



Llywodraeth Cymru
Welsh Government

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Primary Care settings
(GPs, Community Pharmacists, Dentists, Optometrists)

cc. Primary Care Directors
Health Board Medical Directors & Nurse Directors
Health Board Directors of Public Health
Public Health Wales
Welsh Ambulance Service

5 March 2020

Dear Colleague,

Briefing: Primary care providers and the coronavirus (COVID-19)

To support you in your contribution to the management of a possible COVID-19 case, please find attached a comprehensive briefing on the management of possible cases and implications and mitigation of risk for your staff and premises.

We have provided stock messages in English and Welsh for use by practitioners when communicating with patients at Briefing Annex 1.

Thank you for your support in taking this forward.

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Briefing: Primary care providers - Coronavirus (COVID-19)

For the attention of GPs, primary care teams, Community Pharmacists, Dentists and Opticians in Wales

The NHS is 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 approach being taken by the NHS is to identify potential cases of Novel Coronavirus (COVID-19), isolate them and then contain the virus. This model is devised to protect primary care, the ambulance service and our emergency departments so they can operate as usual and assist the sickest patients.

PLEASE NOTE: As the situation is rapidly evolving in relation to case definition and countries affected, for the very latest position please check the [UK Government coronavirus page](#).

NHS England has also issued a suite of [Standard Operational Procedures](#) for primary care providers. Welsh Government is content that Welsh practitioners refer to these documents for additional sector-specific guidance if needed. However, references to local services, weblinks etc in these documents are England only and Welsh practitioners should refer to their usual Welsh NHS contacts. Relevant weblinks for Welsh-specific information and contacts are given in this briefing.

There is also guidance for health professionals on the PHE website here:

<https://www.gov.uk/government/collections/wuhan-novel-coronavirus>

1. What is the advice to patients and the public?

The advice to the public is to call 111 Wales if they are in the following categories:

- People who have returned from [Category 1 specified countries/areas](#) in the last 14 days should self-isolate. This includes avoiding attending an education setting or work until 14 days after they return.
- People who have returned from [Category 2 specified countries/areas](#) in the last 14 days, are advised to stay at home if they develop symptoms. All other pupils or students and staff should continue to attend school or university, including their siblings attending the same or a different school (unless advised not to by public health officials).
- People who have been in in close contact with someone with confirmed coronavirus.

Anyone who meets the above criteria is advised not to go to a GP surgery, community pharmacy or hospital. They should stay indoors and avoid close contact with other people. They are advised to call 111 (all Wales coronavirus service) to find

out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). People are asked to check the information on the website before they decide whether they need to dial 111.

Information for the public is available on both the [Welsh Government](#) and [Public Health Wales](#) websites.

2. What is considered to be a close contact?

The definition of a contact includes:

- any person in close face-to-face or touching contact including those undertaking small group work (within 2 metres of the case for more than 15 minutes)
- talking with or being coughed on for any length of time while the individual is symptomatic
- anyone who has cleaned up any bodily fluids of the individual
- close friendship groups
- any person living in the same household as a confirmed case, or equivalent setting such as student accommodation.

Contacts are not considered cases and if they are well, they are very unlikely to have spread the infection to others, however:

- they will be asked to self-isolate at home, or within their room, for 14 days from the last time they had contact with the confirmed case and follow the [home isolation advice sheet](#)
- they will be actively followed up by the Health Protection Team
- if they develop any symptoms within their 14-day observation period they should call 111 Wales for assessment
- if they become unwell with cough, fever or shortness of breath they will be tested for COVID-19
- if they require emergency medical attention, call 999 and tell the call handler or ambulance control that the person has a history of potential contact with COVID-19
- if they are unwell at any time within their 14-day observation period and they test positive for COVID-19 they will become a confirmed case and will be treated for the infection.

Family and friends who have not had close contact (as listed above) with the original confirmed case do not need to take any precautions or make any changes to their

own activities such as attending childcare or educational settings or work, unless they become unwell. If they become unwell, they should call 111 Wales and explain their symptoms and discuss any known contact with the case to consider if they need further assessment.

