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| **YOUR HEADER** | Your Address  Your telephone |
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To patients attending the XXX Hospital outpatients department ,

We are writing to let you know what to expect at your visit. We have introduced some changes to address patient and staff safety during the coronavirus (COVID-19) pandemic. We need to maintain social distancing in order to keep everyone as safe as possible, which means that some appointments will be in a different format. Please be assured, your usual Ophthalmic team will still be looking after you. You will be informed of the type of appointment you have been allocated after your case records or referral letter have been reviewed by a doctor.

You will be allocated an appointment in the following format either:

* 1) A Telephone call
* 2) A visit to the hospital to have photographs taken of your eyes, which will be followed by a telephone/video call. You have to come to hospital for the imaging, but it will be a short visit
* 3) A Face-to-face appointment. You have to come to hospital for this.
* Please bring a face-covering/mask if possible.
* Carers and drivers will be asked to wait outside, or in the car.
* Please bring your mobile phone, if you have one.
* We are encouraging our patients to use an app on their smartphones to check their vision at home before their appointment if they can. See our website for details. Do not worry if you cannot do this.
* If you usually have drops, then you may still need them when you come to the eye hospital.
* If you usually have blood tests for prescribed in your uveitis clinic, please make sure you have had a test in the last three months so we can check your results.

Our waiting areas have been rearranged to maintain a 2 metre distance between yourself and others. Staff will be wearing personal protective equipment (PPE) for their own safety and yours.

If you are feeling unwell, do not come to the Ophthalmology Department. Please stay at home and check NHS 111 online for advice.

**For more information our website address is** <https://www.XXXXX>

Yours faithfully,

Outpatients Department

XX Hospital.