

Your kidney care outpatient appointment

This leaflet explains more about your outpatient appointment, following changes that have been made because of the coronavirus (COVID-19) pandemic. If you have any more questions, please contact us using the details at the end of this leaflet.

Should you come to your outpatient appointment?

During the pandemic, please do not come to the clinic unless you have been advised to do so. This is to protect yourself and others. If you are asked to attend the clinic and you or anyone in your household develop a cough, temperature or a loss of taste or smell, please call us. We will probably re-arrange your appointment or replace your face-to-face appointment with a telephone consultation.

We are currently offering three types of outpatient appointments:

- telephone consultation
- video consultation (using **Attend Anywhere** – only available for certain clinics)
- face-to-face consultation (at Guy's Hospital or one of our satellite sites - for certain patients who need this).

Your kidney care team will review your medical records to make sure that you receive the most appropriate type of appointment. We will inform you by telephone, text, or letter which type of appointment you will have, and an appointment time.

Do you need a blood test before your outpatient appointment?

Not if you are a **new patient**. If you need blood tests after your telephone consultation, we will contact you to arrange this.

If you are an existing patient, you **do** need to have a blood test before your virtual appointment to help your clinician review your condition.

Blood tests can be done at Guy's Hospital, Sidcup Kidney Treatment Centre or Tunbridge Wells Kidney Treatment Centre. We will send you information about how to book a blood test at one of these centres before your outpatient appointment.

If you are having a face-to-face appointment, your blood test will be done on the same day.

How can you prepare for your outpatient appointment?

- If your appointment is by telephone, check that your mobile device is charged and switched on, and not on silent mode. Our caller ID will not show when we call, so please make sure that you answer any calls that you receive at the time.
- If you are using a landline, please make sure that your landline receives calls from an unknown caller.
- We can speak to another person on the telephone with your consent.
- If your appointment is virtual (video link), please have your smartphone, computer or tablet ready, plugged in or charged and log in to the system in plenty of time. This appointment will take place using **Attend Anywhere** or **Fleming Accurx**. These are both web-based systems and you will be sent a link by email to log in. You do not need to download any application (app) to use them. Please refer to our leaflet, **Video consultations using Attend Anywhere** for more information.
- More than one person can log in to a virtual appointment. This could be a family member, friend or carer.
- For all appointments, please make sure that you have your medications, or a list of them, with you and please have available any blood pressure and weight recordings you may have taken at home.
- Please have ready any questions that you may wish to ask.
- If you need an interpreter, please let us know as soon as you receive your appointment letter.

You will receive a phone call as close to your appointment time as possible. However, our clinics are very busy and sometimes the call may be earlier or later than your appointment time. This will depend on the work flow of the clinic on that day. If we cannot contact you by phone, we will leave a voicemail message telling you that we have called, and you will be sent another appointment.

Getting to your appointment

If you are asked to come to a face-to-face appointment, we advise 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.

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

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 5 minute walk from the hospital, charges apply. Parking is available at the Sidcup Kidney Treatment Centre (charges apply), and at the Tunbridge Wells Kidney Treatment Centre, for kidney care appointments.

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

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 on your own due to a disability, please bring one adult only. This person will also need to have been coronavirus symptom-free for 14 days and may be asked to leave a contact number and wait elsewhere.

Keeping you safe

On arrival at the clinic, you will be asked some questions about your health and you may have your temperature checked. You will need to wear a face covering while in the hospital, as instructed by the Government guidance. 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

Government advice about coronavirus, **w:** www.gov.uk/coronavirus

Contact us:

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

t: 020 7188 8820 or **e:** RenalOutpatients@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

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A list of sources is available on request