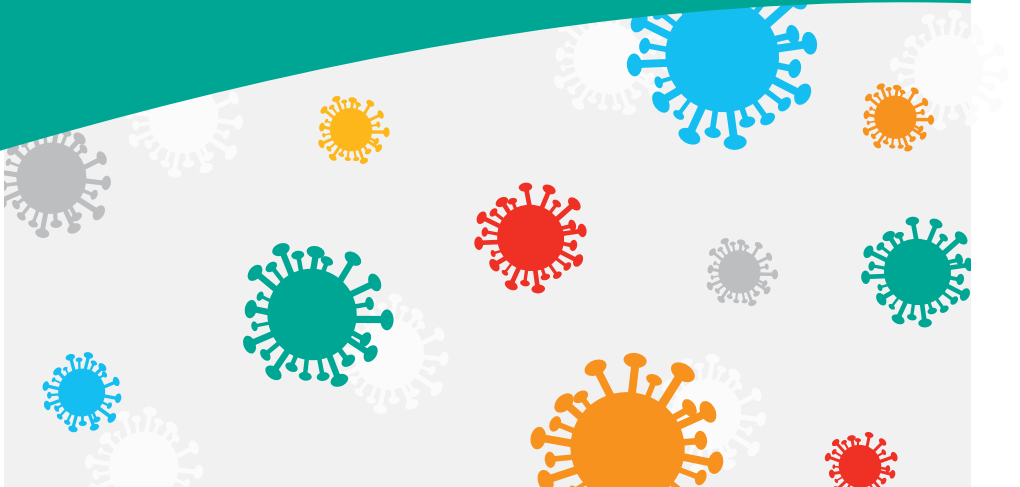


Attending Children's Outpatient Clinic during the Coronavirus (COVID-19) Pandemic

Information for parents and carers



Leeds children's
hospital

caring about children

We recognise you may have concerns about coming to your child's appointment during the coronavirus (COVID-19) pandemic.

To minimise the risks we are providing more telephone and video consultations where this is appropriate for your child's care. If your child needs to be seen in person we have changed our services to reduce the number of patients and staff in our Outpatient Departments.

We have also increased cleaning between patients and introduced new signage to support social distancing.

This booklet tells you what you need to do to keep yourself safe, and protect other patients and our staff from coronavirus.

It is very important that you read this information and your child's appointment letter carefully. The letter may contain specific instructions for you to follow before the clinic consultation.



Before your child's appointment



If anyone in your household develops a symptom that might be related to coronavirus, **please do not bring your child to the appointment.** You must ring the Children's Outpatients Department.

If you have NHS transport booked, please remember to cancel this too.

Coronavirus symptoms are:

- **high temperature** - this means anyone in the household feels hot to touch on their chest or back (they do not need to measure their temperature).
- **new, continuous cough** - this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if they usually have a cough, it may be worse than usual).
- **loss or change to sense of smell or taste** - this means anyone in the household notices they cannot smell or taste anything, or things smell or taste different to normal

If you think anyone in the household have the symptoms of coronavirus, please use the online advice hub who can tell you if you need medical help:

<https://111.nhs.uk/service/COVID-19/>

It is important for you to know the coronavirus has increased demand on the entire health service. If we need to make any changes to your child's appointment we will try to let you know well in advance – we will try not to cancel or postpone any appointments or procedures that have been booked. However, there may be times when we are not able to provide your child's care as planned.

Up to 24 hours before the day of the appointment, the booking team may contact you by telephone. The purpose of the call is to check for possible symptoms of coronavirus or to see if there is any possibility anyone in the household could have been in contact with the virus. If the team think this is possible, you will be provided with more guidance for attending your child's appointment.

When you arrive at the department, you will be asked these questions again. Staff will direct you to wash your hands with soap or to use alcohol gel.

We kindly ask that only one parent or carer accompanies your child to the appointment, unless in exceptional circumstances which are agreed by the childrens outpatients senior sister, prior to the appointment.

At our hospitals

To maintain the safety of our patients and staff it is very important that the number of people on our hospital sites and in our departments at any one time is very low.

Social distancing must be maintained by patients, visitors, and staff at all times. Sometimes this is difficult to achieve. There are some actions you can take to help.



- Please keep to the left when walking along our corridors
- Please walk in single file if you are able
- Please comply with social distancing signs and floor markings
- Please follow one way routes when directed to do so by staff

2M ↑↑

**PLEASE DO NOT CROSS THIS LINE
KEEP A SAFE DISTANCE**

↑↑ 2M

Your Child's appointment

Please do not arrive early for the appointment. Try to attend no more than 15 minutes before the expected appointment time. If you arrive earlier than this you may be asked to return nearer to the appointment time. This is to stop too many people being in the department at one time. If you arrive late, your child's appointment may need to be rebooked for another date.

Patient Transport Service (PTS)

Yorkshire Ambulance Service NHS Trust can provide transport to your healthcare appointments if you are eligible for NHS-funded transport due to a medical or mobility need and are not able to get there any other way.

If you need NHS-funded transport for this appointment you must book it directly, by calling **0300 330 2000**.

It is extremely important to cancel your transport if the appointment or treatment is cancelled or if your plans change. This is to make sure that we don't make unnecessary journeys that could be used to help other patients.



All parents and carers must wear a face covering

Face coverings do not replace the need to follow social distancing rules but may prevent you passing on coronavirus before you have symptoms.

If you have your own face covering, you must wear this to your appointment. On your arrival, clinical staff may ask you to wear a surgical face mask whilst you are with us. Thank you for your cooperation with this.

A cloth face 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. When wearing a face covering, take care to tuck away any loose ends.

Children may wear their own face coverings if they are able to tolerate them but this will not be enforced

Wash your hands or use hand sanitiser before putting it on and after taking it off. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

You should wash a face covering regularly. It can go in with other laundry, using your normal detergent. Information on how to make your own face covering may be found at:

www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering

Travelling from home

There are some important steps that you can take to protect yourself and others from the spread of coronavirus when travelling to and from your child's appointment and during your time in our hospitals:

- Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- Maintain two metres distance from people who are not part of your household.
- Always carry tissues with you and use them to catch a cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- Avoid touching your eyes, nose and mouth with unwashed hands.

We thank you in advance for helping yourself, our patients and our staff to stay safe. If you have any questions please contact us using the telephone number on your appointment letter. You can also find more advice on our website at: www.leedsth.nhs.uk



If you would like information in an easy read format please contact us using the telephone number on your appointment letter or visit www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/patient-information-leaflets/easy-read.





What did you think of your care?

Scan the QR code or visit bit.ly/nhsleedsfft

Your views matter



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