**Posters**

A series of posters have been created for healthcare settings including hospitals and primary care settings. These have been updated with the new list of countries and areas affected.

A poster for GP practices that need to close for cleaning is being produced and will be available shortly.

These are available [here](https://campaignresources.phe.gov.uk/resources/campaigns/101-coronavirus-/resources/5015).

**Web text for healthcare settings**

**Important information about the coronavirus (COVID-19)**

The NHS in xxx and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The latest information on symptoms of Coronovirus infection and areas where recent travel may have resulted in a high risk of exposure can be found on [nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/)

**NHS 111 has an** [**online coronavirus service**](https://111.nhs.uk/covid-19) **that can tell you if you need medical help and advise you what to do.**

**Use this service if:**

* **you think you might have coronavirus;**
* **in the last 14 days you've been to a country or area with a high risk of coronavirus;**
* **you've been in close contact with someone with coronavirus.**

**Do not go to a GP surgery, pharmacy or hospital. Call** **111** **if you need to speak to someone.**

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact. A person can also catch the virus by touching contaminated surfaces if they do not wash their hands.

Testing of suspected coronavirus cases is carried out in line with strict guidelines. This means that suspected cases are kept in isolation, away from public areas of GP surgeries, pharmacies and hospitals and returned home also in isolation. Any equipment that come into contact with suspected cases are thoroughly cleaned as appropriate. Specific guidance has also been shared with NHS staff to help safeguard them and others. Patients can be reassured that their safety is a top priority, and are encouraged to attend all appointments as usual.

Everyone is being reminded to follow Public Health England advice to:

* Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
* Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
* Avoid touching your eyes, nose and mouth with unwashed hands.
* Avoid close contact with people who are unwell.

**Add in any of the following that apply (more than one of the following may apply):**

**Wording for healthcare settings where there are confirmed cases in the local area**

Following the announcement that an individual in the xxx area has been confirmed as having the coronavirus, PHE is carrying out a thorough risk assessment to trace this individual’s movements in the last fortnight. Patients and staff can be reassured that their safety is the top priority, and patients are encouraged to attend all appointments as usual. The local NHS and xxx Council are working closely with PHE to support this work. PHE is prioritising contacting people who might have had close and sustained contact with the individual to provide them with health advice about symptoms and emergency contact details in case they become unwell. If you have not been contacted you do not need to take any action.

**Wording for GP practice / pharmacy closed for cleaning**

An individual who has been identified as a possible Covid-19 case has recently attended xxx.

To protect other patients and members of the public, the individual was kept in isolation, away from public areas of GP surgeries, pharmacies and hospitals and returned home also in isolation. In line with Public Health England (PHE) guidance, xxx is closed for cleaning to remove any potential risk for patients.

Once the cleaning is complete, the practice will reopen on xxx. Patients and staff can be reassured that their safety is the top priority, and patients are encouraged to attend all appointments as usual.

Should you need an appointment please contact XXX

**Wording for healthcare settings where staff have to self isolate**

In line with Public Health England guidance, a member of staff at XXX has been asked to self isolate in order to protect fellow staff members, patients and members of the public. Steps have been taken to minimise the risk to patients and staff and we are working with individual patients to appropriately manage their care. We would like to offer assurance that it remains safe for patients to attend XXX as normal and ask patients to attend scheduled appointments as normal.

**Wording for healthcare settings where staff have tested positive**

The Chief Medical Officer today announced that xx new cases of Covid-19 have been confirmed in England. One of these is a clinician from XXX. We are very well prepared for incidents like this and the NHS and Public Health England are taking all necessary steps to manage the situation. All individuals who were in contact with the clinician have been identified and the appropriate measures taken. Steps have been taken to minimise the risk to patients and staff and we are working with individual patients to appropriately manage their care. We would like to offer assurance that it remains safe for patients to attend XXX as normal and ask patients to attend scheduled appointments as normal.

**Primary care updated info**

**Telephone message**

Please do not book an appointment, or go to a GP surgery, pharmacy or hospital if:

* you think you might have coronavirus
* in the last 14 days you've been to a country or area with a high risk of coronavirus – see our [coronavirus advice for travellers](https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/)
* you've been in close contact with someone with coronavirus

NHS 111 has an [online coronavirus service](https://111.nhs.uk/covid-19) that can tell you if you need medical help and advise you what to do. This can be accessed from [www.nhs.uk](http://www.nhs.uk).

Call 111 if you need to speak to someone.

**Online booking**

Please do not book a GP appointment or attend your GP Practice if:

* you think you might have coronavirus
* in the last 14 days you've been to a country or area with a high risk of coronavirus – see our [coronavirus advice for travellers](https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-travellers/)
* you've been in close contact with someone with coronavirus

NHS 111 has an [online coronavirus service](https://111.nhs.uk/covid-19) that can tell you if you need medical help and advise you what to do.

Call 111 if you need to speak to someone.

For the latest Covid-19 advice please visit [www.nhs.uk](http://www.nhs.uk).

**SMS**

For the latest Covid-19 advice please visit [www.nhs.uk](http://www.nhs.uk).

If you think you may have Covid-19, have travelled to an affected area please do not go to a GP surgery, pharmacy or hospital. Use the [NHS111 online service](https://111.nhs.uk/covid-19) to find out what to do next.