

Dear member,

As Coronavirus (also known as COVID-19) continues to spread, it is important to us that our members have confidence in the sustainability and robustness of the service we provide.

In line with our business continuity plan we have the flexibility to set up homeworking so that members of staff can continue to handle calls and respond to emails remotely and help us maintain expected standards of service for our members

As expected, Medical Solutions, who provide our GP24 health advice line, has experienced an unprecedented sharp increase in demand for GP consultations and associated call volumes, which has led to extended wait times for GP appointments. Whilst they have increased their capacity as much as possible to keep delays to a minimum, they inevitably anticipate that there will be longer wait times than normal due to concerns about COVID-19.

For more information from Medical Solutions please visit www.medicalsolutions.co.uk/novel-coronavirus

What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to those of the seasonal flu and will often begin with a cough, fever and shortness of breath. They are also common of many other respiratory infections.

If you are suffering from any of the above symptoms do not visit your GP or A&E, please go to www.nhs.uk/conditions/coronavirus-covid-19 for more advice on what action to take.

Can I use my CS Healthcare policy to be tested for COVID-19?

The Government has given Public Health England (PHE) authority to carry COVID-19 testing with samples being analysed at a limited network of Designated PHE regional laboratories. The testing from these laboratories is strictly controlled and is currently only available on the NHS. CS Healthcare members are therefore unable to use their health insurance for COVID-19 testing at this time.

We will endeavour to deal with your queries as quickly as we usually do, but would appreciate your understanding if sometimes we take a little longer than normal to respond or answer your call. Additionally, we may ask you to send correspondence to us by email, rather than post, due to the reduced number of staff in our Kingston Office. If we decide to make this request, we will do so by sending you an email, to this address.

If you have any questions regarding the above please do not hesitate to call us on [020 8410 0400](tel:02084100400).

Kind Regards,

Tom Gidaracos,
Chief Executive