

FREQUENTLY ASKED QUESTIONS

Question: Sick Notes – am I able to get a sick note in relation to Covid-19 issues?

Answer: Please read the notes below before requesting a sick note. We **will not** be issuing sick notes in the following cases;

- Absences of less than 7 days as you should self-certify the first 7 days of any absence
- To confirm that you are self-isolating or live with someone who is self-isolating. You can however obtain an Isolation Note via <https://111.nhs.uk/isolation-note/>
- To confirm someone is over 70 years of age
- To confirm pregnancy
- To provide evidence of pre-existing health conditions. You can ask for a summary of your pre-existing health conditions which we can send to you by text. Only request this if you absolutely need it. Please make requests via our website. We will reply within 21 days

Question: I cannot get Paracetamol. I need a prescription

Answer: Unless you are already being prescribed Paracetamol for an ongoing condition we are unable to prescribe this unless a doctor has assessed you and deemed it necessary

Question: I need a prescription. Can I come and collect it?

Answer: We are asking all patients to nominate a pharmacy to whom we can electronically send your prescriptions. This not only reduces footfall into the surgery but is also a much quicker and effective process for you

Question: I want to see a doctor in person. I don't want a telephone appointment as they won't be able to help me over the phone

Answer: We have moved to telephone appointments in line with national guidelines. If the GP you speak to feels they need to see you in person, they will make those arrangements.

Question: My partner has a cough and dry throat, do I have to self-isolate?

Answer: You should refer to the latest guidance from the NHS 111 coronavirus service, NHS and Public Health England

Question: I've heard I can get a Rescue pack for my asthma or COPD?

Answer: Please do not contact the practice for a rescue pack unless this is something that has previously been agreed and prescribed by your medical team