



Update 16 June 2020

Recovering from the Coronavirus pandemic:

Information for the public about changes to NHS services

To ensure that both our patients and staff remain safe while using NHS services as we recover from the Coronavirus pandemic, you will notice some changes. Some services have not yet opened and others are being offered remotely.

If you need medical help with any condition please call your GP or 111 in the first instance, they will be able to direct you to the right place for help – please do not turn up at the GP practice, urgent treatment centre or hospital without calling your GP or 111 first.

In a life threatening emergency call 999.

If you think you have Covid-19 symptoms **do not attend any health service, stay at home and** use the [NHS 111 online service](#) for advice, or if you cannot get online, telephone NHS 111.

If you are provided an appointment at a GP practice or hospital, you will need to wear a face covering and follow Government advice on social distancing while on the premises. Please use hand sanitiser as you enter the building and only bring a relative or carer if clinically necessary. Government advice can be found at www.gov.uk.

GP services

GP practices are running a service for all patients and if you need to speak to a nurse or doctor, you should call your GP practice or call NHS 111 to book an appointment. In the first instance GPs are holding telephone assessments, in some cases this can also be done through a video online. If your GP needs to see you after this appointment they will arrange this with you.

If you think you have covid-19 symptoms, you should always use the NHS 111 online service for advice. If you cannot get online, telephone NHS 111. Do not go to your GP surgery as this may lead to the virus spreading further, including to practice staff. If you need a GP appointment about another matter, you should stay at home and call the practice in the first instance.

Special GP-run clinics have been set up in Brent, Ealing, Hammersmith and Fulham, Harrow, Hillingdon, Hounslow, Kensington and Chelsea and Westminster for patients who are experiencing symptoms of Coronavirus and need to see a doctor. If your

doctor thinks you need to be seen at one of these locations, they will book an appointment for you.

So our GPs can help as many patients as possible, practices are working together in networks to support each other. It is possible that if you need to see or speak to a GP, you may be given an appointment with a different doctor or practice to the one you usually see.

If you are attending an appointment at the GP practice, you must wear a face covering. Your face covering must cover your mouth and nose.

Hospitals

Our hospitals are still treating people who have coronavirus, but with fewer patients now in hospital with coronavirus our hospitals are working together to look at how some services can be reopened where it is safe to do so for both patients and staff.

If you have a hospital appointment, you will be provided advice about how staff have prepared to ensure you, all our other patients and staff can be kept safe.

Hospital visitors

For now most of our hospitals are still only considering visitors in exceptional circumstances, including:

- For a patient at end of life
- one regular carer for a patient with additional needs, such as a patient with dementia
- one parent/guardian for a child
- one birth partner.

Some of our services are now able to allow visitors, where social distancing rules can be followed. Please ensure you either call the hospital or visit the website to see if visitors are able to come in – please do not travel to the hospital without checking

All visitors must wear a face covering when coming to the hospital. Your face covering must cover your mouth and nose.

Emergency care for patients who do not have covid-19 symptoms

Emergency care for patients whose condition is serious but not related to covid-19 continues as normal. In a life threatening emergency, you should call 999 as usual.

Urgent Treatment Centres

If you think you need urgent treatment please call 111. They will make sure you are directed to the right service for the treatment you need. Please do not go to the urgent treatment centre without calling 111 first.

In a life threatening emergency please call 999.

Outpatients

To reduce the numbers of people visiting our hospitals we are not offering outpatient appointments except in the most urgent cases. The hospital will contact patients and some follow-up appointments may be by telephone.

If you are attending an outpatient appointment, you must wear a face covering when you come to the hospital. Your face covering must cover your mouth and nose.

How can you help?

We are grateful for your understanding of the pressures on the NHS as our services recover during this difficult period. The best way in which you can help is to use the telephone and online services if you need medical help. It is important that you do call your GP or NHS 111 if you have a medical concern, and in a life threatening emergency call 999.

It is also important for pregnant mothers and those with small children to continue to keep routine appointments and appointments for vaccinations.

Please also continue to follow the public health advice visit www.gov.uk and if you have symptoms of covid-19, you must stay at home for at least seven days. If a member of your household has been infected but you have not been, you should stay at home for 14 days.