

Outpatient Appointments

Since the start of the COVID-19 pandemic, we have continued to accept referrals from GPs for hospital outpatient services. However, in line with Scottish Government guidance, this has focused on urgent referrals only.

By cancelling scheduled outpatient appointments, clinicians were able to focus on the immediate response to the pandemic, as well as free up clinical areas during this challenging time.

We are now in the position where we can restart some of our outpatient services. Changes have been put in place to ensure that you get the treatment you need safely, and to help keep our staff safe too.

Video appointments

In many cases for outpatients appointments, the clinician may contact you by phone or by an arranged video call using Near Me / Attend Anywhere.

Near Me / Attend Anywhere is a safe and secure NHS video calling platform that helps us to offer video call access to our services from wherever you are.

You should therefore expect your GP to ask you for up-to-date mobile numbers and email addresses when they are referring you.

More information

www.nhsaaa.net/caring-for-ayrshire

#CaringForAyrshire

 @CaringForAyrshire

 @Caring4Ayrshire

Face to face appointments

A small number of patients will still come to hospital for a face-to-face appointment. However, your experience will look and feel different, and may often take longer because of the requirements to ensure safety:

- You must wear a face covering on arrival
- Staff will be wearing PPE (Personal Protection Equipment)
- Waiting areas have been rearranged to ensure physical distancing
- Designated hand washing facilities and sanitiser dispensers available throughout your appointment
- You will be asked questions about your health and may have your temperature taken
- Please come to the clinic alone if possible
- If you have a high temperature, a new continuous cough or a loss or change to your sense of smell or taste, please contact us and do not attend your appointment.

