

# Blackheath Medical Practice

## COVID-19 management strategy

**This document date : 16/03/2020**

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Perhaps the most important message is...

**Do not come to *Blackheath* if you have a temperature OR a cough.**

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do.

Use this service if:

- you think you might have coronavirus.
- in the last 14 days you've been to a country or area with a high risk of coronavirus.
- you've been in close contact with someone with coronavirus.

The address is <https://111.nhs.uk/covid-19>

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### Digital First

In line with advice from the Department of Health, *Blackheath* moved to a “digital first” access policy on Wednesday 10<sup>th</sup> March.

This means that no one can make an appointment without some prior contact. We would prefer you to use the eConsult service which is available from the practice web site [www.bhgp.co.uk](http://www.bhgp.co.uk).

During this crisis, no one is allowed to enter *Blackheath* without a prior conversation. The conversation will include questions about your current wellbeing and that of your family & immediate contacts.

Longstanding patients at *Blackheath* will know that the surgery has a history of innovation and so now finds itself in a good position to cope with a “digital first” strategy.

We have remote working sites available to us. This means that if the surgery has to close that some service will still be available.

**Please work with us to reduce the risk of the practice staff getting ill and the premises being shut for any period of time.**

If you want to collect something from the surgery, please telephone ahead to make sure it is ready for you so we can just hand it out through the front door to you. See below for information about prescriptions and “sick-notes”.

### **Prescription ordering & getting lab results**

If you have not already done so, please sign up for electronic prescription ordering.

You need login details from reception.

Please use the [eConsult](#) service to request your login details – on the [eConsult](#) banner, click on “Request sick notes etc” and in a text box, simply ask for “Electronic Prescription Service registration support”.

Do not come to the surgery or telephone to request your login details. You may have to collect them from the surgery – we will hand them out to you at the front door.

The service also lets you see your lab test results.

### **eConsult**

Patients at *Blackheath* have already been keen users of [eConsult](#) – so much so that recently we had the highest [eConsult](#) rate per capita in Wirral.

It works on your smartphone or on any computer.

In your web browser, open [www.bhgp.co.uk](http://www.bhgp.co.uk). A blue banner will appear offering you options for advice or to start an e-consultation. You can include photographs of rashes.

**UPDATE:** We have set up a shorter, snappier link to our eConsult service...

[www.bhgp.com/econsult](http://www.bhgp.com/econsult).

### **Electronic Prescribing**

Most people have already nominated the pharmacy they wish to use for electronic prescriptions.

If you have not already done so, please nominate your pharmacy when you request your prescription.

### **Sick notes**

You should not request sick notes related to Covid-19 from the surgery. Self-certification is now effective from Day 1. Those self-isolating who need a sick note can ring 111 and they will send you the equivalent of a sick note by email.

Request all other sick notes through [eConsult](#). Do not come to the surgery or telephone to request a sick note.

### **Mental health problems**

At any one time about 25% of us will have mental health symptoms.

There are particular [eConsult](#) options for anxiety, depression, low mood and panic attacks.

Please contact us first using one or more of these [eConsult](#) options. They will ask you questions that help us to understand the extent of your problems.

Additional information is available, with links to various other services, on the practice web site at [www.bhgp.co.uk/mentalhealth.asp](http://www.bhgp.co.uk/mentalhealth.asp).

### **Clinical reviews**

Your doctors are very mindful of the fact that we have many patients who need monitoring for chronic health issues.

Please make sure we have your mobile telephone number and/ or your email address.

When, in due course, a vaccine becomes available, those patients who have given us their mobile phone or email address will be the first to know when we receive stock.

### **Patients on Regular Medication**

Continue to take your medication as prescribed.

Do not overorder.

## **Patients on...**

### **Methotrexate**

### **Warfarin**

You will still need to have your regular blood tests. Respond to text messages you receive. Use eConsult to request appointments.

## **Patients with COPD**

Request your “rescue packs” as normal. Use the [eConsult](#) service preferentially.

If you get ill with your chest, telephone “111”. Tell them that you have COPD.

## **Patients with Asthma**

“Asthma reviews” appointments are suspended. If you get an asthma review text message, please complete the questionnaire and send your responses back to us.

We might also text or email you, asking you to complete an “Asthma review” on eConsult.

<https://blackheathmedicalcentre.webgp.com/reviews>

and select “Asthma review”.

## **Patients with High Blood Pressure (Hypertension)**

We will be inviting fewer of you to make appointments until the worst of this is over.

We encourage you to monitor your blood pressure at home.

If circumstances allow, blood pressure monitors (sphygmomanometers!) start at about £15 on Amazon.

If you are monitoring your blood pressure, you can use [eConsult](#) to let us know how you are doing....

<https://blackheathmedicalcentre.webgp.com/reviews>

and select “Hypertension review”.

If your blood pressure readings are more than 140/90 then please contact us through [eConsult](#).

## **Patients on the Contraceptive Pill**

[eConsult!](#)

<https://blackheathmedicalcentre.webgp.com/reviews>

and select “Contraceptive pill review”.

## **Urinary Tract Infections**

Your pharmacy can help many patients with urinary tract infections.

If they cannot help you, then [eConsult!](#)

## **Conjunctivitis**

Buy chloramphenicol eye drops in your pharmacy.

Several local opticians offer assessment of red eye problems. Contact reception for more information about this.

## **Maternity care & childhood immunisations**

Mothers-to-be should continue to attend their ante-natal clinic.

Post-natal & 6-week baby checks will continue as normal too.

Childhood immunisations will continue as normal to reduce the risks of other serious infections to children.

## **Hay Fever**

The hay fever season will be upon us soon.

Consider buying loratadine or cetirizine in your local pharmacy or supermarket. Check the small print on supermarket own brands to see what they contain.

If you are in trouble with your symptoms, [eConsult!](#)

## **Normal Practice Working**

Your practice is currently functioning well and we hope that continues.

“Digital First” and a locked front door at *Blackheath* is expected to continue for about 3 months.

We truly look forward to a resumption of normal services and to welcoming you back into the building.

BN Quinn.

J Mottram.

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