

Patient Information

Outpatients

Information about your outpatient appointment

Please read the below information about outpatient appointments at our hospitals. Where there is a requirement for different or additional guidance to be followed this will be clearly identified in your appointment letter.

We are constantly monitoring what is happening with the COVID-19 pandemic and all planned care is subject to change. We are keeping the number of people coming to our hospitals as low as possible, and are offering some virtual appointments as an alternative to face to face in person appointments. These appointments will be either by telephone or video call with our clinical staff.

Please make sure that you are clear about which type of appointment you have been offered. It will either be:

1. A telephone appointment – we will phone you at home or at work
2. A video appointment – we will send a text message with a secure link to enable a video call
3. A face to face appointment in the hospital

If you have been offered a consultation by telephone or video

Whilst clinicians will try to contact you at the appointment time on your letter there may be times when they are required to deal with clinical emergencies or complex issues and this could lead to a delay. If your scheduled appointment time has passed, please allow up to 20 minutes after this time before trying to contact the hospital. Please try to take this call in a quiet area.



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If you have been offered a face-to-face in person consultation

We want to reassure you that our hospitals are safe places and we are working hard to protect the patients in our care, our visitors and our staff. We are making changes to our hospitals and the way that we work to help stop the risk of spreading any infection.

Please note that:-

Our hospital sites may look a little different than before. These changes include notices asking you to follow social distancing measures whilst on site, washing your hands regularly and using the available hand sanitisers.

The way we ask patients, visitors and staff to move around the site has also changed including one-way systems and possible changes to entrances and exits. We ask that you follow this clearly marked advice. We also ask that when you are in any hospital building you wear a face covering and if you are not able to bring one, we will provide you with a mask.

- To help us follow social distancing measures, please do not come into the department more than 10 minutes before your scheduled appointment
- We would also encourage you to leave the site as soon as you can after your appointment
- If you travel to the site by car and arrive early, please wait in your car until the right time to make your way into the outpatient area
- Where possible, please come to the appointment alone. If you need to bring someone with you, we ask that this is kept to one person and should be someone that lives in your house or is part of your support bubble
- If the patient is a child then just one parent or carer should come with them.

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- For the safety of everyone, please **do not come to hospital if:**
 - You think you might have coronavirus (COVID-19) or are showing any related symptoms
 - You've been in close contact with someone with coronavirus

Instead please call 111 to speak to someone about coronavirus and call us to rearrange your appointment.

Can't make your appointment?

Please let us know as soon as possible so that we can offer the appointment to another patient. Contact details are provided on your appointment letter.

You can find more information and latest updates on our website, www.uhcw.nhs.uk. Thank you for your continued support that will help us better protect staff, visitors and patients from infection.

The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact PALS and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

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