

Outpatient guide:

Keeping you safe during the coronavirus pandemic

Circle



Thank you for choosing Circle for your healthcare.

During the pandemic, our hospitals have been dedicated to caring for those with the most urgent medical and surgical needs. We're now able to reintroduce more outpatient appointments and diagnostics as well as planned, non-urgent procedures for patients.

We'd like to share with you the measures we've put in place to ensure you're confident that we're doing everything possible to keep you safe and provide the highest level of care.

Steps we've taken to keep you safe

The safety of our patients and staff is our top priority. The coronavirus pandemic has led to substantial changes in our way of life, and crucially in adding additional safety measures in how healthcare is provided.

We have been closely following national guidance and best practice to update our hospital processes, infection control measures, hospital room layouts and staff training to ensure we are doing everything we can to help.

We have been working with colleagues in the NHS and other independent hospital providers to understand the best ways to make our patients' journey safe and less stressful.

Here's some further information about what you can expect when attending hospital, and steps we've taken to ensure the safety of both you and our staff.

Keeping you safe when you are in our hospitals

We ask that you arrive at the hospital as close to your appointment time as possible. The screening process will not take long, and includes:



Face masks

You must wear a face mask or covering; this doesn't need to be a surgical mask.

It's best if you put on your face covering before approaching the hospital entrance. If you do not have a face covering we can provide one for you before you enter the hospital.



Hand sanitiser

You will be asked to use the provided hand sanitiser when you arrive. Hand sanitiser has been placed around the hospital in many locations, so please feel free to use it.



Screening questions

You will be asked a few questions to establish whether you – or anyone in your household – has recently experienced any symptoms of coronavirus including raised temperature, new continuous cough or loss of taste or smell.



Temperature check

You will also have your temperature taken. If your temperature is elevated, or the screening questions identified a concern, we will take you into a private room and a member of the team can discuss this with you to ensure your safety and wellbeing.



To minimise exposure during the COVID-19 pandemic, **visitors are not allowed into the hospital** except in exceptional circumstances. This means if someone drives you to the hospital for your appointment they will usually not be able to accompany you into the hospital.

After your appointment they can collect you but will not be able to come inside of the hospital. All of our hospitals have free parking facilities and we would encourage you to re-join them in the car park. If you need additional help, a member of the Circle team will be happy to support you.

Each of our hospitals has made careful arrangements to keep both you and our staff safe. As you enter the hospital you'll be asked to follow the local arrangements, such as signs and floor markings, to ensure the appropriate social distancing between individuals is maintained.

You'll then be directed to the correct part of the hospital depending on who your appointment is with. Please wait in designated waiting areas and your consultant, physiotherapist or a member of staff will come and find you for your appointment.



PPE

When you are in the hospital, you will see our staff wearing some kind of PPE, too. Depending on the area in the hospital, this could be a mask, eye protection and a plastic apron. This may mean that the faces of those caring for you will be covered. Please don't let this stop you communicating with staff as you normally would. If you find it difficult to hear or understand what is being said through the PPE, please make staff aware, so that they take this into account and provide alternative ways of communicating with you.



Enhanced cleaning

Our staff are dedicated to upholding high standards of hand hygiene and you will see them clean their hands regularly in line with guidelines.

Our housekeeping teams are working tirelessly to ensure that our hospitals are as clean as possible and it is likely you will see them cleaning during your visit. If you have questions during your visit, please just ask a member of staff.



Here to help

Our team is here to help you, so please get in touch if you have any questions. We're always happy to listen to any concerns you may have, provide guidance and information you require and support your wellbeing.

Please call **0118 922 6888** to speak to the team at Circle Reading Hospital, or **01761 422 222** for the Circle Bath Hospital team.