



# The Aylesbury Vale Academy

Including Berryfields Primary

COLLABORATING *for* EXCELLENCE

17 April 2020

Dear Parent/Carer

## **USING HEALTH CARE SERVICES DURING COVID**

We have been asked by Public Health England to pass on the following message to you and your families.

Please remember, A&E services and your GP practice are still open during the coronavirus outbreak.

GP surgeries are not allowing patients to directly book face to face appointments at the moment, to help stop the spread of the virus. They are, however, more than happy to discuss your case over the phone and to offer advice and guidance. In some cases, they may be able to consult by video link, using mobile phones. If clinically appropriate, they can invite you to attend the surgery for an appointment at an arranged time.

It is really important to stay well at this difficult time, so please contact your GP surgery if your child is poorly with any symptoms that cause you concern. With so much attention on coronavirus at the moment, we are aware that you may be concerned your child has a different illness or may be living with a worrying condition like asthma or diabetes.

If you are worried, please call your surgery to arrange a telephone consultation, or you can use the AskNHS app to book a call-back if you are 16 or over. The attached [parent information form](#), produced by Barts Health and North-East London STP, gives very useful advice on when to use services like GPs, pharmacists, A&E and 999.

All your health service staff are still there for you, even though they are having to do things a little differently. Please do not be afraid to use them if you are concerned about your child's health.

I hope you are keeping well and safe at this time.

Yours sincerely

**MR G GIBSON**  
**Secondary Headteacher**

A Church of England Academy

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