



## **IMPORTANT ANNOUNCEMENT FOR PATIENTS**

We are writing to update you regarding changes to support triage and assessment of COVID-19 cases. These changes were introduced on Monday 23<sup>rd</sup> March.

All COVID related presentations only NHS inform and NHS24 on 111 will form the first point of contact for all COVID-19 related symptoms during the in-hours period.

Calls will be triaged through NHS24 on 111 down to a local (non-patient facing) hub staffed with clinicians drawn from across both primary and secondary care. People who need to be seen will be offered appointments at dedicated local assessment centres, staffed and equipped to deal with COVID-related presentation.

Also, from Monday 23<sup>rd</sup> March, the community pharmacy Minor Ailment Service is being extended to allow anyone registered with a GP practice, who has a minor illness or a common condition, to speak to a member of the pharmacy team for advice and treatment without the need to see their GP. The extended Minor Ailment Service will support the COVID-19 community hubs and assessment centres by enabling the supply of supportive treatments.

Patients who require a self-isolation certificate can get it from the address below:

14 day self-isolation certificates to be given to employers can be found on NHS Inform.  
<https://111.nhs.uk/isolation-note>

Useful information can be found here:

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-general-advice>

Lorna Grubb  
Practice Manager

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