

Friday, 22 December 2023

HA activates Service Demand Surge Measures

The Hospital Authority (HA) spokesperson today (December 22) announced that the HA has activated service demand surge special measures to cope with the increasing service demand due to cold weather and Christmas long holiday. The HA anticipates that the service demand in public hospitals will continue to rise in coming weeks. The HA will closely monitor various statistics and situation.

The HA spokesperson said, “Public hospitals have implemented a series of measures, including increasing manpower, opening temporary beds and mobilising hospital beds flexibly to cope with the increasing service demand for Accident & Emergency (A&E) Departments and inpatient services, to enhance laboratory services for influenza and COVID-19 tests. Ward rounds of senior clinicians will also be increased in evenings, weekends and holidays. The HA will also facilitate patient admissions, transfers and discharges so as to provide timely and appropriate treatment for patients and vacate hospital beds to admit patients as far as practicable.”

The weather has been cold in recent days and increased activity in influenza and some respiratory pathogens such as COVID-19 is observed. The general out-patient clinic (GOPC) service has been enhanced, in order to cope with increasing service need from members of the public and to alleviate the service pressure on A&E Departments during long holiday. A total of 18 GOPCs (see table below) will provide public holiday GOPC service during the Christmas holidays. Patients may book an appointment either through the telephone appointment system or the "Book GOPC" function of the "HA Go" mobile app.

The spokesperson urges non-urgent patients to avoid attending A&E Departments. They are advised to attend GOPCs, private doctors or the 24-hour clinics of private hospitals as far as practicable. To choose a suitable family doctor and related clinic service, members of the public can browse the Primary Care Directory of the Health Bureau (www.pcdirectory.gov.hk).

Meanwhile, the HA also appeals to members of the public to get vaccinated early for seasonal influenza and COVID-19, especially high-risk groups, to reduce the chance of getting infected for themselves and their family members, as well as to reduce critical cases and deaths. Members of the public may find details at the Centre for Health Protection COVID-19 Vaccination Programme website (www.chp.gov.hk/en/features/106934.html) and the Vaccination Schemes website (www.chp.gov.hk/en/features/17980.html).

The HA will closely monitor the situation and flexibly deploy resources and manpower when necessary, and will keep increasing its service volume, in order to provide appropriate services for patients.

GOPC service arrangements for the Christmas holidays (December 25 and 26)

Region	List of GOPCs	Address	Telephone number for booking	General enquiries
Hong Kong Island	Aberdeen Jockey Club General Out-patient Clinic	10 Aberdeen Reservoir Road, Aberdeen	3543 5011	2555 0381
	Shau Kei Wan Jockey Club General Out-patient Clinic	1/F, 8 Chai Wan Road, Shau Kei Wan	3157 0077	2560 0211
	Violet Peel General Out-patient Clinic	LG, Tang Shiu Kin Hospital Community Ambulatory Care Centre, 282 Queen's Road East, Wanchai	3157 0000	3553 3116
	# Kennedy Town Jockey Club General Out-patient Clinic	45 Victoria Road, Kennedy Town	3543 5088	2817 3215
Kowloon	Kwun Tong Community Health Centre	UG/F, 60 Hip Wo Street, Kwun Tong	3157 0687	2389 0331
	Our Lady of Maryknoll Hospital Family Medicine Clinic	G/F, Out-patient Block, Our Lady of Maryknoll Hospital, 118 Shatin Pass Road, Wong Tai Sin	3157 0118	2354 2267
	Robert Black General Out-patient Clinic	600 Prince Edward Road East, San Po Kong	3157 0113	2383 3311
	Yau Ma Tei Jockey Club General Out-patient Clinic	1/F, 145 Battery Street, Yau Ma Tei	3157 0880	2272 2400

	* Cheung Sha Wan Jockey Club General Out-patient Clinic	2 Kwong Lee Road, Cheung Sha Wan	3157 0122	2387 8211
New Territories	Lady Trench General Out-patient Clinic	213 Sha Tsui Road, Tsuen Wan	3157 0107	2614 4789
	Lek Yuen General Out-patient Clinic	G/F, 9 Lek Yuen Street, Sha Tin	3157 0972	2692 8730
	Shek Wu Hui Jockey Club General Out-patient Clinic	G/F, 108-130 Jockey Club Road, Shek Wu Hui, Sheung Shui	3157 0965	2670 0211
	Tai Po Jockey Club General Out-patient Clinic	G/F, 37 Ting Kok Road, Tai Po	3157 0906	2664 2039
	Tseung Kwan O (Po Ning Road) General Out-patient Clinic	G/F, 28 Po Ning Road, Tseung Kwan O	3157 0660	2191 1083
	Tuen Mun Clinic	11 Tsing Yin Street, San Hui, Tuen Mun	3543 0886	2452 9111
	Yuen Long Jockey Club Health Centre	269 Castle Peak Road, Yuen Long	3543 5007	2443 8511
	# Ha Kwai Chung General Out-patient Clinic	77 Lai Cho Road, Kwai Chung	3157 0100	3651 5411

	# North Lantau Community Health Centre	3/F, North Lantau Hospital, 8 Chung Yan Road, Tung Chung, Lantau Island	3157 0106	3467 7374
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* Will provide clinic services on December 25

Will provide clinic services on December 26

Service hours: 9am to 1pm and 2pm to 5pm

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