

Frequently Asked Questions

Help us stop the spread of Coronavirus when visiting the hospital

We understand that you might be worried about coronavirus – also known as COVID-19 so the Trust has made some important decisions which will reduce the number of people attending our hospitals in person.

If you are coming to hospital, there are some guidelines and behaviors we're asking all our visitors to follow, both before your visit and while you're at the hospital. These are an important part of the measures we've put in place to keep everyone at the hospital – patients, families, our staff – as safe as possible.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

	Question	Answer
1.	What is coronavirus and what are the main coronavirus symptoms?	<p>This is a virus that affects the lungs and therefore people's breathing. The main symptoms are:</p> <ul style="list-style-type: none">• New, continuous cough• High temperature• Loss of or change to your sense of smell or taste <p>However, these are similar to lots of other common illnesses. The only way you can be sure if someone has coronavirus is to test them. Read more about symptoms of COVID-19 at nhs.uk/conditions/coronavirus-covid-19/</p>



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2.	<p>What do I do if I feel unwell with coronavirus symptoms, or think I may have come into close contact with someone affected?</p>	<p>If you are due to attend the hospital and feel unwell with coronavirus symptoms, or you think you may have come into close contact with someone affected, please do not come to the hospital.</p> <p>Please call your INSERT LOCAL INFO ON SPECIALTY/DEPARTMENT/BOOKING CENTRE for advice and support.</p>
3.	<p>What do I do if someone in my household develops symptoms?</p>	<p>If you should be self-isolating because you, or somebody close to you, has, or has had, COVID-19 symptoms, please do not come to into our hospitals.</p> <p>Please call your Specialty team for advice and support.</p>
4.	<p>What should I expect when I arrive at the hospital?</p>	<p>When you visit the hospital, you may notice that things look or run slightly differently from before These steps have been put in place to keep everyone at the hospital as safe as possible. Things may continue to change as we respond to the latest guidance, but we will always contact you if there are any major changes to your appointment, admission or procedure.</p> <p>We ask you to follow the social distancing signs around our sites, regularly wash your hands and use the hand sanitisers that are available.</p>
5.	<p>What are you doing to protect visitors to the hospital?</p>	<p>We want you to know that your safety, and the safety of all our patients, families and staff is our number one priority.</p> <p>You might notice fewer hospital staff around the building. We have thought very carefully about how many people we need to deliver care safely to our patients, while</p>

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		<p>minimising the number of people in the building. Our clinical teams have been reviewing every procedure, admission and appointment carefully to see which patients are able to come to the hospital, which appointments can be delivered by other means, and which can be delayed safely.</p> <p>You will see staff wearing various types of personal protective equipment (PPE), like masks and aprons. They're trained on how to reduce the risk of passing on the virus within the hospital, including when masks and other types of PPE should be worn and how cleaning activities should be carried out across the hospital. This is based on the latest national guidance for COVID-19 infection control.</p> <p>Please note that staff and visitors to outpatients to hospital settings should wear some a form of face covering (something that covers your nose and mouth) to prevent the spread of infection from the wearer. Please visit our website www.uhcw.nhs.uk to see how to wear a mask correctly.</p>
6.	What measures have you put in place at the hospital for hand hygiene and social distancing?	<p>Everyone should take steps to avoid passing on infections, including good handwashing, and not touching your eyes, nose and mouth. When you arrive at outpatients or any ward or department, please immediately use the hand gel or wash your hands before you check in. When you leave the department or ward please also use the hand gel or wash your hands. This will help us to better protect you, other visitors and our staff from infection.</p> <p>We are advising everyone to follow social distancing wherever possible – please</p>

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		<p>stay at least 2 metres away from anyone you don't live with. You might notice our floor stickers around the hospital, reminding everyone to keep a safe distance.</p>
7.	<p>Should I wear a face mask?</p>	<p>As of updated Government guidance on 5 June, visitors and outpatients to hospital settings should wear some a form of face covering (something that covers your nose and mouth) to prevent the spread of infection from the wearer.</p> <p>Everyone should wear face coverings on public transport, such as the buses that bring people to our sites.</p>
8.	<p>What are the parking arrangements?</p>	<p>There are charges for car parking on both our hospital sites. We are encouraging patients and visitors to pay for car parking online to limit queues and contact at payment machines.</p>
9.	<p>Can my relatives visit the hospital with me?</p>	<p>No – visiting is not currently allowed at either of our sites – University Hospital, Coventry and The Hospital of St Cross, Rugby. Visiting may be permitted in the following areas / circumstances:</p> <ul style="list-style-type: none"> • One visitor for each child that is a patient • Birthing partners that are required in maternity • Visiting on compassionate grounds (for seriously ill patients or those receiving end of life care) <p>Friends and family are encouraged to keep in touch with patients staying in hospital via the free phone calls to landlines from hospital beds or by sending a letter/email/photos via Our Thinking of</p>

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		You initiative. We are also using video apps on some wards so patients can stay in touch.
10.	Can I get a drink or something to eat at the hospital?	Our shops and cafés are open but please bring a debit card. We are advising patients to bring their own refreshments on to the site to make sure they have access to them as they wish. Due to social distancing restrictions in our facilities and shops, it may not always be possible to purchase buy refreshments.
11.	What about testing?	<p>In line with the latest government advice, we are now testing all patients who come to the hospital for an inpatient stay, as well as offering a test to the parent or carer who accompanies brings them. Routine swab tests are required even when patients do not display any symptoms of COVID-19.</p> <p>We have clear processes in place to immediately isolate anyone found to be positive, while continuing to deliver expert care and following strict infection control guidelines.</p>
12.	What do I do if I need an interpreter or signer?	The Trust has access to interpreting and sign language services. If you need these during your appointment they will be booked on your behalf.
13.	How do I get any medicines?	As an inpatient, you will continue to receive your medication from the ward when you are discharged. You will be given a discharge summary that states the medication you have been given and a copy will be sent electronically to your GP. We have been working closely with the discharge teams to support planned discharges, so medication is ready on the ward when the decision is made that you

