

# Keeping you safe when you come to hospital for an appointment

From Monday, 1 June, 2020 we will begin to increase our face-to-face clinic appointments. Where possible and clinically appropriate, we will continue to offer video and telephone appointments as the first choice. Where it is clinically required, we will ask patients to attend the hospital in person.

We know that this might make some people feel a little anxious, so we hope that this leaflet will reassure you as it shows some of the measures that we are introducing to keep you and our staff safe during your visit.

In your appointment letter we will include a checklist for you to complete two weeks before your appointment date. This will determine whether it is safe for you to attend the hospital. We will ask you to review this again at home 24 hours before your appointment. When you arrive, we will ask you the questions once more before your appointment goes ahead.

**\*\*\*If any of your answers indicate that you could have Covid-19, you must call us.\*\*\***

We will not routinely check your temperature when you arrive for your outpatient appointment. We will only do this for those patients who are immunocompromised or if it is deemed clinically necessary due to an underlying condition.

If you are shielding or have a medical condition that makes you vulnerable to Covid-19, please make sure that you tell us when you come in for your appointment.

Where necessary a carer, crucial to support the needs of a child or an adult with additional vulnerabilities, can attend the appointment with the patient.

Remember, anyone with cold or flu symptoms, a new or continuous cough, raised temperature or a loss or change in normal sense of taste or smell in the last seven days must call to discuss this with us. The number you need to use will be listed on your appointment letter.

## Fewer patients seen face-to-face at the same time

To ensure that we don't have too many people in our waiting areas, we will:

- Be increasing the time between face-to-face appointments;
- Ask you to wait in your car (where this is possible) until you are needed in the clinic;
- Ask that you come into the hospital for your appointment alone if you can, though we understand that in some cases carers / parents will need to attend as well to help with mobility, self-care or understanding the appointment.

## Clearing corridors and introducing one-way systems



We've introduced one-way systems in many of our outpatient areas. We've also removed some seats and other furniture where possible, to support social distancing.

### You can help us by making sure that:

- We have up-to-date contact details for you, ideally a mobile number
- You arrive on time (not early) for your appointment
- Attending on your own or a carer / parent is crucial to supporting you
- Are following our one-way systems

## Reducing the number of people using the main entrance

**Drive Thru**

**NHS**  
Royal Surrey  
and Guildford Trust

**Haste**

**West Wing**

### Main Entrance

Enter here for

- Castle Outpatients
- Endoscopy
- Inpatient Wards
- Outpatients 1  
Obstetrics & Gynaecology
- Radiology

Your appointment letter will tell you which entrance to use for your appointment and we have added additional signage to help you when you come on site.

You'll find a simple site map enclosed and on our website that will help show you the best place to park and where you need to go for your appointment.

## Adjusting our waiting rooms and clinics



We've installed protective screens at our reception desks. We've also removed seats to increase the space between them or signposted with 'Do not sit here' to adhere to social distancing guidelines.

## We're continuing our 'drive thru' services



We have drive thru services for Maternity, Pharmacy, St Luke's and Cardiology, which we will continue to operate.

## PPE and face shields

Our staff will wear personal protective equipment (PPE) for any face to face contact during appointments where it is not possible to maintain a two metre social distance, or where it is appropriate for your appointment.

We have risk assessed which clinics need patients to wear masks and if required, we will supply one for you. For other clinics, you are welcome to wear your own face covering/ mask if you would prefer to do so.

We will only check the temperatures of those patients who are immunocompromised or if it is deemed clinically necessary due to an underlying condition.

## Clean hands are safe hands



Remember to wash your hands regularly and use hand sanitisers between

washing to help reduce the spread of infection.