

## **Additional Guidance re: COVID 19 for all patients attending an outpatient appointment**

We would like to reassure you that we are doing everything possible to ensure the hospital environment is safe for your outpatient appointment during the COVID 19 pandemic and that we are taking all recommended infection control precautions. However, before attending your outpatient appointment please read the following important guidance and note the additional requirements at this time.

Please find enclosed a leaflet on wearing a face covering during COVID-19. Face coverings intend to protect against inadvertent transmission of the virus to others if you have it without having symptoms. Please ensure you attend your appointment with a face covering in place and follow the guidance provided.

**Please contact us via the details on the top of your appointment letter as soon as possible before your appointment to discuss your options if:**

- **You or a member of your household has tested positive for coronavirus**
- **You or a member of your household has received a letter from the NHS instructing you that you need shielding from coronavirus. Please do not attend until you have had a conversation with one of the clinical team and they have confirmed that it is safe for you to attend**

Please observe social distancing whenever possible in the hospital and assist us by adhering to the following guidelines;

- Please only come in to the hospital building at the time of your appointment - please **DO NOT** attend any earlier as we are implementing the government guidelines around social distancing within the waiting areas.
- To help us keep our patients and staff safe, wherever possible, please attend your appointment alone. Exceptions to this are as follows:
  - A child who is under 18 years of age can be accompanied by one parent or guardian
  - If there are specific reasons of safety, such as dementia or learning disability, where anxiety would be increased significantly, then a patient can be accompanied by one family member, companion or carer
  - Anyone with a disability who cannot access information alone or who requires assistance during an examination can be accompanied by one family member, companion or carer
  - Women accessing certain maternity services can be accompanied by a birth partner – more information [here](#)

- If you need to be driven to your appointment by another person, please ask the driver to remain in their vehicle and not to enter the hospital unless they are a carer who will need to assist you during your visit.
- Please be aware you may be asked to remove your face covering for periods of time for certain procedures within the outpatients department.
- Hand sanitiser will be clearly available in the waiting area, clinical corridors and all clinic rooms. Please use the sanitiser on entering and leaving rooms and you will be reminded to do so by staff in our department.
- Catering facilities in the hospital are currently for staff only and are closed to patients and visitors, so it may be advisable to eat and drink prior to entering the hospital, if your appointment allows. If you have been advised your appointment will be several hours you may wish to bring a packed lunch.

If you have any queries regarding this information relating to your attendance, or would like to cancel and re-book your appointment, please contact us on the phone number at the top of your appointment letter.

Thank you for your cooperation and understanding.