



Keeping everyone as safe as possible during the COVID-19 pandemic

We are following Public Health England Guidance to keep us all as safe as possible during the pandemic. As a result, there will be occasions where our colleagues will need to wear personal protective equipment (PPE) when they see you.

PPE includes masks, gloves, aprons and visors/goggles. It is important they wear the right PPE for each circumstance based on the guidance.

We may be wearing PPE if:

- We are caring for patients who have COVID-19 or are suspected of having COVID-19
- Where someone in a household has or is suspected of having COVID-19
- Where we cannot maintain social distancing (such as at reception desks)
- PPE is also needed when visiting care homes or caring for someone who is classed as vulnerable

The colleague caring for you will be happy to explain the PPE they are wearing, and why. PPE is just one part of keeping us all as safe as possible.

For information about our health and care services across the country, call our Customer Experience team on 0300 303 9509.