

Visiting clinics for planned appointments

Your safety is our priority, please be assured that we are taking every precaution to minimise the risk of infection during your appointment.

<p>Keep a safe distance away from other people</p>	
<p>Wash your hands thoroughly – for more than 20 seconds - before and after your appointment Use the hand sanitiser at the entrance/exit to the department (if available)</p>	
<p>Wear a face covering *1</p> <ul style="list-style-type: none"> remember not to touch it remove it carefully following your visit wash your hands before you put it on and after you remove it 	
<p>DO not attend your appointment if you have been advised to self-isolate Or if you or any member of your household, or support bubble*2, have or have had any of these symptoms:</p> <ul style="list-style-type: none"> a high temperature a new, continuous cough a loss of, or change to, your sense of smell or taste 	
<p>Attend alone unless you need the support of a carer or have a learning disability</p> <ul style="list-style-type: none"> only one person should accompany a child do not bring any other children 	
<p>Follow instructions in your appointment letter about where to wait</p> <ul style="list-style-type: none"> try to avoid waiting in confined spaces if possible, avoid entering waiting areas until 10 minutes before your appointment if travelling to your appointment by car, some services will ask you to wait in your car until they call you for your appointment 	

Your support and patience is much appreciated during this unprecedented time

Please note:

- As circumstances can change, it may be necessary to review your appointment. If this happens you will be informed of any changes. Changes will only be made following a clinical review and all patients will be treated according to clinical priority.
- Because things are changing all the time, please check our website for the most up-to-date information: www.buckshealthcare.nhs.uk/covid19-patientinfo
- All patients have their temperature checked on entry and are asked a series of questions relating to COVID-19. If staff feel there could be a risk of COVID-19 infection you may be asked to return home and your appointment will be rescheduled.
- Please contact the outpatients booking team ahead of your appointment date if any of the following apply to you (their number will be on your appointment letter):
 - If you cannot attend your appointment for any reason
 - If you require assistance getting from the car park or hospital bus stop to the appropriate area of the hospital
 - If you require an interpreter,
 - If you require support for a hearing, sight, or learning disability

*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 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.

For more information:

Watch a video: [Helping us to keep you safe - wearing face coverings when attending our Trust hospital settings.](#)

Visit the Government information pages www.gov.uk/coronavirus for further guidance and for instructions on how to make your own face covering: www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering

If you need advice or further assistance, please contact our patient advice and liaison service (PALS): call 01296 316042 or email bht.pals@nhs.net ahead of your appointment.