



Patient information

Your outpatient appointment

Advice on preparing for your outpatient appointment

Due to COVID-19, we have made some changes to make visiting our site as safe as possible. Our highest priority is ensuring you are safe and feel reassured. Please read this information carefully.

Do not attend if you have symptoms

Firstly, if you or any member of your household is showing symptoms of Coronavirus please do not attend your appointment. Inform us, and we will rearrange your appointment. The main symptoms include:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste

More information about coronavirus symptoms can be found at www.nhs.uk or call 0121 685 4000.

When you arrive

Please enter the Trust at Gate C, which is the main entrance.

Please try to arrive no more than five minutes before your appointment time. If you are earlier, please wait in your car. This is a safety precaution and helps limit unnecessary movement through the site.

In order to maintain safety, we are preventing visitors from entering the hospital site. Please attend your appointment alone if you are able to do so, accompanying guests will not be permitted to wait with you.

You may be accompanied where appropriate and necessary to assist with communication

and/or to meet your health or social care needs. This includes:

- parents to children and young people
- carers
- supporters
- personal assistants

Anyone accompanying you must follow the infection control guidance provided to them, which includes a temperature check, sanitising hands, wearing a mask and wearing additional PPE in clinical areas of the hospital if required. Please contact us before your visit if you would like to ask questions.

Please note unless you require your accompanying person for communication or personal support, your accompanying person will be unable to wait in the waiting room with you. They will be called back into the hospital at the start of your appointment.

When you enter the Trust you will have your temperature checked and asked to sanitise your hands and you will be given a mask to help protect yourself and other patients. Our volunteers are on hand to support you, so please don't be nervous. Our reception team will help book you in.

Social distancing

We have made changes to our environment including introducing measures to help you socially distance. Our waiting rooms are set up to allow you to stay two meters away from others. Our site has a 'one way system' to encourage social distancing, clearly marked



with arrows to help you navigate the site. Our volunteers will also help direct you.

More information

We are working differently to ensure you are as safe as possible. It is natural for you to have questions and we encourage you to find out more and get in touch.

Visit our website

We will updating our website regularly. Please visit www.roh.nhs.uk

Contact us

0121 685 4000

Latest Government and NHS guidance

As things change and develop, check for the latest updates on:

www.gov.uk

www.nhs.uk