

# Your appointment at Moorfields Eye Hospital: helping to keep our patients and staff safe



**We know some of you are feeling anxious about coming in for appointments right now, but we want to welcome you and reassure you that we have put a number of measures in place to try to protect you.**

## **What to do before your appointment?**

Before coming in for your appointment, please check that you have not had a high temperature, a new persistent cough or a change to your sense of smell or taste. If you are experiencing any of these symptoms, you will need to rearrange your appointment, stay at home for seven days (or 14 days if a household member has these symptoms) and contact NHS 111 online if you feel worse.

To limit the number of people in our clinics, we are asking patients who cannot attend alone to arrive with a maximum of one other person. We understand that you may need to travel in with a relative or carer, but please be aware that, due to our social distancing measures, we may ask them to wait outside of the research facility for you. This is to ensure yours and other patients' safety in our clinics. For people with patients coming in for surgical procedures, we ask them to drop you off and pick you up from the ward but not to stay in the hospital unless absolutely necessary.

## **What can you expect at your appointment?**

We have introduced a number of measures to reduce the risk of infection for our patients and colleagues when visiting the hospital:

- We carry out temperature and symptom checks before patients enter the hospital.
- You and your visitors will be given face masks when they enter the hospital. Please wear it throughout your visit.
- We have installed Perspex safety screens on our reception desk.
- Our waiting area has been laid out to maintain social distancing. Visitors from the same household may sit together. We have signage in place to assist.
- Please do not arrive more than 15 minutes before your appointment time.
- Some stairs and lifts have been limited to one person at a time and some corridors around the hospital are one-way

- Many aspects of patient care in our clinics require face to face contact - such as diagnostic tests or physical examination. As per usual standard practice, all equipment used will be fully wiped clean and sanitised before your appointment and some equipment in the unit has been adapted.
- The research team who see you for your appointment will be wearing appropriate PPE (personal protective equipment). This may include a face mask, eye protection, gloves and a gown. You may not be used to seeing our team in PPE, but these steps are there to help keep you and our team safe.
- We have a number of hand sanitising points stationed around the building. Please use these throughout your visit.

## Help getting to your appointment

Our website, [www.moorfields.nhs.uk](http://www.moorfields.nhs.uk), has a section on coronavirus, which offers you help on transport options and answers many other questions you may have, including risks associated with surgery.

If you have any concerns about your visit, please contact us on the number in your appointment letter. We want to make your visit as smooth as possible.

We look forward to seeing you soon.