

Useful sources of information

For further information on how the hospitals are responding to the pandemic, please visit, **w:** www.guysandstthomas.nhs.uk/patients-and-visitors/coronavirus/coronavirus.aspx

For the latest Government advice on coronavirus please visit, **w:** www.gov.uk/coronavirus

Alternatively, a new gov.uk coronavirus information messaging service is available to combat the spread of misinformation. To use this service, simply add 07860 064422 to your contacts, and send a WhatsApp message saying "Hi" to the number.

Contact us

Nuclear Medicine Department,
t: 020 7188 4112, Monday to Friday, 9am-5pm. **e:** nucmedappt@gstt.nhs.uk
w: www.guysandstthomas.nhs.uk/our-services/nuclear-medicine/overview.aspx

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, visit **w:** 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
t: 020 7188 3514 (complaints)
e: 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.
e: 111 **w:** www.111.nhs.uk

Your appointment during coronavirus isolation period

This leaflet explains the steps we are taking to make sure you, and our staff, are safe during 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, might be vulnerable.

Unfortunately, while the risks from coronavirus are well publicised, there are also risks of not treating other underlying health conditions.

If you have been contacted to come to the hospital for your next therapy treatment, a doctor has considered the risk of attending your appointment, against the risk to your health if treatment is delayed.

We want you to come for your therapy and would like to reassure you that we are doing all we can to minimise any risk. Only attend this appointment if you have no coronavirus symptoms, and are not self-isolating, or shielding because others you are living with have coronavirus or any symptoms.

Please call to tell us if you develop symptoms in the week before your appointment.

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 (your letter or text message) when you arrive at the main entrance.
- **Everyone** entering and leaving the hospital needs to sanitise their hands with hand gel. This is provided by the hospital.
- The hospital is following the 2-metre social distancing rule. All staff and visitors will be requested to abide by this rule at all times.

Your therapy appointment

- You will be met by staff who will be wearing the recommended personal protection equipment (PPE).
- A member of staff will check your temperature and other routine observations.
- They will give you a face mask to wear, if you do not have one with you. There are hand washing facilities in your therapy room.
- Our therapy rooms are for one patient at a time and are thoroughly cleaned between patients.
- Hand sanitizer gel is available, and we ask all visitors to use when they arrive and leave the department.

Travel advice

If you want to travel by car, there is an NCP carpark five minutes from the hospital. Please check their website for information. Congestion charges can be reimbursed if your doctor recommends that you drive to your appointment.

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

For further advice on travelling please visit, [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 use public transport, you should observe social distancing, and may want to wear a mask to cover your nose and mouth. You could also carry hand sanitisers or antibacterial wipes.

Relatives and carers

We ask you to bring only one relative or carer with you if absolutely necessary. We limit the number of people visiting the hospital, to make sure social distancing rules can be followed. Your relative or carer will be asked to wait outside the department to restrict the number of people entering the clinical area.