We are still open and here for you. We are continuing to provide services as we have been doing throughout the COVID-19 pandemic. We are prioritising delivery of care and services based on clinical needs.

**Oxford/AstraZeneca vaccine: Reports of extremely rare blood clots**

The MHRA is carrying out a detailed review of reports of an extremely rare blood clotting problem affecting a small number of people who have had the Oxford/AstraZeneca vaccine.

The problem can also happen in people who have not been vaccinated and it's not yet clear why it affects some people.

The COVID-19 vaccine can help stop you getting seriously ill or dying from coronavirus. For people aged 30 or over and those with other health conditions, the benefits of being vaccinated outweigh any risk of clotting problems.

If you are under 30 and have already had the first AstraZeneca dose without any serious side effects, you should still get the second.

For people under 30 without other health conditions, it's currently advised that it's preferable to have another COVID-19 vaccine instead of the Oxford/AstraZeneca vaccine.

**Advice if feeling unwell after vaccination**

Call 111 immediately if you get any of these symptoms starting from around four days to four weeks after being vaccinated:

* a severe headache that is not relieved with painkillers or is getting worse
* a headache that feels worse when you lie down or bend over
* a headache that's unusual for you and occurs with blurred vision, feeling or being sick, problems speaking, weakness, drowsiness or seizures (fits)
* a rash that looks like small bruises or bleeding under the skin
* shortness of breath, chest pain, leg swelling or persistent abdominal (tummy) pain

[Find out more about COVID-19 vaccination and blood clotting on GOV.UK](https://www.gov.uk/government/publications/covid-19-vaccination-and-blood-clotting/covid-19-vaccination-and-blood-clotting)

**Medical advice and treatment**

If you need medical advice or treatment, please ring us on 0207 272 1585 or, for non-urgent advice or treatment, visit our website and send us your query – our opening hours are Mon – Fri 8-6.30pm.

Due to coronavirus, how you contact us will be different at the moment. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.

When you phone or go online, you will be asked to provide some information about your healthcare need. This will help the practice healthcare team assess the most appropriate way to provide your care, which may include a face-to-face consultation and ensure it is provided by the most appropriate person. Face-to-face appointments are available to all patients where there is a clinical need. Online consultation requests for non-urgent help can be made at any time. They will be responded to as soon as possible, usually within two working days.

Alternatively, visit the local pharmacy for clinical advice on minor health concerns.

For urgent issues or out of hours, you can also call the NHS on 111 or go online to seek NHS advice 111.nhs.uk

Appointments are being delivered face-to-face, by telephone, or using video calls and messaging to your mobile or computer – the practice team will assess what is most appropriate for you and if you have a preference you can discuss this with them.

**Attending a face-to-face appointment**

If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery. If you have a disability or condition which means you cannot wear a face covering or cannot communicate with someone who is wearing a face mask, or require other adjustments before your appointment, please let the surgery know ahead of your arrival.