3. Is 111 Wales directing possible cases to GP practices and community pharmacies?

No. If someone calls they are assessed against a clinical pathway. If they are identified as a possible COVID-19 case, they will not be referred to a GP or community pharmacy.

However, if someone calls and is assessed against the clinical pathway and they are not a possible COVID-19 case, for example they have not recently travelled to any of the affected areas or been in close contact with a confirmed case, 111 Wales would handle their call as normal. This may mean referring them to a GP, pharmacist, dental practice or optician, based on patient need.

4. What do primary care providers do if a patient turns up with suspected COVID-19?

Public Health England (PHE) has produced detailed guidance for primary care providers which also applies to Welsh practitioners. This guidance is available [here](#). The key principles are to:

- **identify** potential cases as soon as possible
- **prevent** potential transmission of infection to other patients and staff
- **avoid** direct physical contact, including physical examination, and exposures to respiratory secretions
- **isolate** the patient, obtain specialist advice and determine if the patient is at risk of COVID-19 infection.
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If entry to the room or contact with the patient is unavoidable in an emergency, wear personal protective equipment (PPE) in line with standard infection control precautions, such as gloves, apron and fluid resistant surgical mask (FRSM) and keep exposure to a minimum. All PPE in full should be disposed of as clinical waste.

This briefing also includes information on patient transfers and cleaning your premises following a possible case.

5. What if I'm a community pharmacist without a consultation room?

If your pharmacy does not have a consultation room, it is effectively a public place. The same advice that would be given to any suspected case should be followed: go home immediately, avoid contact with others, cover your mouth and nose on the way

home and call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). People are asked to check the information on the website before they decide whether they need to dial 111.

6. If I come into contact with a suspected case, should I continue to see other patients?

The guidance for healthcare workers covers those who have travelled or have come into contact with a known case. However, if primary care providers come into contact (using the definition of close contact as given above) with a suspected case they should continue to practise as normal. Should the case then be confirmed, Public Health Wales will undertake contact tracing which may include the practitioner.

7. Is there any information my practice can share with patients?

Posters for primary care settings are available on the [Public Health Wales](#) website.

8. What happens if someone self-isolating because of COVID-19 risk calls for a review for another problem – who should handle this?

Patients should call 111 Wales in the first instance and they will be directed to the appropriate resource. If a GP visit is needed, a telephone consultation should be held. If a home visit is needed, speak to the [Health Protection Team \(HPT\)](#) for advice on personal protective equipment (PPE).

If a visit is advised, whoever does the visit needs to keep a minimum of two metres distance from the patient and avoid physical examination.

9. What Personal Protective Equipment (PPE) is needed when dealing with patients?

If following the above guidance, PPE should not be needed when dealing with patients as patients should be identified on entry and isolated as soon as possible.

If entry to the room or contact with the patient is unavoidable in an emergency, wear personal protective equipment (PPE) in line with standard infection control precautions, such as gloves, apron and fluid resistant surgical mask (FRSM) and keep exposure to a minimum. All PPE in full should be disposed of as clinical waste.

Dental teams should continue to comply with existing PPE guidance and HTM01-05, and continue to use the same PPE they routinely do.

Practitioners should continue to access PPE via their existing suppliers. The UK Government is taking steps to ensure that facemasks will be available to order by

pharmacists from pharmacy wholesalers, so contractors can obtain supplies **for use by staff** in the circumstances described in the SOP. Shared Services are working closely with the NHS Supply Chain to maintain supplies to support frontline services.

The Welsh Government has a pandemic stockpile, which includes face masks, as part of its Pandemic Influenza Preparedness (PIP) programme. We are putting in place arrangements to release elements of the PIP PPE stockpile in respect of coronavirus. There will be further communications on this matter when appropriate.

10. Who carries out decontamination?

It is the responsibility of all Primary Care employers to ensure their staff are appropriately trained and have access to equipment. Details of how to clean are in the PHE detailed [primary care guidance](#). This guidance also applies for Welsh practitioners.

Other primary care settings should follow the guidance. For additional information you can contact your [local Health Protection Team](#).

11. What PPE is needed when cleaning?

Use the PPE equipment that would normally be used when cleaning and disinfecting, in the same way as if someone had vomited in the surgery. Cleaners should use disposable plastic aprons and gloves and follow the usual cleaning [COSH guidance](#). You do not need Hazmat equipment to clean. The gloves and disposable aprons should already be available and in supply at primary care providers.

