

Your hospital appointment during the coronavirus (COVID-19) pandemic

This leaflet explains the steps we are taking to make sure you and our staff are safe during your appointment. If you have any more questions or concerns, please speak to the doctor or nurse caring for you.

We have created a video to show you what to expect when you come in to our hospitals which you can view on our website www.guysandstthomas.nhs.uk/keepsafe

Important – Please do not visit the hospital if you or someone you live with has any coronavirus symptoms, without seeking advice.

We understand that you may be worried about coronavirus, particularly if you or someone you live with may be vulnerable.

If you have been contacted about coming into the hospital for a face-to-face appointment, a specialist doctor has considered the risk of your attendance against the risk to your health as a result of a delayed diagnosis or treatment. We want you to come to the appointment and would like to reassure you that we are doing all that we can to minimise any risk.

What to do if you have coronavirus symptoms

Please do not visit the hospital if you or someone you live with has any coronavirus symptoms. The latest symptom list and up to date advice can be found on the NHS website www.nhs.uk/coronavirus

However, if you are experiencing symptoms but you still need to attend your appointment, please contact your clinical specialist, a member of the outpatient team (using the contact number on your appointment letter) or call the switchboard number 020 7188 7188. They will be able to make any necessary arrangements. Please do not travel until you have contacted us.

Keeping you safe

Arriving at hospital

- We are limiting the number of people visiting the hospital, so you will be asked to show proof of your appointment when you arrive at the entrance. Please remember to bring along your appointment letter or your text confirmation.
- We are asking people to attend most appointments alone, at the moment, to reduce the number of people in the hospital to enable us to stay safe and keep apart. If you need someone to accompany you please contact us.
- All staff and visitors entering and leaving the hospital need to sanitise their hands with hand gel which is provided by the hospital.
- All adult staff and visitors should follow the Government guidelines about face masks (unless exempt) and social distancing wherever possible on site.

Your appointment

- We are changing the way we deliver our outpatient services to keep you and our staff safe. Please do watch our video on our website which shows you what to expect when you come in to our hospitals. www.guysandstthomas.nhs.uk/keepsafe
- When you arrive at your outpatient department you may be asked to complete a questionnaire or answer questions to check you do not have symptoms of coronavirus.
- In order to comply with social distancing requirements, we are staggering our appointment times and significantly reducing our waiting space. Please try not to arrive at the department more than 10 minutes before your appointment time. This gives us time to thoroughly clean the rooms and equipment between patients. If you arrive early, you may be asked to wait outside the hospital building.
- We are also changing where and how we offer blood tests and observations. Please follow the guidance of the clinician when you arrive, as this may be different to the process you have followed in the past.
- When you arrive at the department, you may be met by staff who are wearing recommended personal protection equipment (PPE), this may be a mask, apron or visor.
- There are hand washing facilities and hand gel available, which we ask all visitors to use before and after their appointment.

We understand that these changes will be difficult for some and we thank you for your patience and support during this time. Please understand that these measures are to make sure we can give care to those who need it most, while keeping our patients, their families and our staff safe.

Travel advice

The latest information about car parking and access to the hospital can be found on our website. <https://www.guysandstthomas.nhs.uk/patients-and-visitors/getting-here/getting-here.aspx>

Please visit the Transport for London website, www.tfl.gov.uk for the most up-to-date information if you are using public transport.

You should follow Government regulations on social distancing, wearing a mask and regular hand washing and hand sanitising. This advice can be found on the government website www.gov.uk/coronavirus

Contact us

If you need to change this appointment or check we have the right contact details for you, visit our website: www.nhs.my/GSTT or call the number on your letter, or find the service/clinic details on our website: www.gstt.nhs.uk/our-services or call our switchboard 020 7188 7188.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit: www.guysandstthomas.nhs.uk/leaflets

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