

# Help us spread the word

## Launceston Medical Centre and Covid-19

*NHS England has published standard operating procedures for Primary Care Services which must be followed. Footfall through the practice must be minimal so appointments must be managed remotely whenever possible.*

### How to get medical advice

Telephone **999** or **111** in an emergency <https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>

Go to website <http://launcestonmedicalcentre.co.uk/> or telephone **01566 772131**

The usual advice regarding symptoms and self isolation still apply. Call **119** (Please visit <https://www.nhs.uk/conditions/coronavirus-covid-19/> for more information)

All Patients with a face to face appointment are now required to wear a face covering as per Government guidelines. Please bring your own face covering - a scarf is acceptable. There are a limited number of masks available at Reception provided by the Patient Participation Group (PPG).

To reduce footfall in the building, no routine enquiries or bookings will be dealt with at the Reception Desk. If asked to attend the Medical Centre for treatment, instructions will be given.

e-consult - consultation with medical practitioner online - instructions on website

systemonline - prescriptions and records - instructions on website

Livi - consultation with NHS GPs online - instructions on website

Routine 6/12-month review or blood tests - patients should contact Reception

Asthma and COPD reviews - these are not being carried out but patients with concerns should contact Reception

Nurse appointments - patients should contact Reception

Ear-syringing - this service is not being offered at present

Annual Flu Clinics - pending information