

We're still here for you...

As you might guess things are really busy at the moment with the coronavirus pandemic and, at certain times, we at Hiyos may need to prioritise patients with the most urgent health needs.



If you have any symptoms of coronavirus (a new continuous cough, a high temperature, or a loss of/change in taste or smell) you must isolate and get tested. Please do not attend any health service.

Stay at home and use the NHS 111 online service for advice, or if you cannot get online, telephone NHS 111. Protect each other and keep yourself safe by following – Hands. Face. Space. Wash your hands frequently, with soap and water, for 20 seconds. Wear a face covering on public transport, in shops, supermarkets and other indoor public areas. It's a good idea to wear one outside as well. Remember to 'socially distance' when in public areas – keep at least 2 metres away from people you don't live with.



Talk to us

We're doing our best, but if you have a query that isn't urgent, try our Chatbot, Spot, which you can find on the bottom right hand corner of the homepage of our Hiyos.org website. Spot can answer loads of your questions and can help with lots of services you may need.

Advice is also available on the NHS website www.nhs.uk or you can speak to your local pharmacist. You can also use e-consult – please contact us and we will try to help you as best we can. Please continue to come to tests, vaccinations and screening when invited.



Remember that www.111.nhs.uk is available 24/7 for urgent health advice or by calling 111, and 999 is for emergencies.

NHS 111 is experiencing a high volume of calls due to the increasing COVID situation.

If Hiyos is closed and you need to speak to or see a doctor urgently over the weekend during January, you can access a local GP service by calling Tel: 020 8569 5688 (Hounslow base) or Tel: 0208 630 1880 (Feltham base), from 8am – 8pm. Outside of the hours please call NHS 111.