

# Your nuclear medicine 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 to your health from other conditions, like heart disease. These still need to be diagnosed and treated, sometimes as a matter of urgency.

If you have been contacted about having a scan, a doctor has considered the risk of you coming to your appointment, against the risk to your health if diagnosis is delayed.

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

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

## Making sure you are 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 imaging appointment

- We are currently allowing an extra 30 minutes between patient appointments. This gives us time to thoroughly clean the department and make sure that our waiting spaces are not crowded.
- You will be met by staff who will be wearing the recommended personal protection equipment (PPE).
- They may give you a face mask to wear, if you don't have one with you, depending on your clinical history and scan being undertaken.
- Hand washing facilities and hand gel are 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](http://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.

## 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](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 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](mailto:nucmedappt@gstt.nhs.uk)  
**w:** [www.guysandstthomas.nhs.uk/our-services/nuclear-medicine/overview.aspx](http://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](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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A list of sources is available on request