

## Outpatient appointments

All planned care is subject to change as we deal with the pandemic, and appointments may need to be rescheduled. We apologise if you are affected by this.

Where possible you will be offered a telephone or video appointment, and your appointment letter will make this clear. You will only be asked to attend a face-to-face appointment when it is necessary for your care.

**If you are currently shielding because you are at high risk of complications should you get COVID-19, and you need to come to Torbay Hospital or one of our clinics, please talk to your healthcare professional about any concerns you may have.**

## Attending face-to-face

If you are coming to a hospital or other clinical setting as an outpatient, we need you to take extra precautions to minimise the risk from COVID-19:

- Please attend alone if you can. If you have a carer or need someone to come with you, please call the number on your appointment letter to discuss this
- Please wear a mask or other face covering\*. This also applies to anyone accompanying you. Please bring this with you if possible
- Use the hand sanitiser when entering and leaving our buildings
- Regularly and thoroughly wash your hands with soap and water for 20 seconds or use alcohol-based hand rub

- Observe 2m physical distancing from others, where possible
- Keep left when travelling along our corridors
- Try to arrive as close to your appointment time as you can

\*A cloth covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head. This applies to anyone over 11 years old with the exception of people with a breathing difficulty, severe anxiety or where it would be very painful.

## Attending a diagnostic scan

We are allowing more time between appointments for the cleaning of rooms and equipment. This also helps to minimise the number of patients sat together in waiting areas

**Please do not attend any appointment if you have symptoms of COVID-19.** If you are worried you may have symptoms call NHS 111 for advice. The main symptoms of COVID-19 are:

- High temperature
- New continuous cough – coughing a lot for more than an hour, or three or more coughing episodes in 24 hours. If you usually have a cough it may be worse than usual
- Loss or change to your sense of smell or taste

If you have any of the above symptoms and you have a face-to-face appointment, please telephone the number on your appointment letter to tell us you are not able to attend.

## Help Us to Help You to Stay Safe

When visiting our hospitals or other clinical sites, to help us reduce the risk of COVID-19 being transmitted, we ask all patients and visitors to please:

- wear a face mask or covering
- use the hand sanitiser when entering and leaving our buildings
- observe 2m physical distancing from others, where possible
- keep left when travelling along our corridors

To receive this information in a different format:

☎ 01803 217398

✉ [communications.tsdf@nhs.net](mailto:communications.tsdf@nhs.net)

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Torbay and South Devon  
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## PATIENT INFORMATION

### COVID-19

Advice for people coming to Torbay Hospital and other Trust sites

During the COVID-19 pandemic we are taking extra precautions to protect our patients and staff.

When visiting Torbay Hospital or any of our other Trust sites please observe the safety measures detailed in this leaflet.

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Working with you, for you