**Changes to keep patients safe during Covid-19**

We will be operating slightly differently, to help keep patients and staff safe, and to allow all patients to continue to get the support and care they need.

Please continue to contact your GP surgery in the usual way, via telephone consultation or eConsult. The healthcare team at your GP surgery will assess all requests, and will advise you if you need a face to face appointment, or a telephone or video consultation. Please do not attend your GP surgery unless you have been asked to do so.

We expect that the winter months, and the ongoing pandemic, will pose many challenges to the healthcare system.

To help us see patients safely, from 2 November the Old Basing Surgery will temporarily become the Winter Assessment Centre for the North Hampshire area. That means it will be the site for seeing, assessing and treating patients with winter viruses, including Covid-19.

This will allow us to continue to meet all of the needs of our other patients - for long-term conditions, immunisations, antenatal and postnatal care, contraceptive services, and cancer screening along with other routine general practice – without interruption.

This change will apply across the North Hampshire area, allowing each practice (including ours) to continue to provide normal general practice care, whilst also having a safe, separate site to see and treat those patients with winter infections.

All illnesses – not just Covid-19 – are important to us, and we are determined that our patients can be confident that they can get safe care, no matter what their concern.

Please work with your GP surgery by providing them with as much information as possible when you contact them so they can support you to access the right care over the next few months and keep everyone safe.