

Coming into hospital for a procedure or surgery

Information for patients, relatives and carers

Introduction

This leaflet explains what you need to do before coming into hospital for your procedure or surgery. If you have any questions, please call the phone number on your appointment letter.

Before your appointment

To minimise your risk of getting Covid-19 and other respiratory viruses before your procedure or surgery, try to limit your contact with people outside of your household in the 2 weeks leading up to your appointment. If you have to meet people, try to meet outside or somewhere with good ventilation.

Pre-assessment

Your first assessment before your procedure or surgery will be either a telephone or video call with your consultant or care team.

Some patients may be asked to come to hospital for a specific investigation or test before their procedure or surgery. This could include:

- to see the anaesthetist
- to have tests to see if they carry specific bacteria, such as MRSA
- to have blood tests
- to have specific tests such as an ECG or an x-ray

If you need to come to hospital, we will explain why and provide information about how to prepare for your pre-assessment appointment.

Coming into hospital for your procedure or surgery

- Please visit the Trust website for the latest infection prevention and control measures in place across our hospitals: www.imperial.nhs.uk.
- Check your clinic letter for details on where to go when you arrive. If you are not sure where to go, please ask for help or directions from the staff at the hospital entrance or the receptionists.
- Please do not go into any other wards or clinical areas other than those where you have a booked appointment.
- When you arrive at the department, hospital staff will greet you, take your temperature and ask to see your lateral flow test result.

Within 24 hours of your procedure or surgery

You must do a lateral flow test at home and complete the Covid-19 checklist below within 24 hours of your procedure or surgery.

If you answer Yes to any of these questions, call the ward number on your appointment letter for advice.

	Yes	No
Have you tested positive for Covid-19 at all?		
If yes, was your positive test: within the last 14 days?		
within the last 90 days?		
more than 90 days ago?		
In the last 14 days:		
<p>Has anyone in your household been unwell with any of the following symptoms:</p> <ul style="list-style-type: none"> • a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back • a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours • a loss or change to your sense of smell or taste • shortness of breath • feeling tired or exhausted • an aching body • a headache • a sore throat • a blocked or runny nose • loss of appetite • diarrhoea • feeling sick or being sick <p>Has anyone in your household tested positive for Covid-19?</p>		
In the last 5 days:		
Have you had a high temperature greater than 37.8 degrees?		
<p>Have you had any of the following symptoms:</p> <ul style="list-style-type: none"> • a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back • a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours • a loss or change to your sense of smell or taste • shortness of breath • feeling tired or exhausted • an aching body • a headache • a sore throat • a blocked or runny nose • loss of appetite • diarrhoea • feeling sick or being sick <p>Have you had any other illness?</p>		
On the day of your procedure or surgery		
Do you feel well today?		
Do you have any new symptoms?		

Lateral flow testing at home

All patients have to do a lateral flow test at home within 24 hours of their procedure or surgery including those who:

- need to do a PCR test 3 days before their procedure or surgery date, as advised by their care team
- are fully vaccinated

Ordering a lateral flow test

As soon as you receive the date for your procedure or surgery, please go online to order your test or ask someone to do this for you: www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

Please tick the box in the online order form to say that your clinician has asked you to do a lateral flow test before your hospital appointment.

Call 119 if:

- you cannot use the online service or don't have anyone who can support you to do this
- you don't have an email address
- your test pack does not arrive within 5 days of ordering

SignVideo is a free online British Sign Language (BSL) interpreter service for 119: www.signvideo.co.uk/nhs119/

Blind and low-vision people can use the [Be my Eyes](http://www.bemyeyes.com/) app to get visual help with Covid testing: www.bemyeyes.com/

If you've been given an appointment at very short notice

If we've offered you an appointment at very short notice, for example, in less than 3 days' time, we will explain how you can get a lateral flow test before your appointment when we call you.

Reporting your result

Please report your result on the government website: www.gov.uk/report-covid19-result
You can also report your result by telephone: call 119.

You will need to show us the email or text confirming your result when you arrive in hospital.

If you test positive for Covid-19 or develop symptoms

If you test positive for Covid-19 or develop symptoms, please do not come into hospital but call the ward number on your appointment letter for further advice.

Can I bring someone with me to my appointment?

Please visit the Trust website for the latest visiting guidance: www.imperial.nhs.uk

Staying overnight in hospital

If you are staying overnight in hospital following your procedure or surgery, please only bring essentials with you.

Same-sex accommodation

We aim to provide patients with same-sex accommodation. However, at very busy times, some of our wards have had to become mixed-sex, although we always try to keep individual bays as same-sex and ensure privacy at all times. The decision to change some wards to mixed-sex wards has been carefully considered – patient and staff safety remains our priority at all times. If you are worried about this, please speak to a member of staff.

When you are ready to go home

We recommend that a friend, carer or relative collects you from the entrance of the hospital. If you need help to get to the entrance to meet them, one of our porters or nursing staff can support you.

Depending on the type of procedure you had and your recovery, we may advise you to self-isolate after leaving hospital. This period of self-isolation is a precaution as your immune system will be working hard to help your body recover from the procedure or surgery you have had.

How do I make a comment about my visit?

If you have any **suggestions** or **comments** about your experience in hospital, please speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday) You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street London W2 1NY
Email: ICHC-tr.Complaints@nhs.net Telephone: **020 3312 1337 / 1349**

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: imperial.communications@nhs.net