

**Face-to-Face Assessment Centres – copy for practice websites**

**Increased support announced for patients with COVID-19 symptoms and members of their household**

GP surgeries in Halton and Warrington are working with NHS 111 and local hospitals to provide more advice and treatment to patients with COVID-19 symptoms and members of their household who are self-isolating. The support, which includes telephone, video and face-to-face assessments, will be provided to help these patients with a range of health issues and concerns.

**Advice for patients with COVID-19 symptoms**

If you have COVID-19 symptoms and you need advice or treatment with any health issue, you should contact NHS 111 in the first instance, unless it is a life-threatening emergency, then you should dial 999.

* If you have possible COVID-19 and you are struggling to cope with your symptoms, you should use the NHS 111 online Coronavirus service - <https://111.nhs.uk/covid-19>.
* If you have COVID-19 symptoms but have another health concern, please contact NHS 111 online at <https://111.nhs.uk/> or via phone.

NHS 111 may then refer you to your GP Practice for further assessment via phone or video call. If clinically appropriate, a face-to-face appointment will be booked by the practice at one of the dedicated face-to-face assessment sites which have been set up in Halton and Warrington. As a result, you may need to go to a different surgery than normal for an assessment with a GP. The sites will not offer testing for COVID-19 and are not public testing sites.

To ensure the safety of patients and staff, only patients who have the complaint and a booked appointment at the assessment sites will be allowed access. Patients will only be allowed to enter one at a time, they will be asked to wait in a car if possible and only enter when they are contacted by mobile phone.

**Advice for patients living in a household with someone who has COVID-19 symptoms**

If you have a health concern but are self-isolating because you live in a household with someone who has COVID-19 symptoms, you can contact the surgery directly via phone or by contacting the practice via an online form on the practice website (eConsult).

IMPORTANT: please make the surgery aware that you are living in a household with someone who has COVID-19 symptoms.

A clinical member of staff will call you back to provide an assessment over the phone and they will arrange a video or face-to face appointment for you if required. Face-to-face appointments for patients who live in a household with someone who has COVID-19 symptoms will take place at one of the dedicated face-to-face assessment sites.

**Advice for patients who live in households that DO NOT have COVID-19 symptoms**

To reduce any potential risk of infection, patients who live in households without any COVID-19 symptoms will be seen separately from patients with COVID-19 symptoms and members of their household. As a result of the new arrangements, you may be asked to attend a different surgery than usual. If you need to attend a different surgery, we will advise you at the time of booking your appointment.

**Please be reminded…** do not to come into the surgery without a pre-booked appointment. If you need help with a health concern, please contact us via phone or by completing an online form on our website (eConsult). A clinical member of staff will call you back to provide an assessment over the phone and they will arrange a video or face-to face appointment for you if required.

**Where can I find out more information?**

Read some frequently asked questions for patients here (insert link).

* *Link for Halton practices is* [*http://www.haltonccg.nhs.uk/your-health/Pages/Face-to-Face-Assessment-Sites-FAQs.aspx*](http://www.haltonccg.nhs.uk/your-health/Pages/Face-to-Face-Assessment-Sites-FAQs.aspx)
* *Link for Warrington practices is* [*https://www.warringtonccg.nhs.uk/Images/Page%20Images/your-health/face-to-face-assessment-sites-faqs.htm*](https://www.warringtonccg.nhs.uk/Images/Page%20Images/your-health/face-to-face-assessment-sites-faqs.htm)