

Protecting patients from COVID 19: outpatient cancer services



Information for patients Weston Park Cancer Centre

Information about changes we have made to our services due to COVID-19

Attendance at the hospital

To protect our patients from the spread of COVID-19, we are sorry that we cannot normally allow anyone to accompany patients to consultation or treatment appointments at this time. We understand that this can be difficult for you and those close to you, but we are doing this to keep people safe and reduce the risk of coronavirus transmission as far as possible. This is especially important for people with cancer and those caring for them.

To support this approach, any person bringing a patient to an appointment will be asked to wait off site or in their car until the treatment or appointment is completed.

If you would like someone, such as a family member or friend, to join your appointment they can do this through your mobile phone. Please ask the nursing team in the department to show you how to do this.

Are there any exceptions to the restrictions on visitors?

The only exceptions are outpatient or treatment appointments where a patient has a communication difficulty such as dementia or a learning disability and needs a carer.

Should I come for my appointment if I have symptoms of COVID-19?

Please **do not attend** for your appointment or treatment if you have any of the following symptoms:

- a high temperature or fever in the last 48 hours,
- a new persistent cough in the last 48 hours,
- a loss or change to your sense of smell or taste.

Do not attend if anyone else in your household has these symptoms.

Please let us know if you are not coming for your appointment by ringing the department you are attending.

If you feel unwell and are on cancer treatment, follow the advice in your information pack and contact our telephone triage advice line.

Changes we have made at the hospital

We now have less space to use in our clinics, waiting rooms and departments so we can maintain social distancing to keep everyone safe. We have changed the way we provide appointments so we have fewer people waiting together in the hospital.

Changes for patients attending the hospital

- All patients will be asked to wear a face covering or face mask in the hospital.
- We are still keeping the 2 metre distancing rules. Please leave 2 metres between you and anyone else inside and outside the hospital. If the staff providing your care need to be closer to you than this they will wear Personal Protection Equipment (PPE).
- Please bring your own drinks and snacks.
- On entering the hospital, all patients will be asked to wash their hands at the sinks provided.

How long will these changes be in place?

We understand that not having your loved ones with you at consultations or treatments can be extremely difficult. We will be reviewing the situation often and will allow visitors as soon as it is appropriate.

We really appreciate your understanding of these new rules in these unprecedented times. Our staff are working under extremely challenging circumstances and we ask that you treat them with respect and courtesy. Verbal or physical abuse towards our staff will not be tolerated.

If you have any concerns or questions

Please contact us on the number at the top of your appointment letter.

For any updates please check the website: www.westonparkcancercentre.nhs.uk



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