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		<p>can go home.</p> <p>If you are an outpatient, and having appointments by telephone or video, we are working with our Lloyds Pharmacy to deliver medication to their branches, close to people's homes. This will reduce the need to wait for non-urgent clinic prescribed medication and can be collected (in person or by family) closer to the patients' home.</p>
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Planned Admission (a procedure/treatment that you have an appointment with a specific date and time for)

1.	14 days before your planned admissions	If you are coming to the hospital for a planned admission you may need to self-isolate for 14 days before and after (particularly if you have had surgery) coming to the hospital, along with any family members that travel with you to the hospital. If this is required, we will always contact you in advance of your visit to discuss any questions or worries you may have.
2.	Pre-Op Assessment	If you are coming to hospital for surgery, and require an assessment before your surgery, your specialty will speak to you ahead of your appointment. Where possible, this will be done by telephone with a nurse or doctor.
3.	Testing for Coronavirus (COVID19)	The hospital will ask you to take a swab test for COVID-19 before admission. If you require a long hospital stay you will also be tested regularly while you are here.

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4.	How do I get to and from hospital for my operation?	The safest way is to use your own private transport, or be driven by someone that you live with.. If you are taking public transport, you must wear a face covering to help stop the virus from spreading.
5.	What to bring with you if you are staying for a day case procedure?	<p>If you are coming to hospital for a day case procedure, you should arrange to be collected and remain in the care of a responsible adult for the 24 hours following your operation.</p> <p>We recommend you have enough food, drinks and simple over the counter pain relief, plus any other essentials you need ready at home for when you return from the hospital.</p>
6.	What to bring with you if you are staying overnight (inpatient admission)	<p>If you are staying overnight or for a few days, please bring the following items with you:</p> <ul style="list-style-type: none"> • Dressing gown • Nightwear or pyjamas • Slippers, in good condition to reduce the risk of falls • Your phone and charger, books or magazine • Toiletries • Any medicine you are currently taking in their original containers.
7.	Visitors	<p>Visiting is suspended at both of our sites – University Hospital, Coventry and The Hospital of St Cross, Rugby. Visiting may be permitted in the following areas / circumstances:</p> <ul style="list-style-type: none"> • One visitor for each child that is a

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		<p>patient</p> <ul style="list-style-type: none"> • Birthing partners that are required in maternity • Visiting on compassionate grounds (for seriously ill patients or those receiving end of life care). <p>Friends and family are encouraged to keep in touch with patients staying in hospital via the free phone calls to landlines from hospital beds or by sending a letter/email/photos via Our Thinking of You initiative. We are also using video apps on some wards so patients can stay in touch.</p> <p>You may bring gadgets like phones, tablets or an iPad to keep in touch with your loved ones while you are in hospital. Free public wifi is available.</p>
8.	<p>Infection Control</p>	<p>We want you to know that your safety, and the safety of all our patients, families and staff, is our number one priority.</p> <p>You might notice fewer hospital staff around the building. We have thought very carefully about how many people we need to deliver care safely to our patients, while minimising the number of people in the building. Our clinical teams have been reviewing every procedure, admission and appointment carefully to see which patients are able to come to the hospital, which appointments can be delivered by other means, and which can be delayed safely.</p> <p>You will see staff wearing various types of personal protective equipment (PPE), like masks and aprons. They're trained on how to reduce the risk of passing on the virus within the hospital, including when</p>

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		<p>masks and other types of PPE should be worn and how cleaning activities should be carried out across the hospital. This is based on the latest national guidance for COVID-19 infection control.</p> <p>If you do not hear or understand anything, please do ask a member of staff to explain it again.</p> <p>Please shower or bath on the evening before or on the morning of your surgery. This helps to stop the spread of infections within the hospital.</p> <p>During your stay, it is extremely important to maintain hygiene through washing your hands regularly. As of updated Government guidance on 5 June, visitors and outpatients to hospital settings should wear some a form of face covering (something that covers your nose and mouth) to prevent the spread of infection from the wearer.</p>
9.	Meals	<p>After your operation and when the surgeon feels it is safe for you to eat, we will give you options for a meal.</p>
10.	Going home	<p>You will be discharged home when you are well enough to go. This will be a decision made between the nursing staff, yourself and the surgeon.</p> <p>Please make sure there is somebody at home to support you for the first few days after your operation.</p> <p>Dogs can be a challenge when you first come home. Make sure they aren't able to jump up to greet you.</p> <p>You will feel more tired at home but it is important to keep moving around, but also</p>

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		rest for periods of time. Wound instructions and pain relief instructions will be given to you.
11.	Final few things to remember	Please do not wear jewellery or bring large sums of money with you to the hospital as we cannot accept responsibility for personal belongings. If you are wearing nail polish or false nails you will need to take these off at home before coming to hospital. The hospital is a non smoking site.

Date	Author	Version
06.20	UHCW Comms	1.0
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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

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