

Dear patients,

From Monday 6th April we will be adopting a hub approach across our Primary Care Network (PCN) for the duration of the Coronavirus pandemic as instructed by our Clinical Commissioning Group and Local Medical Committee.

For the majority of our patients this will be unnoticeable as we are currently and will continue to operate a telephone triage service to care for our patients, however this will affect patients who are required to attend a face-to-face appointment. Whilst your appointment will still be carried out by GP's and Nurses from Northbrook Group Practice, should you be required to attend a face-to-face appointment this will either be at Hall Green Health Centre (amber hub) or Shirley Road Medical Centre (purple hub).

We fully understand this may be inconvenient for our patients and unusual for those who have visited us on site for many years however it is vital that we adopt this approach to:

- Shield our most vulnerable patients and staff
- Significantly reduce footfall across our practices
- Build resilience and maintain a safe service throughout the pandemic for our patients and staff
- Ensure adequate provisions of PPE (personal protective equipment)

Thank you all once again for your on-going co-operation and support!

GREEN HUB:

LOCATION

Northbrook Group Practice

Swanswell Medical Centre

Hall Green Health Centre (upper floor)

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Green hubs will be 100% telephone triage with no patient footfall through the doors.

Patients will continue to call their practice phone number as normal and will be triaged by a clinical staff member at their surgery.

AMBER HUB:

LOCATION

Hall Green Health Centre (ground floor)

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The amber hub will be a base for all 3 practices to see patients who have been triaged by a clinical staff member at their surgery and whom have deemed a face-to-face appointment necessary. The appointment will be with a GP from the patient's own practice.

Necessary nursing procedures such as; dressings, emergency bloods, emergency ECG's and hormone injections will also be carried out here.

PURPLE HUB:

LOCATION

Shirley Road Medical Centre

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The purple hub will be for child immunisations only. No other nursing procedures will be carried out at this site.