

## **Service Changes – in response to Covid-19**

### **St Charles Health & Wellbeing Centre**

#### **St Charles Urgent Care Centre**

Due to the rapid development of Covid-19, the NHS in North West London and Central London Community Healthcare Trust have taken the decision to temporarily suspend the St Charles Urgent Care Centre service from Tuesday 14th April.

The number of people attending the centre has reduced dramatically over recent weeks in line with Government guidance and people avoiding social contact. Staff will be redeployed to support the Covid-19 response, providing clinical support and care for our most vulnerable patients.

#### **How will people know about the temporary suspension?**

- Signage will be placed on the door of the St Charles Urgent Care Centre informing people of the closure and alternative services available
- NHS 111 will be informed that the centre is not currently available and patients should be directed to their GP Practice or referred to alternative services
- GPs will text patients informing them of the temporary closure, and if they need medical help to visit [111.nhs.uk](http://111.nhs.uk), call their GP practice or 111
- Further information can be found on the CCG and local GP practice websites

#### **Pembridge**

The inpatient beds at Pembridge are being temporarily re-designated for the care of patients with Covid-19.

This is part of a system response to support patients who no longer require a hospital bed but cannot return to their usual place of residence until they are confirmed as non-contagious.

It's important to note no decision has been taken about the future of the Pembridge in-patient unit. The timelines and next steps of the [palliative care review](#) are currently under review.

#### **Hot Clinic**

A clinic has been set up at St Charles to support patients who have, or are suspected to have Covid-19 as well as additional health conditions that require medical help.

GPs or NHS 111 can refer patients to the hot clinic for a face to face appointment with a doctor or nurse. The clinic aims to reduce the risk of infection by treating patients who have Covid-19 symptoms in a controlled and safe environment.

If you have any questions regarding the above service changes, please contact the team on [wlcg.integratedcare@nhs.net](mailto:wlcg.integratedcare@nhs.net). For further information on where to go, or where to signpost people to if they're feeling unwell, please see below.

Kind regards,  
Louise Proctor  
*Managing Director*  
West London CCG

## Where to go if you're feeling unwell?

### If you have symptoms of coronavirus - a high temperature or a new, continuous cough

- Use the online [NHS 111 Coronavirus Service](#) – which will ask you a few questions, then share relevant guidance depending on your symptoms - including information on self-isolating and how to look after yourself at home
- **Contact your GP or call NHS 111** if your symptoms get worse, or you require further support
- If it's likely you have coronavirus, and you also have a health condition that requires medical help **your GP or NHS 111 can refer you to a new 'hot clinic' based at St Charles** for a face to face appointment with a doctor or nurse

### For medical help or advice not related to coronavirus:

- Visit [www.111.nhs.uk](http://www.111.nhs.uk) – to answer questions relating to your symptoms, and receive guidance on what to do next – only call 111, if you're unable to get help online
- **Call your GP practice** - to discuss your symptoms & support available
- **Dial 999** if you feel your life is in danger

### Mental health support

- To talk to someone about anything that's troubling you - **no matter how big or small**, you can call the Samaritans on 116 123
- **If you're in crisis**, the CNWL single point of access line is there to listen to your needs & signpost you to the right service, call 0800 023 4650
- **If your life is in danger**, dial 999
- For tips, guidance & information on **looking after your mental health** visit: [www.mind.org.uk](http://www.mind.org.uk)

#### [Coronavirus key messages](#)

##### Stay at home:

- Only go outside for food, health reasons or work (if you can't work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home
- Do not meet others, even friends or family

For up to date information and guidance on Coronavirus visit: [www.gov.uk](http://www.gov.uk)