

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

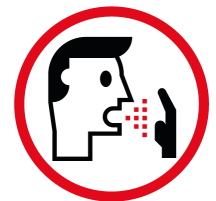
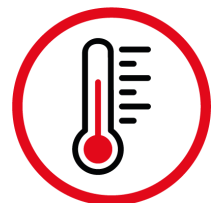
We have had to change how we provide some of our services, following Government advice. We have put a range of measures in place to protect you and our staff, and help prevent the spread of infection.

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

Please **DO NOT** attend your appointment if you have recently developed any of these symptoms:

- a high temperature
- a new, continuous cough
- a loss of (or change to) your sense of smell or taste
- general cold symptoms
- a persistent headache
- diarrhoea.



Please call the number on your appointment letter to rearrange your appointment if you have any of these symptoms.

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 need support you can bring a family member or carer with you.



2. Arrive no earlier than five minutes before your appointment. Waiting room space is limited, so you may need to wait in your car, or outside the building, until it's time for your appointment. Please dress accordingly.



3. Please wear a face mask when you come into our building. This applies even if you have been vaccinated, as you can still carry the virus. A mask will be provided for you on arrival.



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 one metre 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 clinically vulnerable. 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 may also be worn 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 co-operation to keep everyone safe.

More information and advice

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