

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad / Date: as accompanying letter

Childrens Service Group
Swansea Bay University Health
Board

Dear Parent/Guardian

The Neath Port Talbot and Hafan Y Mor Childrens Centres are following the appropriate guidelines as recommended by the Government in view of the current COVID19 pandemic.

To help us adhere to these guidelines, and in particular keep to the social distancing rules, we kindly ask you to carefully read the following information:

Coronavirus (COVID-19) Information

Please do not come to hospital for your appointment if:

You or anyone within your home has been advised to self-isolate as a result of developing COVID symptoms, you are pending test results for COVID or you have been in contact with anyone who has COVID symptoms/tested positive for COVID. The most common symptoms can be found on the following link: www.nhs.uk/conditions/coronavirus-covid-19/symptoms

When attending for your appointment we would ask the following:

- Do not come early for your appointment. Please do not arrive more than 5 minutes before your appointment time (appointment times are structured to ensure social distancing is adhered to). We ask that you remain in your vehicle until you have been telephoned and asked to make your way to the entrance of the Childrens Centre. Please then use the intercom to obtain access to the Childrens Centre.
- Do not attend the department with anyone else unless you require specific assistance in the form of a chaperone or carer to support you through the appointment, please let us know if this is the case (we have limited space in the waiting rooms). Only one adult to accompany your child to their clinic appointment, no siblings should attend the appointment and everyone over the age of 11 years wear a face mask.

During your appointment, your clinician may be wearing PPE in the form of surgical masks, gloves and or aprons. Please do not be alarmed by this. For certain specialities, we may take your temperature before your appointment takes place. If you have a fever, you will be asked to leave the hospital and either contact 111 or your GP for further advice. To enquire if you



are eligible for patient transport, please visit www.ambulance@wales.nhs.uk or phone 0300 123 2303.

The Health Board has developed a few short videos for each of our Paediatric Outpatient departments and Childrens Centres, which provide more information around what to expect when you arrive, these can be accessed via the following link: <https://sbuhb.nhs.wales/coronavirus-covid-19/information/going-to-your-hospital-appointment-children/>

If you have any difficulties with any of the above please contact the department via the telephone number listed on the accompanying appointment letter.

Yours sincerely



Miss S Kotzuba
Service Manager
Community Paediatrics and Neurodevelopmental Services

