

# Information for people attending an appointment with i-access during the coronavirus pandemic

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Due to the coronavirus pandemic, things are a bit different right now, so we've had to make changes to how we do things to keep everyone safe when you come in for an appointment. Your safety and the continued provision of the care and treatment you need is a priority for the NHS.

Please only attend an i-access base location if you have been specifically asked to. We will continue to offer support and help using non-contact methods either by video or telephone consultations.

## Before attending your appointment

– if you are asked to attend a base location

- **Coronavirus symptoms** - If you, or someone in your household, do have any coronavirus symptoms, please contact us as we will need to reschedule your appointment.
- **Attend alone** - please attend your appointment alone.
- **Travelling by public transport** – to ensure you arrive on time for your appointment we would recommend you check the latest travel information including timetables and accepted payment methods:
  - Bus operators in Surrey including Arriva and Stagecoach - still accepting cash although this must be the exact amount. You may find that some buses will display a “bus full” sign although spaces are available, the bus drivers are limiting spaces on board to allow for social distancing.
  - Rail operators in Surrey – you may find that some stations are not currently accepting cash so if you have a card please take this with you.

## When you arrive

- **Attending on time** – it is important that you attend your appointment at your allocated time. We have spaced out our appointment times to avoid having too many people in the building at the same time. If you arrive late for your appointment you may not be seen.
- **Coronavirus questions** - you'll see a sign at the entrance asking you not to enter the building if you have any coronavirus symptoms. Our Reception staff will also ask you a series of questions before providing entry.
- **Face mask / Face covering** - you will have to wear a face mask or a face covering when you are in our buildings. If you don't have one, we will provide you with one. Please let us know if you have a medical condition that prevents you from wearing a face mask.
- **Reception** – this may look a bit different. There will be screens to protect our Reception staff and less furniture to make sure you can keep a safe distance from others.

- **Social distancing** – there will be floor signage to allow for social distancing.
- **Hand hygiene** – please use the hand sanitiser available when you enter and leave the building. Please wash your hands when you return home.

### Your appointment

- **Your clinician** - will probably sit further away from you than normal to maintain social distancing. They'll need to wear Protective Personal Equipment (PPE) such as a face mask too.
- **The room** - this may look different as there may be a screen, less furniture or it may be more spread out but otherwise, your appointment will continue as normal.

### Video and Telephone appointments

- **Telephone consultations** – we will continue to offer support and help using the telephone as a non-contact method.
- **Video consultations** – you may be asked to attend your appointment online via a video call. We have enclosed a help sheet “Attending your appointment via video” to support you with this.
- **Video Calls for groups** – you may be asked to join an i-access group via a video call. We have enclosed a help sheet “Joining i-access groups in Microsoft Teams” to support you with this.

Should you have any questions regarding this information, please speak with your key worker direct or contact us on 0300 222 5932.

Thank you for helping us to protect one another.

**If you would like this information sheet in another format or language please email [leaflets@sabp.nhs.uk](mailto:leaflets@sabp.nhs.uk) or call 01372 216285**

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