

National Lockdown

Frequently Asked Questions

As we prepare to enter another national lockdown, please remember that we will remain open, and will be here for you, throughout.

If you need to speak to us, please contact us; and if you have a pre-booked appointment, please keep it.

We have had lots of questions from patients recently, so hopefully this will help ↓

- **Shielding** – Shielding support was stopped at the end of August 2020. GP's are not able to provide a letter for any patients that wish to shield or work from home, please discuss this with your employer.
- **Clinically vulnerable people** – Anyone in this category should continue to follow the Governments advice which can be found at <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>
- **Pre-booked appointments** – If you have a pre-booked appointment, please keep it. We have measures in place to ensure that it is safe for you to attend the practice.
- **Ordering your medication** – We will continue to be open, as normal, throughout the national lockdown. Please order your prescriptions as you would normally, there is no need to order in advance. Our phone lines are busy, so you might want to order through <https://www.patientaccess.com/>
- **If you need an appointment** – Please contact us as normal, our GP's and Nurse Practitioners are operating a "telephone first" triage service, in line with Government guidance. We are very busy, and only have a limited amount of appointments, so if your query is not urgent you may have to wait a little longer.

These are uncertain times for everyone, and we thank you for your patience and understanding.

The James Cochrane Practice.