

## Visiting clinics for planned appointments

Please follow the advice below to help us to minimise the risk of infection:

<p><b>Keep a safe 2 metre distance away from other people</b></p>	
<p><b>Wash your hands</b></p> <ul style="list-style-type: none"> <li>• Before and after your appointment</li> <li>• Wash thoroughly for more than 20 seconds</li> <li>• Use the hand sanitiser if available</li> </ul>	
<p><b>Wear a face covering <sup>*1</sup></b></p> <ul style="list-style-type: none"> <li>• Please wear your own</li> <li>• You may be required to wear a surgical mask</li> <li>• remember not to touch it remove it carefully following your visit</li> <li>• wash your hands before you put it on and after you remove it</li> </ul>	
<p><b>DO NOT attend IF...</b></p> <ul style="list-style-type: none"> <li>- you have tested positive for COVID-19;</li> <li>- you or anyone you live with<sup>*2</sup> has been advised to self-isolate;</li> <li>- you or anyone you live with has any of the following: <ul style="list-style-type: none"> <li>• a high temperature</li> <li>• a change to your sense of smell or taste</li> <li>• flu symptoms in last 7 days</li> <li>• returned from any restricted country in the last 14 days</li> <li>• a new, continuous cough</li> <li>• sickness and/or diarrhoea</li> </ul> </li> </ul> <p>➤ Please call to let us know, so we can rearrange</p>	
<p><b>Attend appointments alone unless you need support</b></p> <p>A family member or carer can accompany patients:</p> <ul style="list-style-type: none"> <li>• who are under 16</li> <li>• who have a learning disability, or cognitive impairment, or autism</li> <li>• who have communication challenges including hearing or visual impairment</li> <li>• for whom English is not their first language</li> </ul>	
<p><b>Check your appointment letter</b></p> <ul style="list-style-type: none"> <li>• follow instructions about where to wait</li> <li>• avoid waiting in confined spaces</li> <li>• avoid entering until 5 minutes before your appointment</li> <li>• if travelling to by car, some services may ask you to wait in your car until they call you for your appointment</li> </ul>	

## Your support and patience is much appreciated during this unprecedented time

### Please note:

- We are doing all we can to ensure your safety
  - If you have an appointment at one of our hospital sites it is important that you attend.
  - If you have a telephone or video appointment please be available at the time of your appointment. You will be contacted within 1 hour of your appointment time.
- Please contact the outpatients booking team ahead of your appointment date if any of the following apply to you (the number will be on your appointment letter):
  - you cannot attend your appointment for any reason
  - you require assistance getting from the car park or hospital bus stop to the appropriate area of the hospital
  - you require an interpreter or support for a hearing, sight, or learning disability
- Ways into our hospitals have been restricted. Please check our website for up-to-date information on which entrances you can use. Please note: you may need to enter the hospital via a different entrance from any previous visits.
- All patients attending appointments will be screened. If there could be a risk of COVID-19 infection you may be asked to return home and your appointment will be rescheduled.
- Any patients with COVID-19 symptoms are being cared for in a separate part of the hospital.
- Our staff will be wearing appropriate personal protection equipment (PPE).
- Because the situation is changing all the time, please check our website for the most up-to-date information: [www.buckshealthcare.nhs.uk/covid19-patientinfo](http://www.buckshealthcare.nhs.uk/covid19-patientinfo)
- If your symptoms get any worse before your appointment, please call your GP or the appropriate hospital team for advice as soon as possible.

### For more information:

- Watch a video: [Helping us to keep you safe - wearing face coverings in hospital.](#)
- Visit the Government information pages [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)
- **For advice or further assistance before your appointment, contact our patient advice and liaison service (PALS): 01296 316042 or email [bht.pals@nhs.net](mailto:bht.pals@nhs.net).**

### Notes:

\*1: For safety reasons, the following groups do not need to wear a face covering when visiting our clinics:

- Young children under the age of 2
- Anyone with breathing or developmental difficulties
- An unconscious person
- Anyone who experiences genuine discomfort or distress while wearing a face mask
- Pregnant women who have gone into labour
- Anyone unable to remove their mask without assistance

\*2 Anyone you live with includes anyone in your 'support bubble'. A 'support bubble' is the term used by the government to describe how an individual may 'form a 'support bubble' with one other household if you live alone or are a single parent with dependent children. All those in a support bubble are able to act as if they live in the same household.