

How you can get in touch with the Family Liaison Service

Phone: 01623 676189

Email: sfh-tr.familyliaisonservice@nhs.net

Our visiting policies are reviewed frequently. For the latest information, please visit our website:

<https://www.sfh-tr.nhs.uk/for-patients-visitors/coronavirus-information/>



Please do not attend our hospitals without prior agreement. Thank you for helping us protect our patients, colleagues, visitors and local community.

Further guidance is available on our website:

<https://www.sfh-tr.nhs.uk/for-patients-visitors/coronavirus-information/>

Family Liaison Service

Keeping patients in hospital connected with their friends and family

Due to the high COVID-19 infection rate in our area, and how busy our hospitals are, we have had to reduce the number of people visiting our hospitals.

We understand how challenging and hard restricted visiting is for the patients we're looking after, and their friends and family.

Therefore, during this period of visiting restrictions, we have introduced a **Family Liaison Service**, to support family and friends to keep in touch with their loved one receiving care in our hospitals.

To speak to a friendly team member, or to leave a message for your loved one in hospital, please contact the service

on **01623 676189**

or by email on

sfh-tr.familyliaisonservice@nhs.net

How we can help you keep touch with your loved one in hospital

By telephone

- Keep in contact by calling their mobile phone, if they have one. If they are struggling, have lost their mobile charger or need help to use the mobile, we will help them.
- Call the phone number connected to their bed side. We can help patients set it up and we can provide their next of kin with the direct phone number.

Video Call

- We can help patients video call a nominated relative. You can contact the Family Liaison Service and we can help organise a day and time to help facilitate your call.

Sending a message, letter or photograph

- You can send letters, messages and photographs to us. We will print them out and pass them to your loved one.
- Patients can also send messages back. Ask them to let the Family Liaison team member know.

Dropping off and picking up belongings

- You can drop-off items for loved ones Monday to Sunday, 8am to 4.30pm, excluding Bank Holidays.
- This can be clothing, toiletries, letters, cards or photographs. Please do not include any items of value, jewelry, alcohol or large amounts of cash.

- Put all the belongings in a disposable bag, no larger than a pillow case, and ensure that it is tied up.
- Label the bag clearly with the patient's name, date of birth and ward.
- Please drop the bag off at the Community Involvement Hub at the main entrance of King's Mill Hospital, or the main reception desk at Newark Hospital.
- You can also pick up patients' belongings at the Community Involvement Hub at King's Mill Hospital, or the main reception desk at Newark Hospital. Call us to arrange a time to collect it so that you don't have to wait a long time when you get here.

Getting an update from hospital colleagues

If you want to ask how your family member or friend is getting on, **please do not call the ward.** Alternatively, please:

- Contact the Family Liaison Service for an update.
- Arrange for one person to get in touch with the service, and ask them to share the updates with the rest of the family and/or friends. This will help minimise long waiting times for everyone. In some circumstances, we know that this may not always be possible, and that is ok.
- We may ask you for a password so we know that it is you. This is to maintain patient confidentiality, and makes sure we are speaking to, and sharing information with the right person.
- We will arrange a date and time for someone who is caring for your loved one to call you back.
- In the case of an emergency, or an out of hours update, the family member/friend should call the ward directly.