



Patient information

Your outpatient appointment

Advice on preparing for your outpatient appointment at Childrens and Young People Centre

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 entrance 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.

Children will need to be accompanied by one person only, this should be someone holding Parental Responsibility where possible. If more than one person is required, please contact the department on 0121 685 4159.

When you enter the Trust you will be encouraged to sanitise your hands and you will be offered 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.

Find 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

We look forward to welcoming you to The Royal Orthopaedic Hospital.