

Oral and Maxillofacial Surgery Outpatients
Level 2 Main Building
John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

01865 743112

Dear Parent/Guardian,

We hope this letter finds you and your family in the best of health. We are pleased to announce that our department will be opening soon to see our patients. We will initially be offering appointments to our patients who have experienced problems during this period. In accordance with national guidelines, we will also be allowing greater time between patient appointments to comply with updated cross infection guidelines and therefore will be seeing fewer patients per day. Whilst many things have changed, we want to reassure you that we remain committed to your safety. We have always maintained the highest standards of infection control and this remains our top priority to keep you, your family and our staff safe.

We would like to inform you of changes we need to implement to the 'patient pathway' and further information is attached with this letter.

Prior to your appointment

- Please read the health screening questionnaire attached and if you answer 'yes' to any of the questions, please can you contact the department by email oral.surgery@ouh.nhs.uk or phonecall to 01865 743112 to provide further information. Please respond at least 48-72 hours before your appointment date.
- If an escort will be attending the appointment, please inform us of the details of the escort: name and relationship to the patient.
- Please provide a contact mobile number of the patient or the escort.
- Please bring your own face coverings.
- Please bring your own pen.

Arriving at your appointment

Due to the lack of space in our waiting area and to ensure social distancing we are asking that all patients stay in their cars until you receive a phonecall by reception to advise you to leave your car and make your way to the department. If you arrive by public transport or bicycle, then please wait in the main foyer of the hospital until you are called to attend the department.

Upon arrival the patient's temperature may be taken. Patients with temperatures above 37.8°C will be rescheduled. Please do not take any paracetamol prior to the appointment as this makes the readings inaccurate.

Patients will be asked to use the hand sanitiser.

You must maintain social distancing whilst in the waiting areas. The waiting area will not have magazines, toys or games as these are difficult to disinfect.

Only the patient will be allowed into the clinical area of the department (please contact us using the above details if your child needs additional support and you need to be present during the procedure). If there is no space in the waiting area, the escort may be asked to wait in the main hospital foyer.

After your appointment

We will phone the escort to return to the department to be re-united with the patient.

We will not make any appointments on the day and will send them out to you. Please contact us if you have to make any changes once you have received this appointment.

Due to these guidelines, we will be seeing fewer patients per day so please be patient with us. We have a back-log of patients to see and will try to prioritise those in most need. Please be aware that these changes are likely to increase the duration of your overall treatment. Please read the attached documents outlining the changes we have made to the department in preparation for your visit.

Unfortunately, the virus is still a threat. However, we have always used universal precautions and we will continue to do so.

Best wishes,

Oral and Maxillofacial Surgery

John Radcliffe Hospital