

**Level lockdown instructions**

**Level 1 lockdown**

We will keep patients who have cold symptoms away from our well patients so please understand if you are told you are not allowed to come into the practice. We have not had a positive case at our practice yet (fingers crossed). We would encourage you to wear a mask when entering our practice. If you have cold symptoms DO NOT ENTER our practice and call us instead please.

**Level 2 lockdown**

We are open!

This means COVID-19 is in the community. While we are seeing more patients in person in level 2 we are still offering phone and video consultations. All in person consultations will be preceded by a phone discussion (triage) by the doctor so please stay in your car and call us upon arrival. We would encourage you to wear a mask when entering the practice. If you have any cold symptoms please DO NOT enter our practice.

**Level 3 lockdown**

We are open!

 It is recommended that we move more to remote (virtual -video or phone) consultations. The doors will be locked and you will be required to call us prior to entering. Please wear a mask. We are encouraging virtual consultations (phone or video) in about 70% of cases so it is possible you may not see the doctor even if you booked an in person consult and arrive at the practice. If you have a virtual consult and have photos of a skin lesion/rash/ sore throat etc please send this at least 30 mins prior to your appointment to howickreception@outlook.com. We appreciate your understanding in what is a challenging situation for all.

**Level 4 lockdown**

We are open!

Much the same as level 3 except a greater proportion of visits will be virtual.

If you have an appointment we will not cancel this however you will need to call to let us know if you would like to have a phone or video consult. If you made your appointment online you can specify this in the comments section.

When your appointment time arrives, the doctor will then contact you and take a history. An examination is performed if deemed necessary by the doctor.

Sending a photo to howickreception@outlook.com as per Level 3 lockdown instructions above will be helpful.