

Letter Ref: [REDACTED]

NHS No.: [REDACTED]
Hospital No.: 0385038
08/06/2021

Dear [REDACTED],

Please find enclosed the Covid-19 Self Swab kit along with guidance and instructions on how to use it.

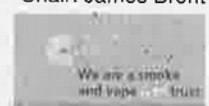
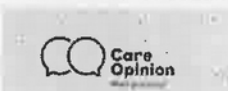
Please take your specimen in the sample bag to one of the drop-off location points listed in the guidance letter **before 10am** on the date stated in the guidance. Once you have dropped off your swab, please follow the isolation guidance given to you by the hospital. If you have any queries or need to cancel or rearrange your appointment, please phone the COVID-19 Testing Cell on 01271 337777. The COVID-19 Testing Cell is open 8am – 4pm Monday – Sunday, including Bank Holidays.

Swab Testing

We realise you may be anxious about the current pandemic and we are trying to make sure your patient experience is as safe as possible, in order to do this we require you to be swabbed.

Swab samples are taken from your throat and nose and tested for coronavirus in the laboratory. The swab test is uncomfortable because the samples need to be taken from the back of your throat and nose. The throat swab may make you cough or gag and the nose swab may make you want to sneeze. The discomfort only lasts for a few seconds.

The result is usually back within 48 hours. If your result is negative or invalid, you will receive an SMS text message to the mobile number we have registered for you. If the result is invalid, or you wish to opt out of this service, please contact us to let us know. If the result is invalid, we will arrange another test at the COVID19 Testing Cell.



NHS Constitution

The NHS Constitution pledges that patients can expect to start their consultant-led treatment for non-urgent conditions within a maximum of 18 weeks from referral. This is unless the patient chooses to wait longer or it is clinically appropriate that they do so. If you have any concerns regarding the length of time you are waiting, please contact Patient Advice Liaison Service (PALS) on 01271 314090 who will be happy to support you.

Changing or cancelling your outpatients appointment

If you are unable to attend this appointment please notify us at least three days prior to your appointment date by contacting us using the details on your letter. This will allow us to offer another patient the appointment time.

If you cancel at least three days prior to your appointment date we will offer you another appointment time. However, if you cancel a second appointment then we may refer you back to your GP. They will re-refer you if required.

Please be aware that if you do not attend this appointment and do not give advance notice then you may be referred back to your GP who will re-refer you if required.

Receiving a copy of your consultation letter

You will receive a copy of the letter that we send your GP after your appointment. If you DO NOT wish to have a copy of this letter, please notify a member of staff when you attend your appointment.

Please visit our website for more information:

www.northdevonhealth.nhs.uk

For advice on transport telephone: 0345 155 1009

What to bring and what not to bring**What to bring**

In addition to this please bring:

- Your appointment letter
- Glasses, walking frame, stick, crutches or hearing aid if needed
- Anything else indicated on the front of your appointment letter

If you are having a procedure please do not bring:

- Large amounts of money, valuable items or anything with strong sentimental value. We cannot guarantee they will be safe.

Patient Advice and Liaison Service (PALS)

Telephone: 01271 314090

PALS offer you confidential advice, support and information

- We can help you sort out your concerns about our services and;
- Guide you through the range of different NHS services that are available.

Updating your details

At North Devon District Hospital we need to keep patients details up to date. Please inform us if you have changed your:

- Telephone number
- Address
- GP

Information about parking for appointments at North Devon District Hospital

During peak times (Tuesday-Thursday), we know that the hospital car park and the approach to the hospital can be very busy. We are doing everything we can to address this, including building more than 100 additional parking spaces on site and developing a longer-term traffic management plan to reduce the need for cars to queue outside of the hospital site.

We always encourage patients and visitors to use public transport and nearby public car parks if able to do so. When planning your journey, please be aware that it may be necessary to park off-site, or to arrange for somebody to drop you off at the entrance and park elsewhere.

The nearest public car parks are the Old Sheepskin (Pilton Causeway) or Fair View (Old Ice Factory), which are a 15-20 minute walk from North Devon District Hospital.

If you have a positive test result, you will be contacted by the hospital Track and Trace team, and our clinical team who will discuss the implications of this result and the next steps.

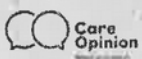
Yours sincerely,

Appointments Officer
C19 Testing Cell

Chief Executive: Suzanne Tracey

Keeping services local.

Chair: James Brent



Tell us how we are doing at careopinion.org.uk



Take your first step to a healthier you and free support
call 0800 298 2654 or visit www.onesmallstep.org.uk
