

## Covid-19 swabbing information

To protect patients and staff from Coronavirus you may require a Covid-19 swab prior to being admitted to, or attending an appointment at one of our hospitals.

A Covid-19 swab is important to ensure your safe care and treatment at Maidstone and Tunbridge Wells NHS Trust. If you need a swab, you will be given a date and time to attend one of the Trust's swabbing sites - the details of which can be found on the reverse of this leaflet. The sites also swab symptomatic staff and their household members at the end of each day. To help us ensure the smooth running of the service please attend as close to your appointment time as possible.

During your appointment, a member of the team will take a swab from the back of your throat and both nostrils. Results are usually available between 48 and 72 hours after the swab has been taken. You will only be contacted if your result is positive and your appointment or admission may need to be rescheduled.

If you are unsure of your appointment time please call the Covid Testing Team on **01622 939534** who will be able to confirm your scheduled time.

Please note that our swabbing sites can be closed during periods of low demand and patient appointments rescheduled as necessary. In this instance you will be contacted by our Covid Testing Team.



## **Tunbridge Wells Hospital site opening times are as follows:**

**7 days a week from 8am – 12pm and 1pm – 5pm**

**The site is closed daily from 12pm – 1pm**

## **Oakwood Park, Maidstone, site opening times are as follows:**

**Monday to Friday 10am – 2pm**

**Saturday and Sunday 9am – 3pm**

**You can contact the Covid Testing Team on:**



**01622 939534 or email**



**[mtw-tr.covidtesting@nhs.net](mailto:mtw-tr.covidtesting@nhs.net)**

## **The Patient Advice and Liaison Service (PALS) offers support, information and assistance to patients, relatives and visitors. PALS can:**

- help answer any questions you may have about Trust services
- provide information on Trust services
- record and pass on your comments and compliments
- help resolve any concerns you have about the services provided at our hospitals
- signpost you to our formal complaints process
- help you access leaflets in other formats (e.g. Braille, large print, easy read, other languages)



**[mtw-tr.complaints@nhs.net](mailto:mtw-tr.complaints@nhs.net) - to make a complaint**



**[mtw-tr.thankyou@nhs.net](mailto:mtw-tr.thankyou@nhs.net) - to send a message of thanks**

**Maidstone and Tunbridge Wells NHS Trust does not tolerate any verbal or physical abuse towards staff members**