**DRAFT WORDING FOR TEXT MESSAGES**

**For parents**

Dear parent/guardian,

We are seeing a large increase in calls to the practice by people concerned with the recent increase in cases of strep A infection/scarlet fever in children. To help us to answer the phone to those who need to be seen urgently, please only contact the surgery if your child is unwell and you require medical help. Please note we can only prescribe treatment for children who are unwell with symptoms, so we cannot issue antibiotics to those who may have had contact but are not unwell.

If you need information on what you need to look out for and when to seek medical help, please watch this helpful video from Dr Ranj: [www.youtube.com/watch?v=vJ6E8WAnbHM](http://www.youtube.com/watch?v=vJ6E8WAnbHM).

Please also visit the Heathier Together website [www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/) or download the app onto your smartphone where you can register your child and get instant advice on Strep A and other many common conditions.

**For other patients (if needed)**

In addition to our usual high demand for appointments, we are seeing a high number of calls related to concerns around strep A infection/scarlet fever. If you need to request a repeat prescription, fit to work certificate, or general query, please submit these through our website: INSERT WEBSITE HERE as this will help us to answer the phone to those who need to be seen urgently.

We may need to temporarily delay routine appointments to ensure urgent cases can be seen quickly. This will be done according to clinical need, and we will do what we can to reduce disruption. If you are unable to attend an appointment, please let us know as soon as possible, so that we can offer it to others.

Thank you

**DRAFT WORKING FOR SOCIAL MEDIA / PRACTICE WEBSITES**

On top of our usual high demand for appointments at this time of year, we are seeing a growing number of phone calls, mainly related to concerns around strep A infection/scarlet fever. While most children will only have a mild illness, some may become seriously unwell, so if you are concerned about your child, please seek medical help.

We are doing our best to ensure patients who need to be seen on the same day can be. We may not have capacity to see everyone and understand that delays getting through can be frustrating.

We may need to temporarily delay routine appointments to ensure urgent cases can be seen quickly. This will be done according to clinical need, and we will do what we can to reduce disruption to patients. If you are unable to attend an appointment or need to rearrange, please let us know as soon as possible, so that we can offer it to others.

Please be patient with us and if your reason for contacting us isn’t urgent, please consider getting back in touch on another day. If you can have your request dealt with online such as repeat prescription requests, general queries or fit to work certificates, please visit our website or use eConsult {DELETE AS APPROPRIATE}

Parents or guardians of children can also download the Healthier Together App for free onto their smartphone or through the website for instant advice on Strep A and other common conditions: [www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/)

Your local pharmacy can help with some minor ailments such as the common cold, upset stomach, or aches and pains. However, if you are getting worse or things change you can visit NHS 111 online, find your nearest Urgent Treatment Centre, or in an emergency, dial 999 or visit the emergency department.Thank you for your understanding