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# Important information regarding COVID-19

As we start to reopen some of our clinical services, we need to take some extra precautions to protect you and us. We will continue to offer appointments virtually, however as not all care can be provided in this way, we may ask you to come in for a face to face appointment.

If you are asked to attend a clinic or outpatient appointment in person, when you arrive you may notice that things don't look or run the same as before. Each area is different so please read the signs for site-specific advice and guidance. The extra safety measures we have put in place, such as social distancing stickers/signs, changes to waiting room areas and staff wearing personal protective equipment (PPE), are there protect everyone.

When attending an appointment, can we please ask you to do the following:

## Keep a safe distance

- Stay 2 metres apart from anyone not in your family
- At our hospital sites, floor stickers have been added to help you and our staff keep a safe distance from others

## Keep good hand hygiene

- Regularly wash your hands with soap and water for 20 seconds or use the hand sanitiser provided

## Wear a face covering / mask

- Please bring and wear a face covering when you enter the building and keep it on for the whole time you are with us. This includes during the appointment unless told to take it off by one of our staff.
- Children under 11 are exempt from wearing a mask when attending appointments/visiting our sites

## More information about attending appointments

- On arrival, you will need to complete an initial screening questionnaire. You will either be asked to fill out a form in a safe area, or a member of staff will ask you the questions directly at the start of the appointment
  - Currently to reduce the number of people in the building, we would ask that you come alone to the appointment. However, you may bring along a designated carer if you need one
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## Attending children's services appointments

- We would ask that only one parent or carer accompanies a child to their appointment.
- On arrival, you may be asked to call the phone number at the top of your appointment letter before entering the building (so please make sure you bring the letter with you). This will be clearly displayed on a sign outside if it is necessary. Please wait in your car and a clinician will then call you when they are ready to see you.
- Unfortunately for hygiene reasons we aren't able to provide any toys or books in reception or appointment rooms, so please do bring one for your child/young person to keep them entertained.

## Keeping everyone safe – what to do about an appointment if you feel unwell

- Please do not attend your appointment if
  - You, your child or a family member are displaying COVID-19 symptoms (a cough, fever, shortness of breath, loss of smell and/or taste)
  - You have been asked to self-isolate due to being in contact with someone who has had a positive test for COVID-19
  - You are within the 14 day quarantine period following travel abroad, from a country outside the latest travel corridor list
- Please call the admin team on the number at the top of your appointment letter, who will be more than happy to re-schedule your appointment.
- Please contact your GP if you have symptoms and they worsen, or visit the government's website for further information: [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Thank you very much for your understanding. We are working hard to protect our patients, staff and the wider public and ask that you bear with us during these challenging times.

