

# Coventry and Warwickshire GP practices and Accident and Emergency Departments are still open

Local GPs and Accident and Emergency departments in Coventry and Warwickshire are still open during the COVID-19 situation, though how you access them might be slightly different than you're used to.



Here's a list of handy Do's and Don'ts to explain how to see a GP:

## DO



**Ring your GP practice first** if you have any health concerns **not** related to coronavirus. We are especially keen to hear from you if you have a new lump, unusual bleeding a new problem that you think is significant or are struggling with a chronic condition such as diabetes or asthma.



Be prepared to have your appointment over the telephone or by video consultation – you may be offered a face to face appointment, but please note that the nurse or doctor may be wearing gloves, an apron and a mask for your protection and theirs.



**Contact your GP if you have concerns about cancer, heart disease or a child who is ill**, but please be aware that, for certain conditions, you may be asked by your GP to be seen at practice which isn't your own.

## DON'T



**Don't go to your GP practice unless asked to do so by a GP.**



**Don't go to your GP if you have symptoms of Coronavirus** – stay at home and use the online 111 symptom checker, or call NHS 111 if you can't get online.



**Don't go to your GP for something you could treat at home**, such as hay fever, mild skin conditions or fungal toe nails.

**Accident and emergency** at our local hospitals are also open and it is important people don't delay in seeking medical attention in a life-threatening emergency, but again there are some things to keep in mind:

## DO



**Call 999 in a life-threatening emergency without delay.** An emergency is when someone is seriously ill or injured and their life is at risk. Life-threatening emergencies can include:

- loss of consciousness
- a sudden confused state
- fits and seizures that aren't stopping
- chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- severe allergic reactions
- severe burns or scalds
- suspected meningitis or sepsis

**Call 999 immediately if you or someone else is having a heart attack or stroke.**  
Every second counts with these conditions.



**Visit NHS 111 online if it is not a life-threatening emergency** but it's not something you can deal with yourself. They may send you to the Urgent Treatment Centre at City of Coventry Walk-In Centre or book you a call with your GP surgery.

**Only call 111 if you can't get online or have no access to the internet.**

## DON'T



**Don't go to A&E for anything which isn't a life-threatening emergency** – Use the NHS app, visit NHS 111 online or call NHS 111 if you can't get online.



**Don't go to A&E if you have symptoms of Coronavirus** – stay at home and use the online 111 symptom checker, or call NHS 111 if you can't get online.

If you have an ongoing health condition for which you normally attend hospital, please be aware these services may be delivered in different ways than you're used to. The hospital will contact to inform you of changes to your care.

**Remember:** If you have symptoms of coronavirus (a high temperature or a new, continuous cough), use the online NHS 111 coronavirus service. Only call 111 if you can't get online.

