

# Your dermatology appointment during the pandemic

**This leaflet explains the steps we are taking to make sure you, your family and our staff are safe during your visit to the hospital for your appointment.**

## **Important**

DO NOT attend your appointment if you have symptoms of coronavirus (COVID-19).

If you are worried that you might have symptoms, contact NHS 111 for advice.

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

Unfortunately, while the risks from coronavirus are well publicised, there are also risks to your health from other conditions, like skin disorders. These still need to be diagnosed and treated, in some cases as a matter of urgency.

If you have been contacted about having an appointment, a specialist doctor has thoroughly considered the risk of you attending your appointment, against the risk to your health as a result of a delayed diagnosis.

We encourage you to come to your appointment and would like to reassure you that we will do all we can to minimise any risk from your attendance. If you have consecutive appointments for investigations, it will be important you attend them all as they all help the diagnosis.

We will only ask you to attend this appointment if you have **no symptoms** yourself and are not self-isolating because of others living with you.

## Making sure you are safe

### Arriving at hospital

- We are limiting the number of people visiting the hospital. You will be asked to show proof of your appointment when you arrive at the main entrance.
- **All** staff and visitors entering and leaving the hospital must sanitise their hands. Hand gel is provided by the hospital.
- You may be asked to wear a face mask, if you are not already wearing one, unless you are exempt.
- The hospital is following social distancing rules, and all staff and visitors should follow this rule at all times.

## Your appointment

- When you arrive at the department you will be met by staff who will be wearing the recommended personal protection equipment (PPE).
- Our staff may give you a face mask to wear, if you do not already have one, depending on your clinical history and examination being undertaken.
- There are hand-washing facilities and hand gel which we ask all visitors to use before and after their appointments.
- We are leaving time between patient appointments to thoroughly clean the clinic rooms and to make sure that our waiting spaces are not crowded.

## **Travel advice**

The Government has issued safer travel guidance for passengers travelling in vehicles or on public transport during the pandemic.

The latest advice can be found at **w:** [www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers](https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers)

If you have to travel using public transport, you should observe social distancing, and may wish to consider wearing a mask and gloves, and carrying hand sanitiser.

## **Relatives and carers**

We ask you to bring only one relative or carer with you if absolutely necessary. This is to make sure we limit the number of people visiting the hospital, to help with social distancing.

Your relative or carer will be asked to wait outside the department to restrict the number of people entering the clinical area.

## Useful sources of information

For more information on how we are responding to the pandemic, please visit:

**w:** [www.guysandstthomas.nhs.uk/patients-and-visitors/coronavirus/coronavirus.aspx](http://www.guysandstthomas.nhs.uk/patients-and-visitors/coronavirus/coronavirus.aspx)

For the latest Government advice on coronavirus please visit:

**w:** [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Alternatively, a new GOV.UK WhatsApp coronavirus information is available to combat the spread of misinformation via WhatsApp. Simply add +44 7860 064422 to your contacts and send a WhatsApp message saying "Hi".

### Contact us

Dermatology Department, Monday to Friday, 9am-5pm, **t:** 020 7188 8884, for **new appointments** select option 3, for **adult follow-up** select option 2, and for **children's follow-up** select option 4.

**e:** [gst-tr.dermatologyfollowupappointments@nhs.net](mailto:gst-tr.dermatologyfollowupappointments@nhs.net)

**w:** [www.guysandstthomas.nhs.uk/our-services/dermatology/overview.aspx](http://www.guysandstthomas.nhs.uk/our-services/dermatology/overview.aspx)

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, visit

**w:** [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

## **Pharmacy Medicines Helpline**

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748, Monday to Friday, 9am-5pm

## **Your comments and concerns**

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS)

**e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints)

**e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

## **NHS 111**

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics.

Available over the phone 24 hours a day.

**t:** 111 **w:** [www.111.nhs.uk](http://www.111.nhs.uk)

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