**FAQ**

Primary care all over the country is facing unprecedented demand. We have been analysing the most common reasons for phone calls to us and have put together a list of frequently asked questions.

To ease the pressure on the phone lines and to help us help you better, may we request that you please take a look at these Q&As as you may find answers here.

**Q. I have a cough, fever or loss of smell and taste OR another question regarding Covid-19**

A. The following link gives you all the information re Covid-19

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

**Q. Do I really still need to test myself for Covid-19 and which test do I need?**

A. Covid is still very much with us. If you develop one of the key symptoms - a new cough, a fever or a loss of taste or smell - you need to get a Covid test. This applies whatever your age and whether or not you've had Covid before or been vaccinated. The correct test in this situation is a PCR test (NOT the lateral flow test) - you can arrange this through <https://www.gov.uk/get-coronavirus-test>

|  |  |
| --- | --- |
|  | [Get a free PCR test to check if you have coronavirus (COVID-19) - GOV.UK](https://www.gov.uk/get-coronavirus-test)  If you have any of these 3 coronavirus (COVID-19) symptoms, even if mild, use this service to get a polymerase chain reaction (PCR) test as soon as possible:a high temperature  [www.gov.uk](http://www.gov.uk) |

**Q. How do I get my Covid booster?**

A. When it is your turn, you will receive a text with a link to book the appointment.

Alternatively, please book your booster online via

<https://www.nhs.uk/book-a-coronavirus-vaccination/do-you-have-an-nhs-number>

The West Basildon PCN team have informed us that Covid vaccines for our housebound patients will commence soon. If you have not responded to the original invite, we will be running searches and contacting those who have not had theirs

**Q. I am unwell and need a sick note.**

A. For the first week of any illness you do not need a doctor’s note and therefore we will not provide you with one.

Please click on the link below which explains the self-certification process, including how to get a self-isolation note if you have Covid:

<https://www.gov.uk/taking-sick-leave>

**Q. I am unwell and I would like to be signposted to the appropriate clinician.**

A. There is a wealth of information on the NHS website which will advise you if and when you ought to speak to a doctor.  111 online is a useful first point of contact and will direct you to the most appropriate service, please use link below:

<https://111.nhs.uk/Home/ModuleZero>

Alternatively, please follow the links below for detailed advice regarding a range of minor illnesses:

1. [Back Pain](https://www.selfcareforum.org/wp-content/uploads/2021/04/1-Back-pain-ver2.1-2020.pdf)

2. [Eczema](https://www.selfcareforum.org/wp-content/uploads/2020/11/Eczema-factsheet-final-2020.pdf)

3. [Heartburn and indigestion](https://www.selfcareforum.org/wp-content/uploads/2020/11/Heartburn-and-Indigestion-final-2020.pdf)

[4. Fever in children](https://www.selfcareforum.org/wp-content/uploads/2020/11/Fever-in-children-final-2020.pdf)

5. [Constipation](https://www.selfcareforum.org/wp-content/uploads/2020/11/Constipation-final-2020.pdf)

6. [Headache and migraine](https://www.selfcareforum.org/wp-content/uploads/2020/11/Headache-final-2020.pdf)

7. [Cough](https://www.selfcareforum.org/wp-content/uploads/2020/11/Cough-factsheet-final-2020.pdf)

8. [Acne](https://www.selfcareforum.org/wp-content/uploads/2020/11/Acne-final-2020.pdf)

9. [Sprains and strains](https://www.selfcareforum.org/wp-content/uploads/2020/11/Sprains-and-Strains-final-2020.pdf)

10. [Sore throat](https://www.selfcareforum.org/wp-content/uploads/2020/11/Sore-Throat-final-2020.pdf)

11. [Middle ear infection (otitis media)](https://www.selfcareforum.org/wp-content/uploads/2020/11/Middle-ear-infection-final-2020.pdf)

12. [Common cold in adults](https://www.selfcareforum.org/wp-content/uploads/2020/11/Common-Cold-in-Adults-final-2020.pdf)

13. [Sinusitis](https://www.selfcareforum.org/wp-content/uploads/2020/11/Sinusitis-final-2020.pdf)

You may find it useful to add the following pages to your favourites:

<https://www.selfcareforum.org/fact-sheets/>

<https://www.nhs.uk/conditions/>

**Q. Your phone lines are busy and I cannot get through.**

A. The best way to contact us with a non-urgent query or a request to book a routine appointment is to send us a message online and a care navigator will get back to you.

They may be able to solve your admin query or book you an appointment with the most appropriate professional. Please click on the link below to submit an online query:

<https://florey.accurx.com/p/F81108>

Alternatively, you can use our online platform via the NHS App.

**Q. I would like to order my repeat prescription.**

A. The quickest and safest way to order a repeat prescription is by using the NHS App or by using SystmOnline - please see one of the links below:

<https://www.nhs.uk/nhs-app/about-the-nhs-app/>

<https://www.laindonmedicalgroup.co.uk/register-for-online-services>

Alternatively, you can:

1. Use our automated 24 hour telephone service
2. Drop a written request through the letter box at the main entrance
3. Email us on [prescriptions.lmg@nhs.net](mailto:prescriptions.lmg@nhs.net)

There is a 48 hour turnaround time for the prescription to be generated so please bear with us. Once the prescription has been emailed to the chemist, we will send you a text.

Further queries should be directed to the chemist as receptionists will not be able to help you.

**Q. My question is not answered here**

A. You will find links to a range of other useful information on our website:

[https://www.laindonmedicalgroup.co.uk](https://www.laindonmedicalgroup.co.uk/)

Alternatively, please send in your query via:

<https://florey.accurx.com/p/F81108>

**Q. I am unable to read OR have no internet access OR have special needs.**

A. Please ring us via our switchboard on 01268 209363. For non-urgent queries, please ring after 1pm.

Alternatively, our main doors are open and you can press the bell outside the hatch and a care navigator will help you.

Please remember to wear a mask and practice social distancing when visiting the surgery as we are following the current national guidance for healthcare settings.