12. What happens if a provider needs to close?

If providers are following the advice set out in the guidance, they should be identifying patients as soon as possible and isolating them. It is only necessary to clean and decontaminate the areas where a suspected case has been isolated. It is not always necessary to deep clean the whole premises where only one consultation room needs to be cleaned.

If the primary care setting is advised to close, normal procedures are to be followed. So, for GPs this would involve alerting the health board in order for local contingencies to be activated. GPs are to inform their health board that the practice is closing.

If pharmacies, dentists or opticians have to shut, they must inform the health board indicating the anticipated duration of the closure.

We would expect closure to be temporary for cleaning, during which time contingency plans will be activated by the health board.

13. How are people tested for COVID-19?

Testing of patients in the community will usually be coordinated between Public Health Wales Health Protection and Microbiology Teams, and the Health Board Community Sampling Teams. Patients will be tested in their own homes if they are well enough to stay at home and able to self-isolate.

Patients will be tested with 2 dry red-topped throat swabs which will be tested at the Public Health Wales Cardiff Virology Laboratory at University Hospital of Wales.

14. What further information is available for primary care?

The Welsh Government has established a Health and Social Services Planning Group to address issues that may arise should the virus spread – such as capacity, supply chain, any contracting issues, additional support, etc. Appropriate information will be circulated if and when the situation develops.

15. Does any of this impact upon indemnity?

At present, this work is considered to be business as usual.

Briefing Annex 1

PLEASE NOTE: As the situation is rapidly evolving in relation to case definition and countries affected, please check the Public Health England coronavirus page which is updated daily at 2pm:

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

Posters

A series of posters have been created for a number of healthcare settings, including one for primary care. These are available here:

English: <https://phw.nhs.wales/coronavirus/>

Welsh: <https://icc.gig.cymru/pynciau/gwybodaeth-ddiweddaraf-am-coronavirus-newydd-covid-19/>

Telephone system

This message should be added to your phone system, ideally at the front end (so before a call is answered):

Os ydych yn bryderus eich bod wedi eich effeithio gan y coronafeirws (naill ai drwy deithio neu os ydych wedi bod mewn cysylltiad agos gyda rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws) peidiwch â mynd i feddygfa, fferyllfa nac ysbyty.

Arhoswch gartref ac osgoi cysylltiad agos â phobl eraill. Ffoniwch 111 (gwasanaeth coronafeirws Cymru gyfan) i gael gwybod beth i'w wneud nesaf. Mae gwybodaeth a chyngor ynghylch coronafeirws hefyd ar gael ar wefan [Iechyd Cyhoeddus Cymru](#). Darllenwch y wybodaeth ar y wefan cyn penderfynu a oes angen ichi ffonio 111.

If you have a concern about whether you have been affected by coronavirus (either through travel or if you have been in close contact with a confirmed case of coronavirus) do not go to a GP surgery, community pharmacy or hospital.

Stay indoors and avoid close contact with other people. Call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). Please check the information on the website before you decide whether you need to dial 111.

SMS info

If you wish to send out messages via SMS to your patient list, please use the following:

<ul style="list-style-type: none">• Dylai pobl sydd wedi dychwelyd o wledydd/ardaloedd Categori 1 yn yr 14 diwrnod diwethaf hunanynysu. Mae hyn yn cynnwys osgoi dychwelyd i leoliad addysg neu waith am 14 diwrnod ar ôl iddynt ddychwelyd.• Cynghorir pobl sydd wedi dychwelyd o wledydd/ardaloedd Categori 2 yn yr 14 diwrnod diwethaf i aros gartref os oes ganddynt unrhyw symptomau.• Pobl sydd wedi bod mewn cysylltiad agos â rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws. <p>Peidiwch â mynd i feddygfa, fferyllfa nac ysbyty. Arhoswch gartref ac osgoi cysylltiad agos â phobl eraill.</p> <p>Ffoniwch 111 (gwasanaeth coronafeirws Cymru gyfan) i gael gwybod beth i'w wneud nesaf. Mae gwybodaeth a chynngor ynghylch coronafeirws hefyd ar gael ar wefan lechyd Cyhoeddus Cymru. Darllenwch y wybodaeth ar y wefan cyn penderfynu a oes angen ichi ffonio 111.</p>	<ul style="list-style-type: none">• People who have returned from Category 1 specified countries/areas in the last 14 days should self-isolate. This includes avoiding attending an education setting or work until 14 days after they return.• People who have returned from Category 2 specified countries/areas in the last 14 days, are advised to stay at home if they develop symptoms. People who have been in close contact with someone with confirmed coronavirus <p>Do not go to a GP surgery, community pharmacy or hospital. Stay indoors and avoid close contact with other people.</p> <p>Call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the Public Health Wales website. Please check the information on the website before you decide whether you need to dial 111.</p>
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SMS for appts

