

A decorative graphic at the top of the page featuring a blue line that starts as an ECG waveform on the left and transitions into a stylized city skyline on the right, including a clock tower and a tall chimney.

Coronavirus: Assessment Centres in Wakefield Communications Pack for GP practices

Background

Seven specially designated assessment centres have been set up in Wakefield to treat ill patients who have symptoms of coronavirus and who, following a telephone clinical assessment, need to be seen face-to-face.

These assessment centres will allow patients who have coronavirus symptoms to be assessed and treated away from hospital and also away from general practice sites where non-infected patients are being seen.

The first of the assessment centres became operational on Tuesday 31 March.

To support practices with their communications, we have created this communications pack from which resources can be used across your own channels.

Text for practice websites

HEADLINE: How GP practices in Wakefield will be working to tackle coronavirus

TEXT: The ongoing coronavirus pandemic has put an increased demand on primary care services in Wakefield.

As a result of this, and in line with the government's guidelines about staying at home to stop the spread of the virus, patients should not attend their GP surgery without an appointment (as they will not be seen) and should make contact by telephone – but only when necessary.

If you do have a confirmed face-to-face appointment with a clinician, you may be asked to see them at a neighbouring GP practice to the one you would usually attend.

This is because some practice sites will be closed or reorganised to effectively cope with increased demand and suspected coronavirus (COVID-19) patients.

These changes will begin to take effect from Tuesday 31 March.

The location at which you will be seen will always be communicated to you by your clinical team who you will always be able to contact via your usual GP practice number.

As you will be able to appreciate, this is an unprecedented time so your cooperation, understanding and patience are greatly appreciated. Please continue to keep up to date with the latest advice around coronavirus on the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Suggested text message

Please only attend the practice if you have a pre-booked appointment. Call us if you have an urgent health concern. Due to the treatment of other patients and to keep you safe, if you do have an appointment you may be seen at another location – but we will always let you know. Thank you for your support.

Social media posts (Facebook and Twitter)

TWITTER: Remember, please don't attend the surgery without an appointment. You can call us with an urgent health concern. To keep you safe, you may be seen at a different location - but we will always let you know. [#StayHomeSaveLives](#)

FACEBOOK: Please don't attend the surgery without an appointment. You can call us with an urgent health concern which will be triaged over the phone by our clinical team.

In Wakefield, assessment centres have been set up to help us tackle the coronavirus outbreak locally. This may mean that if you do have an appointment with us, we may ask to see you elsewhere, at another practice site to help get you the most appropriate care in the most appropriate place and keep you safe.

Email signature (please see attached graphic with email)

Stop over ordering repeat prescription materials

These are available on the CCG website here:

<https://www.wakefieldccg.nhs.uk/home/work-with-us/clinical-guidance/information-on-covid-19-for-primary-care/stop-over-ordering-repeat-prescriptions/>

Social media graphics are attached to the email (Facebook and Twitter).