INFORM General advice about Coronavirus section.

**IF NO ACCESS TO THE INTERNET – NATIONAL VACCINE HELPLINE 0800 030 80134**