

Your red hub appointment – what to expect

Step one

You have been booked an initial appointment at a Coronavirus red hub by your GP practice



A GP at the red hub will call you to follow up (this may be from a withheld number)



The GP has been able to help you over the phone – no face to face appointment is needed



You are booked a face to face appointment at the red hub (step two)

Step two

Your face to face appointment at a red hub



Call the red hub from your car when you arrive. Do not get out of your vehicle.

A member of staff wearing PPE will come and meet you and led you into the building.



Once in the building, it is important that you do not touch anything. This same member of staff will led you to your GP appointment.



You have your consultation and are shown out of the building by the GP.



The communal area and consultation room is cleaned after every appointment.



You will either go home or be referred on for further care. Your GP in the appointment will advise you of the outcome.