**Dear Colleague**

**Re: Primary Care response to CONVID-19**

In relation to the management of corona virus in primary care, in order to ensure national guidance is adhered to, and practice can maintain core services, we strongly recommend that the following actions are taken:

1. Each practice should update their answerphone system with immediate effect to include the following message:

***‘If you have travelled to the United Kingdom within the last 14 days from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau and are experiencing respiratory symptoms including shortness of breath, cough or fever, please remain at home and immediately call NHS 111 for advice.***

1. Please update your website to include the following message:

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| **INFORMATION FOR PATIENTS REGARDING**  **WUHAN NOVEL CORONAVIRUS INFECTION**    All travellers who develop relevant symptoms ( for example respiratory symptoms, shortness of breath, cough, fever) however mild, within 14 days of returning or transitioning from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau should not attend the practice, but should remain at home and immediately call NHS 111 for advice.  The latest information for members of the public can be found here:  <https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public> |

1. Please ensure you have displayed a poster on the entrance to your practice requesting patients who have visited the affected areas do not enter the building, but return home and immediately call 111 for advice.
2. The attached algorithm should be used when assessing any patient who presents with symptoms.  Please ensure all practice staff are fully aware of and follow the isolation, cleaning and decontamination guidance for primary care if any patients do present to the practice.  It is important that before entering the room, staff perform hand hygiene then put on a disposable plastic apron and gloves.

(<https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care/wn-cov-interim-guidance-for-primary-care>) section 4 applies.

Current Public Health England guidance is being updated frequently, so you are advised to check the gov website (as above) frequently. The CCG will also ensure prompt circulation of changes to guidance to all practices.

Rebecca Clegg, Accountable Emergency Officer for NHS Berkshire West CCG

Catherine Mountford, Accountable Emergency Officer for NHS Buckinghamshire CCG and NHS Oxfordshire CCG