



## Prosthetic Rehabilitation Unit COVID-19 Update

Following an unprecedented period of disruption due to COVID-19 we can now update patients with regard to changes at the PRU. Due to COVID-19 all existing routine appointments were cancelled. We are now able to partially reopen up the service and increase activity to support you. These changes are designed to ensure the safety of all patients, visitors and staff.

### 1. Can I make an appointment?

Yes. Please contact the centre if you require an appointment.

In line with Trust guidance on out-patient services we are limiting the number of face to face consultations and people on site. Over the course of the pandemic we have found that many problems or concerns can be resolved over a video or telephone consultation/appointment. In the first instance we will assess whether this is appropriate and if so the admin team will book this with you.

If after a triage telephone or videoconference appointment your clinician needs you to attend the centre you will be booked a face to face appointment. If you are booked for a face to face appointment you will be asked some short screening questions to identify if you, or persons in your household, have symptoms of COVID-19. Symptoms include fever, loss of sense of smell or taste.

You will also be asked if you have received a shielding letter from you GP or hospital. This will indicate to us that you may be at a higher risk of complications if you contract COVID-19. You are still able to attend the centre but we want to ensure this is done as safely as possible.

You will be contacted again the day before your appointment (Friday for Monday appointments) to check whether you or persons in your household have developed symptoms. If you or your household have developed symptoms, the appointment will be postponed or changed to a telephone or video consultation.

**On the day please do not attend the centre if you feel unwell or have any symptoms of COVID-19. You will not be seen.**

**2. I have already contacted the PRU.**

If you have already contacted the Prosthetic Rehabilitation Unit please bear with us as we are currently working through a backlog. We will be getting back to you to arrange a remote telephone/video appointment or where necessary a face to face visit.

**3. What can I expect once I arrive at the PRU?**

Access to the Stanmore site is now only via the main entrance on Brockley Hill. This is monitored and you will require evidence of an appointment to enter the site (email, letter).

**If arriving by car please use the car park directly in front of the PRU.**

Please arrive at the PRU no earlier than 10 minutes ahead of your appointment time. You will need to wait outside or in your vehicle if you are too early. This is to maintain social distancing in the building. **If you are more than 15 minutes late your appointment will be cancelled.**

Patients must enter the centre unaccompanied. This does not apply to children who can attend with one parent or guardian or adults who require the assistance of a carer. All patients and carers entering the centre will have their temperature taken using an in-ear thermometer. Staff are tested daily prior to the start of their shift. If the body temperature is over 37.5 degrees the appointment will be postponed. A face covering must be worn while at the hospital, if you do not have your own a mask will be provided when you arrive. Patients will be directed to the appropriate clinic treatment room. Staff will be wearing PPE (mask, apron, gloves) when treating patients and this applies across the Stanmore site.

Please bring a snack and drink as we are not able to use the vending machines. Please also remember to bring along any walking aids, liner and appropriate clothing, for example shorts and something to keep yourself occupied while you are waiting.

The disabled WC has been allocated for patients and accompanying carer/guardian. Designation of a single facility for patient use makes it easier to manage hygiene control.

## **5. Appointment times.**

Prosthetic staff at the PRU are working split shifts in order to maintain safe social distancing. This means that earlier or later appointments are now available. This may suit some patients and we will try to be as accommodating as possible.

## **6. Backlog.**

Because we have had to cancel appointments over an extended period of time we now have a backlog of outstanding work and postponed appointments. We are trying to prioritise appointments based upon urgency and clinical need. In order to maintain social distancing we have limited capacity with regard to the number of patients we can see in a given day. We can undertake emergency/day repairs and the technician clinic is running on a daily basis. Please contact the centre if you need a mechanical day repair. **We are no longer able to accept patients who attend without a prior appointment.**

## **7. Prioritisation**

Due to the current backlog we are prioritising appointments. For example, socket fitting problems, component breakdowns and new referrals are classified as priorities. We are not currently, for example, upgrading components or working on second limbs.

### **Contacting the centre:**

- Please contact the centre reception on: **0208 909 5505**
- Email: [mno-tr.pru@nhs.net](mailto:mno-tr.pru@nhs.net)
- Alternatively please contact the centre using the following link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=QB71NrlrcU2Blyv8St3T2idGFK9VJzNlnJCoqNxLYFRUQTk5N0FMRk9FQTRUUEdLUVIxQUZUTU44MiQIQCN0PWcu>