

We look forward to welcoming you to 9 or 25 Harley Street. It is vital we keep you safe during the ongoing Covid-19 pandemic. This document will explain the steps we are taking and what we will ask of you.

Is it safe to attend my outpatient appointment or procedure?

Phoenix Hospital Group has a policy which minimises risk of Covid-19 to patients. We achieve this by assessing patients, staff and doctors. By following our policy it is extremely unlikely that anyone will be able to attend an appointment whilst they are infectious.

How do you stop infected patients putting me at risk?

We risk assess every patient in advance and we check their temperature on arrival. Your consultant's office will have asked you these questions when your outpatient appointment or procedure was confirmed. You will be asked if anything has changed relating to these questions when you arrive at 9 or 25 Harley Street.

If I answer YES to one of the questions. What does that mean?

We will review your answers. We may ask you to have a swab test or we may ask you to delay your attendance. We will not merely cancel your appointment

Can I bring a friend or relative?

During this time we cannot allow any accompanying adults or children. One parent or carer (who must also be screened) may accompany a child. Minimising risk means minimising the number of people in the building at any time. If you are travelling with somebody we would ask that they wait outside for you. If you are travelling with an essential carer they will also be asked the same questions and have their temperature taken.

How can I get to my appointment?

We ask you to avoid travel by public transport, if this is unavoidable our team can give you guidance on reducing risk. Walking, cycling, black cab or car are our preferred methods of transport.

How will my appointment vary from normal?

We recommend that you wear a cloth face covering or surgical mask when you travel to your appointment. You can continue to wear this in our buildings. If you do not have a face mask you will be given one at reception and ask you to wear this whilst you are in our buildings.

All our staff and doctors have to abide by our policies on Personal Protective Equipment (PPE) and social distancing. We have put clear screens in our reception areas and will ask you to wear a mask at all times. We ask you to prepay any charges to avoid using credit card machines. We limit the number of people in our waiting areas so it is vital you try to arrive on time. Before you start your treatment you should gel your hands and again before you leave.

How do I know the doctors and nurses are not infected?

All our staff and all our consultants undergo rigorous screening with their own questionnaire and tests. This is repeated regularly. Nobody is allowed into our buildings unless these are up to date and demonstrate minimal risk.

Are your precautions as stringent as in the NHS?

We have met and exceeded the measures in place in the NHS. Our policies have been derived by a group including scientists, doctors and nurses, based on scientific and epidemiological research. We are happy to provide more information at any time. We welcome and act on comments.

Is it safe to have my appointment if I could be infected?

By following our policy, it is extremely unlikely that anyone who is infected will be able to attend an appointment whilst they are infectious. There is currently no evidence that a consultation, examination, imaging or blood test can make someone who already has Covid-19 more likely to become unwell.

Please call us if you have any further questions

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