

## **During Covid-19 your GP is still available**

**When you have an illness or injury that won't go away, make an appointment to see your General Practitioner (GP).**

The Covid-19 outbreak has changed many aspects of our lives, including the way that we use health services. This leaflet gives you information about what is happening at your general practice at the moment. Services have changed to keep patients and staff safe, but it is still important that if you have concerns about your health you get in touch with your practice just as you would in normal times.

### **Contacting your practice**

When you call your practice you will be asked the reason you need to speak to a health care professional – this is sometimes described as triage. Staff can then arrange for you to speak to the person within the practice who is best able to meet your needs. Alternatively, they may advise you to contact another service if that would be more appropriate.

### **Appointments**

It is most likely that you will be offered a telephone appointment or perhaps a video appointment. You may hear this called an Attend Anywhere appointment or a Near Me appointment. If your GP needs to see you in person, you will be given an appointment at the practice.

### **Social distancing**

If you are asked to attend at your practice, you will be asked to arrive at a specific time and may be asked to wait outside the building until they are ready for you. Please follow all the advice or instructions you are given as these are to ensure that social distancing is maintained and that there are not too many people in the waiting room at any one time.

### **Screening**

Appointments for screening such as for cervical screening and bowel screening were stopped, but these services will be restarting soon, and you will be contacted as appropriate. If you are worried about any symptoms, please contact your practice as soon as possible.

### **Child Health**

It remains really important, especially during Covid-19, to attend your child's scheduled routine immunisation appointments to protect them against serious diseases. You will receive an appointment letter from Child Health and immunisations will be delivered by the Pre School Team. If you have any questions about attending, telephone the number on your appointment letter or speak to your Health Visitor. Immunisations for school age children are restarting now that schools have returned.

## Youth Health Service

The Youth Health Service offers support for young people aged 12-19 living in Glasgow. The service is providing telephone and video services during this time and can be contacted on **0141 451 2727**

## Interpreting services

Telephone interpreting services are available as normal, and can be arranged for video appointments too. BSL interpreters are also available.

## Covid 19 symptoms

If you have:

- a high temperature or fever
- a new continuous cough
- a loss of, or change in sense of smell or taste

Then please go to [www.nhsinform.scot](http://www.nhsinform.scot) for information on arranging a test, which you should do right away, and what you should do next.



This information will change over time and there may be differences in the way that practices are working at the moment - if you need to contact your practice, they will give you the most up to date guidance on how to access them.