

Advice to follow before your face-to-face GP practice appointment

The NHS in Hounslow is still 'open for business' and we are asking residents to attend vital scheduled appointments, such as for cancer screening and maternity care, as normal. Fewer patients have been speaking to their doctor or nurse about their health issues. Our local NHS teams have adapted to the coronavirus pandemic and want to reassure the Hounslow community that it is safe to access care.

GP practices are now speaking with their patients by telephone, text message, video and email. You can also be seen face-to-face, if needed.

If you need a face-to-face appointment, follow this advice to keep you and others safe:



Inform the practice by phone/email if you have a fever, cough or flu type symptoms on the day of your appointment

Use toilet facilities at home or work before your appointment

If you have urinary symptoms bring a urine sample in a clean pot

Attend alone, unless you are the carer for an adult or child

Only one carer should attend

Do not attend before your appointment time is due

Do not bring food, drink, leaflets, papers, magazines or toys

Keep personal belongings (keys, phones, jewellery) in your bag

Wear a mask and use hand gel sanitizer when you arrive

So, if you need medical advice about anything, contact your GP practice online or by telephone. When your GP practice is closed you can use the [NHS 111 online website](#) or call 111 if you are unable to get help online. In an emergency, dial 999.

If you have any questions about this document contact the Hounslow CCG Engagement team by emailing HOUCCG.communications@nhs.net.