

Advice for Service Users attending Face to Face Appointments during Covid-19 (Coronavirus)

We will continue to ask service users to attend face-to-face services only when it is really necessary, and where it can be done safely without putting our service users, the public or our staff at risk.

What does this mean for my face to face appointment?

Before attending your appointment, please answer the following questions:

	Do you have new symptoms of a cough?
	Do you have a high fever or temperature?
	Do you have a change or loss of taste or smell?
	Do you have new symptoms of shortness of breath?
	Have you been in contact with anyone who has either a cough or fever in the 14 days prior to your appointment?
	Have you been in contact with anyone confirmed to be Coronavirus positive in the last 14 days?

If you have answered 'YES' to any of the above, please **DO NOT** attend the department. Instead, telephone the number on your appointment letter **as soon as possible** to discuss alternative arrangements to see you (for example video conferencing). Please refer to 111 or the **Government website for further advice if needed**.

If you have been in contact with anyone who is COVID positive within the past 14 days, contacted by Track and Trace or currently in quarantine please inform the team as soon as possible.

Please Note: If contacted by Track and Trace, please notify them of which HPFT staff members that you have been in contact with.

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Attending your appointment

	<p>Parking on some sites is currently free of charge for service users. Consider all other forms of transport before using public transport and check with local transport operators about timetables.</p>
	<p>There may be one way system in place in some buildings. Please follow the signs to find your clinic area or ask a member of the staff to help you if you are unsure. Remember to stay 2 metres apart</p>
	<p>When you arrive at the department, go to Reception to mark that you've arrived. You will be asked some questions about how you are feeling on the day.</p>
	<p>Do not arrive too early for your appointment and leave the department as soon as your appointment is finished.</p>
	<p>To ensure we protect you, our service users and our staff, all visitors to our services will be asked to wear an approved fluid repellent surgical face mask. Reception staff will ask you to use the hand sanitiser and will provide you with the surgical face mask.</p>
	<p>Please keep the mask/face covering on for the duration of your time in the building and avoid touching your face or adjusting the mask once you've put it on.</p>
	<p>If you need to sit and wait in the reception to be called for your appointment, chairs will have signage to indicate where you should sit to ensure social distancing measures are observed.</p>
	<p>All staff wear personal protective equipment when in close contact with you. When your appointment is finished, your health professional will advise you what to do next.</p>
	<p>You should then follow the signs to leave the department. Please do not visit any other part of the building. You should dispose of your mask at the bin by the department exit. If removing your mask, please wash or sanitise your hands after doing so. If removing your mask, please wash or sanitise your hands after doing so.</p>

If you have any questions or would like further advice, please contact the team on your appointment letter.