



Queen Victoria Hospital  
NHS Foundation Trust

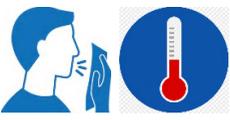
# Advice for patients attending outpatient appointments during Covid-19 (Coronavirus)



To protect our patients, staff, and the public, and to enable us to practice effective social distancing, we are introducing new arrangements for all of our outpatient appointments. Please read carefully the information below.

## Before attending your appointment

Please answer the following questions:

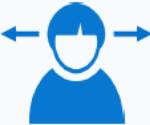
	Do you have any <b>new</b> symptoms of a cough?
	Do you have a fever/high temperature?
	Do you have a change or loss of taste and/or smell?
	Do you have any <b>new</b> symptoms of shortness of breath?
	Have you been in contact with anyone who has either a cough or fever in the 14 days prior to your appointment?
	Have you been in contact with anyone confirmed to be Coronavirus positive or been contacted by track and trace in the last 14 days?

If you have answered '**YES**' to any of the above, please **DO NOT** attend the department. Instead, telephone the relevant department as soon as possible for advice or for your appointment to be rescheduled (the telephone number is at the end of this leaflet).

**Please refer to NHS 111 or the Government website for further advice if needed.**

## Attending your appointment

If you have answered '**NO**' to all of the previous questions, you may attend your appointment.

	<p>Please attend alone if you can but a SINGLE chaperone is allowed for children. Please wear a protective face covering/mask at all times while on the hospital site. If you do not have a face covering we will give you one at the Temperature Screening Hub when you arrive.</p> <p>Once your temperature has been taken you will be advised to attend the department where you will need to check in. Due to social distancing requirements if the waiting area is full, you will be required to either sit outside, weather permitting, or be asked to return to your car until you are called on your mobile where available. Alternative methods of communication will be available if you do not have a mobile phone.</p>
	<p>Please arrive <b>no earlier</b> than 10 minutes prior to your allocated time slot. Please be <b>on time</b>. If you are running late, we are sorry but we may need to cancel and rearrange your appointment.</p>
	<p>Regularly wash your hands for 20 seconds each time, using soap and water. You should do this at home before coming into the hospital and as needed while you are here (e.g. if you blow your nose, sneeze or cough and after using the toilet).</p> <p>Please make use of the hand sanitisers available within the department as you arrive and leave, as well as during your visit.</p>
	<p>Please wear the face mask given to you at the Temperature Screening Hub at all times while on the hospital site. If you are required to remove it, you will be asked to do so by a clinician.</p> <p>You can find more information on protective face coverings here: <a href="http://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering">www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering</a></p>
	<p>Please keep 2 metres apart from other people wherever possible. <b>Please keep to the LEFT in the corridors.</b></p> <p>If you need additional tests (e.g. an X-Ray or medical imaging) where possible this will be carried out on the same day as your appointment. However, you may need to return to the hospital on an alternative day.</p>

**Please be aware that staff will be wearing full protective clothing for the safety of both our patients and clinical staff.**

## Are you currently shielding?

We understand that many of our patients may be shielding at this time. If you fall into this category and are concerned about attending, please let us know as soon as possible so we can provide you with additional information or support you may require at this time.

## Contact number

**Switchboard** 01342 414000

## Useful websites

- [www.qvh.nhs.uk/wearing-a-face-covering-when-coming-to-qvh/](http://www.qvh.nhs.uk/wearing-a-face-covering-when-coming-to-qvh/)
- [www.qvh.nhs.uk/coronavirus-information/](http://www.qvh.nhs.uk/coronavirus-information/)
- [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Please ask if you would like this leaflet in larger print or an alternative format.