

What we need you to do

Think ahead

- At your next appointment, make sure services that care for you have your correct contact details, including any mobile numbers and email addresses, so they can get in touch if they need to.
- If you have a problem or there is an issue with your appointment, make sure you know who in the team to call.

Be aware

- Always be extra vigilant if there is particularly heavy traffic – listen out for sirens and pull over to one side, when safe, to allow emergency vehicles through.

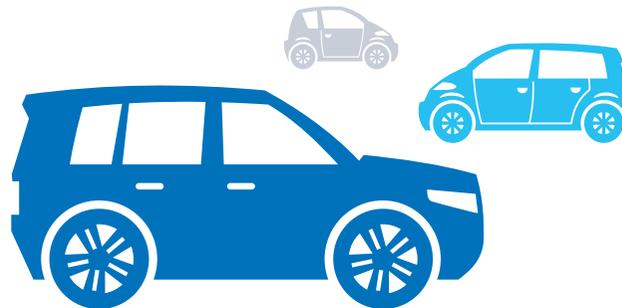
Use the right health service for your needs

Visit 111.nhs.uk to check out symptoms and www.nhs.uk or kent.healthhelpnow.nhs.uk for advice and details of services, in east and north Kent and Medway.

If you are concerned you need urgent medical help, phone **NHS111**.

Travelling to Europe

Now that the UK has left the EU, there are changes to healthcare access for people living in and travelling to and from the EU. Please check www.nhs.uk for more information.



Keep informed

For any travel congestion, check TV, radio and social media. On Twitter, follow [@KentHighways](https://twitter.com/KentHighways) and the hashtag [#KentBrexithashtag](https://twitter.com/KentBrexithashtag)

For updates on NHS services, check local NHS organisations' websites and follow our hashtag [#HelpUsHelpYouK&M](https://twitter.com/HelpUsHelpYouK&M)

Useful websites

- 111.nhs.uk: Check out symptoms and identify where you can get the care you need.
- www.nhs.uk: Health advice for patients and members of the public.

Travelling to your appointment after EU transition

Help us, help you be prepared

In Kent, it is possible we may face traffic disruption due to new travelling arrangements for good vehicles at our ports after our transition from the EU. This leaflet provides information from the NHS about how you will be able to continue to receive care if our roads do get busy, and some practical actions you can take.

If you have specific questions about your care, please contact your healthcare professional directly.



During the run-up to the UK's exit from the European Union and since we, in the NHS and social care in Kent and Medway, developed and tested detailed plans for the different scenarios that could occur.

This is a normal part of how we work. All NHS organisations routinely make plans to make sure we can continue to deliver vital services whatever the circumstances.

We are confident we are as prepared as we can be. Given the impact of the pandemic, we are much better prepared to deliver some care and advice digitally through online consultations.

There are plans in place nationally to avoid disruption to the supply of medication or equipment, with NHS suppliers having built up their stocks in case of delayed deliveries.

The Government has also arranged additional freight capacity for medicines and medical products which will be prioritised for import, so patients will continue to receive their medicines on time.



Traffic congestion

Here in Kent and Medway, we are always prepared for road disruption, whether caused by snow, problems at the ports or other factors.

Kent County Council, Highways England, the Department for Transport and Kent Resilience Forum have plans to manage freight if there are any delays at the border, including extensive traffic management plans and additional support for hauliers and motorists. You can read more at highwaysengland.co.uk/OperationBrock/

Ambulances travelling under blue lights will always be given priority. However, there may be times when freight hold-ups impact on other motorists, and lead to congestion on surrounding roads.

What does this mean for you?

If you're driving to an appointment and the roads are extra busy

- Check traffic and weather reports in plenty of time and leave earlier if you need to.
- Check emails and texts before leaving in case of any message from the NHS.
- Make sure you have water, any medication you might need, warm clothing and perhaps a snack.
- If you are going to be unavoidably late, pull over, call the clinic and let them know. Staff will advise you on what to do.
- Don't call the service just to check if your appointment is going ahead – they will call you if any change needs to be made.

If you're housebound

- Don't worry. We know where all our housebound patients are and we will do everything we can to make sure you get the support you need.
- We know where our staff live too – if there are major hold-ups on the roads, staff may change rotas so they see patients nearer where they live.
- If you receive NHS or social care at home, this may mean you see different staff from normal. They will always introduce themselves and will have official identification. Please always check ID – our staff won't mind and it could protect you.
- Even if the staff are new to you, they will offer you high quality treatment and care, just like the staff you're used to.
- We will always prioritise people with the greatest need.

If you use the NHS-funded Patient Transport Service

- The service may call you the day before your appointment. Please check for messages, in case you are asked to be ready earlier than usual.
- Be ready in plenty of time for pick-up, with everything you need for the journey there and back and for your appointment.
- Make sure you have water, any medication you might need, warm clothing and a snack for your journey.