If you send out SMS reminders about appointments, please use the following:

<p>Os ydych yn bryderus eich bod wedi eich effeithio gan y coronafeirws (naill ai drwy deithio neu os ydych wedi bod mewn cysylltiad agos gyda rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws), peidiwch â dod i'ch apwyntiad. Ffoniwch i ganslo eich apwyntiad. Arhoswch gartref ac osgoi cysylltiad agos â phobl eraill.</p>	<p>If you have a concern about whether you have been affected by coronavirus (either through travel or if you have been in close contact with a confirmed case of coronavirus), please do not attend your appointment, and please call to cancel your appointment. Stay indoors and avoid close contact with other people.</p>
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Ffoniwch 111 (gwasanaeth coronafeirws Cymru gyfan) i gael gwybod beth i'w wneud nesaf. Mae gwybodaeth a chyngor ynghylch coronafeirws hefyd ar gael ar wefan [Iechyd Cyhoeddus Cymru](#). Darllenwch y wybodaeth ar y wefan cyn penderfynu a oes angen ichi ffonio 111.

Mae hyn yn berthnasol i'r bobl ganlynol:

- Dylai pobl sydd wedi dychwelyd o [wledydd/ardaloedd Categori 1](#) yn yr 14 diwrnod diwethaf hunanynysu. Mae hyn yn cynnwys osgoi dychwelyd i leoliad addysg neu waith am 14 diwrnod ar ôl iddynt dychwelyd.
- Cynghorir pobl sydd wedi dychwelyd o [wledydd/ardaloedd Categori 2](#) yn yr 14 diwrnod diwethaf i aros gartref os oes ganddynt unrhyw symptomau.
- Pobl sydd wedi bod mewn cysylltiad agos â rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws.

Mae gwybodaeth bellach ar gael ar <https://icc.gig.cymru/pynciau/gwybodaeth-ddiweddaraf-am-coronavirus-newydd-covid-19/>

Call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). Please check the information on the website before you decide whether you need to dial 111.

This applies to:

- People who have returned from [Category 1 specified countries/areas](#) in the last 14 days should self-isolate. This includes avoiding attending an education setting or work until 14 days after they return.
- People who have returned from [Category 2 specified countries/areas](#) in the last 14 days, are advised to stay at home if they develop symptoms.
- People who have been in close contact with someone with confirmed coronavirus

Further information is available on <https://phw.nhs.wales/coronavirus/>

Online booking service

The following message has been shared with providers of online booking services:

Peidiwch â gwneud apwyntiad gyda meddyg teulu na mynd i'ch meddygfa os ydych yn pryderu'ch bod wedi eich effeithio gan y coronafeirws (naill ai drwy deithio neu os ydych wedi bod mewn cysylltiad agos gyda rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws). Ffoniwch 111 (gwasanaeth coronafeirws Cymru gyfan) i gael gwybod beth i'w wneud nesaf. Mae gwybodaeth a chyngor ynghylch coronafeirws hefyd ar gael ar wefan [Iechyd Cyhoeddus Cymru](#).

