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Media Information

9 April 2020

**Your NHS working for you over Easter**

Healthcare professionals and partners are continuing to work over the Easter bank holiday weekend to make sure patients and residents get extra support during the Covid-19 pandemic.

As part of the national response in the fight against the disease GP practices in Derbyshire will remain open for phone calls and pre-booked appointments with patients, in line with the new way they are working during the Covid-19 response, on both Good Friday (10 April) and Easter Monday (13 April), between 8am and 4pm.

The majority of community pharmacies will be open between 2pm and 5pm on both Good Friday (10 April) and Easter Monday (13 April) unless other local arrangements are in place.

As has been the case for a number of weeks now:

**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 practice services on Good Friday (10 April) and Easter Monday (13 April) will be available the same as any normal weekday. This may be at your practice or another nearby service.

* On Saturday 11 April and Sunday 12 April, GP access will be the same as any other weekend.

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

* 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.
* If a face-to-face appointment is necessary, you’ll be advised on this.

**Community pharmacy services over the bank holiday**

* Many community pharmacies will be open for a minimum of three hours on Good Friday (10 April) and Easter Monday (13 April) with some pharmacies being open longer. Please check your pharmacy website or phone for details.
* Community pharmacy opening hours on Saturday 11 April will be the same as normal and for Sunday 12 April will be the same as any normal Easter Sunday.

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

* 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.
* 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)
* 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 help with 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.
* 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
* Pharmacies may have altered opening times to manage their workload
* Sales of some medicines may be restricted in quantity by pharmacies to ensure that there is enough for everyone.

Dr Steve Lloyd, Medical Director for NHS Derby and Derbyshire Clinical Commissioning Group said: “NHS staff across the county, along with partners and key workers, are pulling out all the stops to care for our communities and we thank all staff who are yet again going the extra mile to take care of others.

“These services are staying open to look after the poorliest patients and make sure the vulnerable patients are still supported so please continue to follow the national advice, stay home to save lives.

“And if you do need non-emergency NHS help over the bank holiday please follow the advice or using the NHS app or going to NHS 111 in the first instance.”

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

**ENDS**

**Notes for editors:** NHS Derby and Derbyshire Clinical Commissioning Group brings together the combined expertise of 114 local GP practices, split between eight different Places, to commission health services on behalf of 1,062,000 patients in Derbyshire.Our vision is to continuously improve the health and wellbeing of the people of Derbyshire, using all resources as fairly as possible.

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