

Visiting patients

Following the rise in coronavirus cases in our area and the Government's announcement of a new national lockdown on Saturday, we have suspended visiting arrangements effective from Tuesday 3 November.

It is important that we limit the amount of people in the hospital at all times. Therefore – for the safety of patients, staff and visitors – we ask that you please stay at home and do not come to the hospital to visit patients.

Exceptions can be made in the following circumstances after agreement with the ward management:

1. One parent if a patient is 18 years or under;
2. One named birthing partner for the whole period of labour and at agreed times post-birth ([read more on our maternity services webpage](#));
3. A carer if the patient has a learning disability or dementia with specific needs that require the support from that carer;
4. Under compassionate grounds, for example where a patient is at the end of life.

Visitors should agree their visit with the ward management team before travelling. Please contact the ward team to arrange your visit.

We understand that it is important for patients to keep in contact with family and friends. Therefore we will support them wherever possible to make use of any telephone and video call functions available.

We acknowledge this is a challenging time and all of us at North Bristol NHS Trust thank you for playing your part in keeping our patients, staff and community safe.

Coming to your appointment

Please continue to attend your hospital appointments unless you are advised otherwise. You don't need to call to check that a booked appointment is going ahead. We will be in touch if anything changes with your care.

However, please be aware of the following information ahead of your appointment:

- Please come to your appointment alone unless you need a carer or you have been advised that you are allowed an additional companion, for example for emotional support.
- Think Hands, Face, Space when you are with us by washing your hands regularly, wearing a face mask in the hospital at all times, and keeping 2 metres' space between you and others.
- Please arrive no earlier than 15 minutes before your appointment.
- Less seating capacity means you may be asked to wait outside or in your car.
- Please leave the building promptly after your appointment.