

Advice about your outpatient appointment during COVID-19 (Coronavirus)

Some of our services have temporarily stopped or changed recently following Government advice. Now that we are able to provide some of these services again we have put a range of measures in place to protect you and our staff and help prevent the spread of infection.

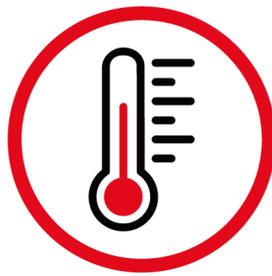
It's really important that we all play our part and follow the advice so that we can continue to run our services safely. Thank you in advance for respecting and protecting our staff and other patients.

Before attending for your appointment

1. If you have recently developed any of these symptoms please **DO NOT** attend for your appointment:



A new,
continuous
cough



A high
temperature



A loss of, or
change to, your
sense of smell
or taste



A new
shortness
of breath

Please call the number on your appointment letter to rearrange your appointment if you have any of these symptoms. Follow Public Health advice and self-isolate for 10 days.

2. If you've been in contact with someone who has any of the above symptoms or has been confirmed as having coronavirus in the 14 days before your appointment please **DO NOT** attend. Call the number on your appointment letter to rearrange and follow Public Health guidance.

When you attend your appointment

If none of the above applies and you are able to attend your appointment there are a few things that have changed to make sure everyone is safe. We understand this may cause you concern but we are doing all we can to provide the care you need while helping to stop the spread of the virus. Please follow these guidelines when you attend your appointment:



1. If you can, please attend alone. If you need support you can bring one family member or carer with you.



2. Arrive no earlier than 10 minutes before your appointment as we will need to restrict the number of people in waiting rooms. Please wait in your car, or outside the building, until it's time for your appointment.



3. Please wear a face covering when you come into our building. You can find details about face coverings on the government website (link below).



4. Please use the hand sanitiser available when you arrive and as you leave our building to cleanse your hands and allow them to air dry (to work effectively).



5. Please comply with the social distancing guidance, staying 2 metres away from others wherever possible during your visit. Follow the signs and guidance posters in our buildings.

We understand that many of our patients may be shielding at this time. We have tried to make sure you are at as low a risk as possible. If you fall into this category and are still concerned about attending, please let us know as soon as possible.

Our staff

To protect everyone, staff who are providing direct care to patients will be wearing personal protective equipment (PPE) which includes a face mask, gloves, a visor or eye protection and a gown or apron depending on the nature of their work.

Our staff may ask you to move to support social distancing or to wash your hands and we appreciate your cooperation to keep everyone safe.

More information and advice

You can find the latest advice from the government on coronavirus here:
<https://www.gov.uk/coronavirus>