**Your GP practice is open: but you will notice some differences**

Along with all GP Practices in Leicester, Leicestershire and Rutland, we are delivering the covid vaccination programme. This is the biggest immunisation programme in the history of the NHS in response to one of the most serious challenges to public health the world has faced. This vital work will prevent thousands of people suffering serious illness or hospitalisation. We are proud to be involved in this essential work.

We also know that our patients continue to need our help with all the usual health care needs they have. So, although we are very busy we remain open to provide the care you need. It's important to:

* get medical help if you think you need it
* keep any appointments or procedures you have booked – unless you’re told not to go
* go to hospital if you’re advised to

However, during this busy time and with Covid still a significant threat to people’s health we ask for your ongoing co-operation and understanding to help us help you. This means:

1. We may have to rearrange appointments or clinics, sometimes at short notice;
2. To prevent the spread of coronavirus (COVID-19) there have been changes to GP appointments. But it's still important to get help from us if you need it. You can contact your GP surgery by:

* visiting our website
* using the NHS App (see below)
* calling us
* You can also order repeat prescriptions online.

1. You will only be asked to visit the surgery if absolutely necessary. We will advise you about what to do. A phone or video call with a GP, nurse or other healthcare professional may be booked for you. We will discuss the best option with you.
2. Reception staff may ask you a few questions about your condition to make sure you get the right care you need. They will never make a clinical decision about whether you need see a doctor but will be able to advise you about what the alternatives are if appropriate;
3. Your local pharmacist can provide advice and treatments for minor ailments and conditions and without the need to book an appointment;
4. Often you can use self –care to meet your health needs. The best place to get accurate health information is the [NHS website](https://www.nhs.uk/). The NHS website has information and advice on medical conditions and symptoms, common medicines, healthy lifestyle
5. Go Digital! The NHS has a range of Apps that can help you look after yourself. You can use online services and apps that may allow you to: Visit [Health at home](https://www.nhs.uk/health-at-home/) to take control of your health and wellbeing with advice and information on self-care, conditions, treatments and medicines. You can use online services and apps that may allow you to:

* order repeat prescriptions
* see parts of your health record, including test results
* book, check or cancel appointments

1. If you have an urgent care need you can also call NHS 111 which is available 24 hours a day, 7 days a week
2. The NHS APP is a simple and secure way to access a range of NHS services on your smartphone or tablet.

[Download on the App Store](https://apps.apple.com/gb/app/nhs-app/id1388411277) [Get it on Google Play](https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline)

Thank you very much for your continued support and please continue to follow the public health advice and stay safe during this pandemic.

Your GP Practice Team