

**Patient Information for arrival at the Hub**

Dear Patient and/or Carer,

Your GP practice has arranged for you to be seen at the Hub because they thought you needed a face to face appointment which they are unable to do at this time. Your practice should have given you an appointment time. You should make a note of this as we are unable to send any confirmation or reminders. Please can we also ask that you arrive at least 15-minutes before this.

We have provided the following instructions below for you to follow upon arrival. Your appointment will be at Reading Walk-in Health Centre, 103-105 Broad Street Mall



- 1) Upon arrival at the Broad Street Mall Car Park (Level 1) remain in your vehicle and call the following number **0118 902 8328**.
- 2) When instructed to do so, exit the vehicle and follow the signs to the 'Primary Care Response Hub'. You can take the lift or stairs to the ground floor to exit the car park
- 3) Turn left at the bottom of the stairwell and walk to the end of the building
- 4) Cross the concourse area and make your way to the blue doors (please follow the signs)
- 5) You will be greeted by a member of the Hub Team who will be waiting for you (allow a few minutes if they are not there immediately)
- 6) If other patients are also waiting, please remember to keep 2-meter distance
- 7) Please note, the Hub will be staffed by volunteers and any occurrence of aggressive or unnecessary behaviour will not be tolerated and may result in removal from the Hub.
- 8) It is essential that you follow the guidance and instructions given to you to keep both yourself and the staff safe.
- 9) We ask that you wear light clothing and no overcoat(s) and do not bring any handbags/carryalls
- 10) Where possible ONLY THE PATIENT WILL BE ALLOWED ENTRY (or one parent for a child, one carer or interpreter that is from the same household – you must make the hub aware of this on arrival).

Thank you for your support and co-operation at this difficult time.