

Outpatient Attendance during COVID-19 Pandemic

NORTH EAST LINCOLNSHIRE SPEECH & LANGUAGE THERAPY SERVICE



A Guide for Patients

Outpatient Attendance during Covid-19 Pandemic

All our health and care partners in the NHS are working to tackle the impact of Covid-19. Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) are now moving forwards to resume Outpatient services across all of our sites.

Due to the increased health and safety risk caused by the Covid-19 virus, some extra steps are needed to safeguard patients and staff and ensure the best care is provided.

Planning your Outpatient Appointment

We are now providing telephone and video consultations for appointments; however this is not always possible for some patients and certain clinics. Please read your appointment letter carefully which confirms the type of Outpatient consultation that will take place and at which hospital site, as this may not be your local hospital.

When entering a hospital building all visitors and outpatients SHOULD wear an appropriate face covering. This follows Government guidance. Please bring one with you where possible.

Please **DO NOT** attend if you have any COVID-19 symptoms. Symptoms are:

- Fever
- New cough
- New loss or change in the sense of smell or taste

If you are experiencing any symptoms for COVID-19 please inform the hospital by telephoning 03033 306642 and follow the government and NHS guidance at; <https://www.nhs.uk> <https://www.gov.uk/coronavirus> or telephone the NHS 111 service.

If you have any questions or concerns please telephone 03033 306642.

On Arrival for your Outpatient Appointment

On arrival at hospital you will be screened for Covid-19 symptoms. If you have Covid-19 symptoms you will be asked to return home and follow guidance.

Please only arrive 10 minutes before your appointment time and where possible attend alone, or with one other member of your household if you need them to be present. This is to help maintain social distancing guidance in clinic.

Thank you for helping us to keep everyone safe.

Please remember it is **important** that you are available for any arranged appointment. If you are unavailable for your appointment, please tell us in advance so we can give your appointment to someone else. Details of how to cancel your appointment are on your clinic letter. Alternatively telephone 03033 303081.

Failure to attend an appointment may lead to you being referred back to your GP requiring a new referral to come back to the Hospital.

Any Comments, Compliments, Concerns or Complaints

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) is available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact nlg-tr.PALS@nhs.net

As a Trust we value equality of access to our information and services, therefore alternative formats are available on request at nlg-tr.interpreters@nhs.net

Alternative Languages

All of our leaflets are available to view in different languages via Browsealoud on our website at www.nlg.nhs.uk/patients/patient-leaflets/

Toate pliantele noastre sunt disponibile pentru a fi vizualizate în diferite limbi prin intermediul Browaloud pe site-ul nostru, la www.nlg.nhs.uk/patients/patient-leaflets/

Wszystkie nasze ulotki są dostępne do przeglądania w różnych językach za pośrednictwem Browsealoud na naszej stronie internetowej www.nlg.nhs.uk/patients/patient-leaflets/

Visus mūsų lankstinukus galite peržiūrėti įvairiomis kalbomis, naudodamiesi „Browsealoud“ mūsų svetainėje, adresu www.nlg.nhs.uk/patients/patient-leaflets/

Vse naše zloženke so na voljo za ogled v različnih jezikih prek Browaloud na našem spletnem mestu www.nlg.nhs.uk/patients/patient-leaflets/

Date of Issue: June, 2020

Review Period: June, 2023

Author: Community & Therapy Services

IFP-1224

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