

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

This leaflet explains more about your outpatient appointment during the coronavirus pandemic. If you have any more questions, please contact us using the details at the end of this leaflet.

If you develop symptoms of coronavirus should you still attend?

If you or anyone in your household develop a cough, temperature or a loss of taste or smell, please call us before coming to our outpatient clinics. It is likely that we will re-arrange your appointment or replace your face-to-face appointment with a telephone consultation. Please make sure you follow Government and NHS guidelines and use the NHS 111 service if you need help to manage your symptoms.

Getting to your appointment

To protect yourself and others we suggest that you avoid public transport, especially at busy times. If you do need to use public transport, please refer to government advice about wearing a face covering. Travel may take longer than normal on some routes due to reduced capacity and social distancing measures, so please check current journey times with your local transport service.

There is a limited amount of parking available in the Guy's Hospital car park for disabled patients who are blue badge holders. Vehicle access to the car park is only available from Crosby Row. There are patient drop-off/collection bays at the Guy's Hospital's main entrance.

There is an NCP car park at the junction of Snowfields and Kipling Street, about a five minute walk from the hospital, charges apply.

Guy's hospital is in the Congestion Charging Zone and the Ultra Low Emission Zone (ULEZ). The Transport for London website gives information about how to pay these and who qualifies for refunds or discounts

If you do not have available transport or you are in a highly vulnerable group, please call our hospital transport team, **t:** 020 7188 2888 to talk about your needs.

If you need help to find your way to our clinics please visit,
w: www.guysandstthomas.nhs.uk/patients-and-visitors/at-hospitals/finding-your-way.aspx

Appointment times

To make sure there is enough space to follow social distancing in our outpatient areas, please make sure that you keep to your appointment time and please try not to arrive too early or late to the appointment.

Visitors

Visiting is restricted in our hospitals, so please come to your appointment alone if you can. This will reduce the risk to you and others. If you cannot come in on your own due to a disability, please bring one adult only. This person will also need to have been symptom-free for 14 days and may be asked to leave a contact number and wait elsewhere.

Keeping you safe

Staff will be using personal protective equipment (PPE) to keep you and them safe. This may include gloves, aprons and masks. Please do not be alarmed by this. Please use the hand sanitizer when entering and leaving our clinics.

Useful sources of information

Transport for London, **w:** [tfl.gov.uk](https://www.tfl.gov.uk)

Contact us:

If you have any questions about kidney clinic appointments, please contact us:

t: 020 7188 7415 or **e:** UrologyAppointments@gstt.nhs.uk

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

t: 111 **w:** www.111.nhs.uk

Leaflet number: 5004/VER1

Date published: June 2020

Review date: June 2021

© 2020 Guy's and St Thomas' NHS Foundation Trust

A list of sources is available on request