**Public facing script**

**Information on NHS services over Early May Bank Holiday – Friday 8 May 2020**

Everyone should [stay home](https://www.nhs.uk/conditions/coronavirus-covid-19/) in line with government guidance.

**If you or someone you live with has coronavirus symptoms (high temperature and / or a new continuous cough):**

* Stay at home.
* If your symptoms worsen or you feel that you cannot manage at home, please refer to the NHS111 [online coronavirus service](https://111.nhs.uk/covid-19/).
* Please do not go to your GP practice or community pharmacy.

**If you or people you live with don’t have coronavirus symptoms and you think you need advice from a GP practice or pharmacy for a health concern:**

**GP practices**

* GP practice services on Friday 8 May will be available. This may be offered by your practice or another nearby service.

If you think you need to talk to your GP practice about something other than coronavirus.:

1. Contact your GP practice online or by phone to be assessed. If your practice is not open for any reason you will be directed to another nearby service.
2. If a face-to-face appointment is necessary, you’ll be advised on this.

**Community pharmacy services**

* Many community pharmacies will be open for a minimum of three hours on Friday 8 May with some pharmacies being open longer. Please check the NHS website or your pharmacy’s own website for details.

Pharmacists and their teams are an essential part of the NHS and need your help and support during the coronavirus pandemic. Always treat our staff with respect, they are doing their best to provide you with the medicines and advice you need.

**Dental services**

* NHS dental practices are providing urgent telephone advice and triage. If you have a regular dentist you should call them as a first step. Please do not visit the practice. The dentist will assess your situation over the phone, including giving advice and, if needed, prescriptions for painkillers or antibiotics which can then be collected from or delivered by a local pharmacy.
* If you don’t have a regular dentist and need urgent dental advice, call NHS 111.
* If your dentist or NHS 111 think that you need urgent face-to face treatment, they will refer you for local urgent dental care so that any necessary emergency dental treatment can be carried out.
* If a face-to-face appointment is necessary, you will be advised on what to do. Urgent dental centres have measures in place to minimise any risk from coronavirus
* Please do not visit A&E departments with dental problems.

**Important information on prescriptions during the COVID-19 pandemic**

1. Order repeat prescriptions in your usual quantities at the usual time. Over ordering of your medicines may mean someone else has to go without their medicines.
2. Order your usual prescription online or by an app. Do not go to your GP practice or pharmacy to order prescriptions and only phone them if you cannot order online or by an app. You can order repeat prescriptions on the NHS App and through your GP surgery or pharmacy’s online service, where available. You can find out about ordering medicines online at [www.nhs.uk](http://www.nhs.uk)
3. If you have a prescription to collect:
	* If you are 70 or over, have a long-term health condition or are pregnant you should arrange [collection by a relative or friend](https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else/), or ask your pharmacy for advice about delivery
	* Ask any relatives and friends who are delivering your medicines to make sure they have seen you pick up the bag
	* If your medicines are being delivered make sure you keep a safe distance when you receive them.
4. For everyone else, if you are going into a pharmacy in person, follow social distancing rules and the rules put in place by the pharmacy to protect you and their staff
5. Pharmacies may have altered opening times to manage their workload
6. Sales of some medicines may be restricted in quantity by pharmacies to ensure that there is enough for everyone.

Supporting materials are available on the Campaign Resources website:

* [NHS Materials for Hospitals, GPs, Pharmacies and other NHS Settings](https://coronavirusresources.phe.gov.uk/nhs-resources-facilities/resources/)
* [#HelpUsHelpYou campaign materials](https://coronavirusresources.phe.gov.uk/nhs-resources-facilities/resources/open-for-business/)

Plus the following is attached:

* Dental message for Twitter
* Community pharmacy message for Twitter
* General practice message for Twitter