

*As part of the NHS's efforts to protect patients and healthcare workers at this difficult time, Oxfordshire GP practices have changed the way they work in this area.*

*The Fiennes Centre (Horton Hospital Site, Hightown Road, Banbury OX16 9BF) is now a COVID 19 clinic, supporting patients with suspected or confirmed Coronavirus ONLY. Patients are referred to this clinic following an NHS 111 telephone appointment or, in certain circumstances, after a telephone appointment with their GP practice. Once at the clinic, patients are assessed and advised about the most appropriate care and next steps. This may be a referral to hospital or observation and monitoring at home.*

*If suspected or confirmed COVID 19 patients are unable to get to their nearest clinic because they are too unwell or they have transport difficulties, the dedicated home visiting service will support them.*

*There are a number of COVID 19 clinics across the county which will see people who are not usually registered at that GP surgery site. The clinical and administrative staff working at the clinics may be drawn from other parts of the Oxfordshire health system, depending on where their skills are most needed.*

*All sites which are supporting people with suspected COVID 19 are following strict infection control procedures and, where necessary, staff have access to the right PPE.*

*For any other health condition or worrying symptom patients should contact their GP practice as usual. All GP practices are offering initial phone appointments but if they feel someone needs to be seen face-to-face by a doctor or nurse, safe arrangements for this appointment will be made, possibly at another location. Please contact your GP surgery by phone if you need to speak to someone.*

*Otherwise, the most important thing everyone can do to stay safe, protect your family and protect your NHS is to follow Public Health advice to stay at home and keep your distance from other people.*

*Thank you for your understanding and continued support.*