Please do not book a GP appointment or attend your GP Practice if you have a concern about whether you have been affected by coronavirus (either through travel or if you have been in close contact with a confirmed case of coronavirus). Call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). Please check the information on the website

Darllenwch y wybodaeth ar y wefan cyn penderfynu a oes angen ichi ffonio 111. Mae hyn yn berthnasol i'r bobl ganlynol:

- Dylai pobl sydd wedi dychwelyd o [wledydd/ardaloedd Categori 1](#) yn yr 14 diwrnod diwethaf hunanynysu. Mae hyn yn cynnwys osgoi dychwelyd i leoliad addysg neu waith am 14 diwrnod ar ôl iddynt dychwelyd.
- Cynghorir pobl sydd wedi dychwelyd o [wledydd/ardaloedd Categori 2](#) yn yr 14 diwrnod diwethaf i aros gartref os oes ganddynt unrhyw symptomau. Dylai holl ddisgyblion a staff eraill yr ysgol neu brifysgol barhau i fynd yno fel arfer, gan gynnwys unrhyw frodyr a chwiorydd sy'n mynd i'r un ysgol, neu i ysgol arall (oni bai bod swyddogion iechyd y cyhoedd wedi eu cynghori'n wahanol).
- Pobl sydd wedi bod mewn cysylltiad agos â rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws.

Gallwch ddarllen mwy am y coronafeirws yn <https://icc.gig.cymru/pynciau/gwybodaeth-ddiweddaraf-am-coronavirus-newydd-covid-19/>

before you decide whether you need to dial 111.

This applies to the following:

- People who have returned from [Category 1 specified countries/areas](#) in the last 14 days should self-isolate. This includes avoiding attending an education setting or work until 14 days after they return.
- People who have returned from [Category 2 specified countries/areas](#) in the last 14 days, are advised to stay at home if they develop symptoms. All other pupils or students and staff should continue to attend school or university, including their siblings attending the same or a different school (unless advised not to by public health officials).
- People who have been in close contact with someone with confirmed coronavirus.

You can read more about coronavirus on <https://phw.nhs.wales/coronavirus/>

Website

The following message can be added to your website:

Mae'r GIG wedi paratoi'n dda iawn ar gyfer achosion o glefydau heintus newydd. Mae'r GIG wedi rhoi mesurau ar waith i sicrhau diogelwch holl gleifion a staff y GIG gan sicrhau bod gwasanaethau'n parhau i fod ar gael i'r cyhoedd fel arfer.

The NHS is extremely 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.

Risg cymedrol sydd i'r cyhoedd yn gyffredinol.

Peidiwch â gwneud apwyntiad gyda meddyg teulu na mynd i'r feddygfa os ydych yn bryderus eich bod wedi eich effeithio gan y coronafeirws (naill ai drwy deithio neu os ydych wedi bod mewn cysylltiad agos gyda rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws).

Ffoniwch 111 (gwasanaeth coronafeirws Cymru gyfan) i gael gwybod beth i'w wneud nesaf. Mae gwybodaeth a chyngor ynghylch coronafeirws hefyd ar gael ar wefan [Iechyd Cyhoeddus Cymru](#). Darllenwch y wybodaeth ar y wefan cyn penderfynu a oes angen ichi ffonio 111.

Mae hyn yn berthnasol i'r bobl ganlynol:

- Dylai pobl sydd wedi dychwelyd o [wledydd/ardaloedd Categori 1](#) yn yr 14 diwrnod diwethaf hunanynysu. Mae hyn yn cynnwys osgoi dychwelyd i leoliad addysg neu waith am 14 diwrnod ar ôl iddynt dychwelyd.
- Cynghorir pobl sydd wedi dychwelyd o [wledydd/ardaloedd Categori 2](#) yn yr 14 diwrnod diwethaf i aros gartref os oes ganddynt unrhyw symptomau. Dylai holl ddisgyblion a staff eraill yr ysgol neu brifysgol barhau i fynd yno fel arfer, gan gynnwys unrhyw frodyr a chwiorydd sy'n mynd i'r un ysgol, neu i ysgol arall (oni bai bod swyddogion iechyd y cyhoedd wedi eu cynghori'n wahanol).
- Pobl sydd wedi bod mewn cysylltiad agos â rhywun sydd wedi cael cadarnhad bod ganddynt y coronafeirws.

Peidiwch â mynd i feddygfa, fferyllfa nac ysbyty. Arhoswch gartref ac osgoi dod i gysylltiad â phobl eraill.

