

Information for patients

# Coronavirus update

## For patients attending appointments

**Staff at South Tees Hospitals NHS Foundation Trust have been working hard to respond to the coronavirus pandemic and ensure the safety and quality of our services for all patients.**

Our number one priority for the last few months has been ensuring that all those who need urgent care – not just those with coronavirus – have been able to get it when they need it.

Combined with the need to avoid unnecessary contact to reduce the spread of the virus, this has meant that some non-urgent appointments and surgeries may have been postponed, and others delivered differently using technology such as video calls.

Like the rest of the NHS, we are now carefully increasing face-to-face services where this can be done safely.

### It's important you attend

If you are invited to come to one of our hospitals or community venues it is because our clinicians believe it is clinically necessary and important that you attend.

### Making sure you stay safe

We understand you may be anxious coming into the hospital environment during this time, but please be assured that we have taken all the necessary steps to keep everyone safe including the use of personal protective equipment, COVID-19 testing and social distancing.

You can help support the social distancing measures that we have in place by arriving for your appointment at your designated time.

# Wear a face covering, gel your hands and keep your distance

In line with national guidance to prevent the spread of coronavirus, face coverings must be worn by all patients and visitors aged 11 years or over entering our hospitals or health services.

Please bring your own face covering with you. If you don't have one, face masks will be available at mask and information stations at main entrances.

Please wear your mask, use the hand sanitiser available and try to maintain social distancing of two metres at all times.

# Attend appointments on your own if you can

We are also asking outpatients to attend clinics and appointments on their own wherever possible, (visit [southtees.nhs.uk](https://www.southtees.nhs.uk) for a list of exemptions).

# Do not attend if you have any coronavirus symptoms

A new continuous cough.



A high temperature.



A loss or change to your sense of smell



**Go to NHS.UK to check your symptoms and request a test.** Please call the number on your appointment letter to inform the relevant department if you will not be able to attend.

## Appointment dates

If you are waiting for an appointment please be assured that we will contact you with a date as soon as possible.

## Thank you

Our trust has been able to respond well to the pandemic so far and a big part of that is down to the support we have received from our patients and local communities - thank you.

## Patient Experience

South Tees Hospitals NHS Foundation Trust would like your feedback. If you wish to share your experience about your care and treatment or on behalf of a patient, please contact The Patient Experience Department who will advise you on how best to do this. This service is based at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services.

**To ensure we meet your communication needs please inform the Patient Experience Department of any special requirements, i.e. Braille / Large Print.**

**T: 01642 835964 E: [stees.patient.experience@nhs.net](mailto:stees.patient.experience@nhs.net)**

The James Cook University Hospital,  
Marton Road, Middlesbrough, TS4 3BW.  
Switchboard: 01642 850850