

# Working to keep patients safe during the coronavirus pandemic

COVID-19 restrictions are changing in the community but there's no change in our hospitals.

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.



## Reducing the risks associated with COVID-19

Our patients' safety and wellbeing is always our priority and as a result of COVID-19 we've put in place more enhanced precautions, safety measures and steps.

So, while it's not possible to entirely eliminate the risk of catching COVID-19 we're taking every possible measure to minimise your risk of infection.

When you come to one of our sites for your outpatient appointment these are the steps we'll take to keep you safe.



## Restricting visitors to our hospital

To minimise exposure during the COVID-19 pandemic, we are restricting the number of visitors to our hospitals. If you need to be accompanied by a carer this will be allowed, but we ask that this is limited to one person and we also ask that you inform us that this is essential before you attend your appointment. If someone drives you to the hospital for your appointment, they may not be able to accompany you into the hospital, so please check.

All of our sites have parking facilities and we would encourage you to re-join them in the car park. If you need additional help a member of our team will support you.



## Consultations

Whether you are having a discussion about a procedure or having your initial pre-operative assessment, this consultation may take place face-to-face, by phone or video call.

## What happens when you arrive at one of our sites

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:

- putting on a medical face mask if you aren't already wearing one. If you prefer to wear your own face covering, then we will ask you to put one of our medical masks over the top of it.
- taking your temperature,
- sanitising your hands and,
- completing the short screening questionnaire.

You'll then be able to go directly to your appointment with your Consultant, physiotherapist, to the imaging department or pre-admission clinic.

## Keeping you safe when you are in our sites



### Face masks

To help keep you and others safe, please arrive at hospital wearing a medical mask; if you forget or do not have one, we will supply you with one. If you prefer to wear your own face covering, then we will ask you to put one of our medical masks over the top of it. If you are unable to wear a face mask, please let our staff know and they will advise you on the most appropriate measures.



### Hand sanitiser

On arrival you will see hand sanitiser that you will be asked to use, and you will also be asked to complete a screening questionnaire so we can assess any risk of COVID-19.



### Temperature check

You will also need to have your temperature taken. Once these steps are complete and the screening indicates it is safe to continue with your procedure you can continue with your admission.



### Concerns

If there are any concerns, we will discuss these with you in a private area and agree the best way forward for your safety.



### Personal Protective Equipment (PPE) and social distancing

Each of our hospitals has made careful arrangements to ensure social distancing is maintained. As you enter the hospital you'll be asked to follow the local arrangements, such as floor markings, to ensure the appropriate social distancing gap between individuals is maintained. During your time with us you will also see staff wearing the appropriate PPE including gloves, aprons, masks and eye protection. This is for both your, and their, protection.



### Hygiene

Hand hygiene is critical both within the hospital and at home. During your time in hospital you should wash your hands with soap and water frequently, or use the hand sanitiser provided, to help prevent infection. This is particularly important before eating, after using the toilet and after sneezing or coughing into your hands or a tissue. Our staff are dedicated to upholding high standards of hand hygiene and you will see them clean their hands regularly in line with guidelines. Try to avoid touching your eyes, nose and mouth at all times as this is how COVID-19 can spread.



### Enhanced cleaning

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 stay. If you have any concerns about cleanliness please raise them; our staff are keen to ensure you are completely confident that they are providing the highest possible levels of care and cleanliness. We would always rather know if you have any concerns so we can address them or provide reassurance.

## NHS Test and Trace



Circle Health Group is supporting NHS Test and Trace in their work to control COVID-19. The results of all COVID-19 swabs are reported to Public Health England (PHE), if positive, then, PHE would inform Test and Trace accordingly for follow up. This is under the Public Health Control of disease act 1984 and the Health and Protection Notification regulations 2010 which require the statutory reporting of COVID-19 results in the interest of public health.

It is not necessary to seek consent from each person for this processing. The processing of your information in this manner is covered by the UK General Data Protection Regulations Article 6 (1) (c) – a legal requirement which we are subject to.

<https://www.bmihealthcare.co.uk/privacy-notices/covid-19-data-protection-statement>

## Here to help

Our team is here to help you – before, during and after your visit to one of our sites. We're always happy to listen to any concerns you may have, provide guidance and information you require and support your wellbeing.