The risk to the general public is moderate.

Please do not book a GP appointment or attend your GP Practice if you have a concern about whether you have been affected by coronavirus (either through travel or if you have been in close contact with a confirmed case of coronavirus).

Call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). Please check the information on the website before you decide whether you need to dial 111.

This applies to the following:

- People who have returned from [Category 1 specified countries/areas](#) in the last 14 days should self-isolate. This includes avoiding attending an education setting or work until 14 days after they return.
- People who have returned from [Category 2 specified countries/areas](#) in the last 14 days, are advised to stay at home if they develop symptoms. All other pupils or students and staff should continue to attend school or university, including their siblings attending the same or a different school (unless advised not to by public health officials).
- People who have been in close contact with someone with confirmed coronavirus.

Do not go to a GP surgery, community pharmacy or hospital. Stay indoors and avoid close contact with other people.

Ffoniwch 111 (gwasanaeth coronafeirws Cymru gyfan) i gael gwybod beth i'w wneud nesaf. Mae gwybodaeth a chyngor ynghylch coronafeirws hefyd ar gael ar wefan [Iechyd Cyhoeddus Cymru](#). Darllenwch y wybodaeth ar y wefan cyn penderfynu a oes angen ichi ffonio 111.

Mae gwybodaeth bellach ar gael yn <https://icc.gig.cymru/pynciau/gwybodaeth-ddiweddaraf-am-coronavirus-newydd-covid-19/>

Fel gydag annwyd cyffredin, bydd y coronafeirws fel arfer yn cael ei drosglwyddo drwy gyswllt agos gyda rhywun sydd â'r coronafeirws newydd drwy beswch, tishan neu gyffwrdd dwylo. Gall person gael ei heintio hefyd drwy gyffwrdd ag arwynebau halogedig os na fyddant yn golchi eu dwylo.

Bydd profion am achosion posibl o'r coronafeirws yn cael eu cynnal yn unol â rheoliadau llym. Golyga hyn fod achosion a amheuir yn cael eu hynysu, a'u cadw o ardaloedd cyhoeddus, a'u hanfon adref wedi'u hynysu hefyd. Bydd unrhyw offer a ddaw i gyswllt â'r achosion a amheuir yn cael eu glanhau'n drylwyr fel sy'n briodol. Mae canllawiau penodol hefyd wedi cael eu rhannu gyda staff y GIG i helpu i'w diogelu nhw ac eraill. Caiff cleifion eu sicrhau mai eu diogelwch yw ein prif flaenoriaeth, ac fe'u hanogir i ddod i bob apwyntiad fel arfer.

Atgoffir pawb i ddilyn cyngor Iechyd Cyhoeddus Cymru sef:

- Sicrhau bod gennych hancesi papur gyda chi bob amser i'w defnyddio wrth beswch neu disian. Yna, dylech daflu'r hancesi i'r bin, a lladd y germau drwy olchi eich dwylo â dŵr a sebon neu ddefnyddio hylif diheintio.
- Golchi eich dwylo yn aml gyda dŵr a sebon, yn enwedig ar ôl defnyddio

Call 111 (all Wales coronavirus service) to find out what to do next. Information and advice on coronavirus is also available on the [Public Health Wales website](#). Please check the information on the website before you decide whether you need to dial 111.

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 be infected by touching contaminated surfaces if they do not wash their hands.

Testing of suspected coronavirus cases is carried out in line with strict regulations. This means that suspected cases are kept in isolation, away from public areas 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 Wales 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.

<p>trafnidiaeth gyhoeddus. Defnyddio hylif diheintio os nad oes dŵr a sebon ar gael.</p> <ul style="list-style-type: none">• Osgoi cyffwrdd eich llygaid, eich trwyn a'ch ceg gyda dwylo heb eu golchi.• Osgoi dod i gyswllt â phobl sy'n teimlo yn sâl. <p>Mae gwybodaeth bellach ar gael yn https://icc.gig.cymru/pynciau/gwybodaeth-ddiweddaraf-am-coronavirus-newydd-covid-19/</p>	<ul style="list-style-type: none">• Avoid close contact with people who are unwell. <p>Further information is available on https://phw.nhs.wales/coronavirus/</p>
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