**If you think that your condition or symptom may be serious please let us know**

During this time, we would like our patients to know that we are still here for problems other than COVID-19. Whilst some of our non-urgent work has been suspended, we are very keen to encourage everyone to report any worrying symptoms. Our hospitals are still seeing time-sensitive serious medical problems and are ensuring that these patients are assessed and treated away from areas in which COVID-19 is managed.

If you are the parent of a child and are unsure where to seek help, you can find advice [here](https://primarycarepathways.co.uk/covid-19/community-patient-resources/resources-for-children/426-guide-for-parents-on-which-nhs-service-to-use/file)

If you believe that you could have an urgent life-threatening problem please click [here](https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/when-to-call-999/) or dial 999.

We do not know how long our regular appointments service will be disrupted for, so if you have any other concerning symptoms, any of our clinicians will be pleased to discuss these with you. We can speak on the phone, use a video consultation if appropriate or invite you down to the surgery for a face to face assessment.

Examples of the sort of problems that should not be postponed or ignored include:

* New or growing skin lumps or moles.
* A sore that is not healing or is bleeding.
* A persistent new cough or hoarseness that lasts longer than three weeks.
* Any new heart burn or difficulty in swallowing.
* Any new or worsening chest pain or abdominal pain.
* A change in bowel or bladder habits for no obvious reason.
* Any new shortness of breath.
* Loss of appetite, unexplained weight loss or persistent unexplained tiredness.
* Blood anywhere it normally should not be – in urine, bowel motions, or from spitting.
* Disturbance of mood leading to thoughts of harming yourself.

Of course this list is not complete, if you have other symptoms that you are concerned about you can also consult [111 online](https://111.nhs.uk/)

**Dental problems**

If a patient has a dental emergency, they should contact the dental practice they normally attend or an NHS practice nearest to their home address, which can be located [here](https://www.nhs.uk/using-the-nhs/nhs-services/dentists/). The problem will be assessed by phone and they may be offered treatment at a dental care hub.