

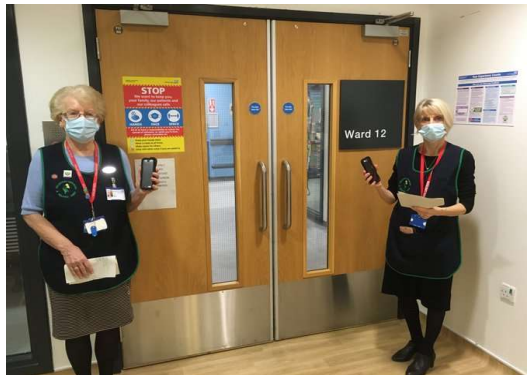
## How you can get in touch with the Family Liaison Service?

Email: [sfh-tr.familyliaisonservice@nhs.net](mailto:sfh-tr.familyliaisonservice@nhs.net)

**01623 676189 King's Mill & Mansfield Community Hospitals**

**01636 685692 Newark Hospital**

(Monday-Friday 8am-5pm excluding Bank Holidays)



**The Patient Experience Team** can support you to:

- Resolve any issues that you may be concerned about
- Give advice regarding the complaints process
- Pass on your feedback to wards and departments
- Signpost to other services within or outside the Trust

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: [sfh-tr.pet@nhs.net](mailto:sfh-tr.pet@nhs.net)


Opening hours Monday to Friday 9am to 5pm

## Family Liaison Service

Keeping our patients connected with their friends and family



 **Virtual visiting by video or phone call**

 **Digital support - phones and wi-fi**

 **Delivery of letters, messages & photos**

 **Delivery of personal belongings**

The Family Liaison Service is delivered by hospital volunteers with the support of the Community Involvement Team and offers virtual visiting for the family, friends and carers of our inpatients.

We understand how reassuring it is to stay in touch with loved ones whilst they are in hospital. Our Family Liaison Team are an important link in facilitating communication and a friendly presence for patients requiring further support.

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

### 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 through Zoom, MS Teams or WhatsApp.

### 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. Volunteers can take a note or provide paper and pens for this purpose.



### Dropping off and picking up belongings

- You can drop-off items for loved ones Monday to Friday, 8am to 5pm, excluding Bank Holidays.
- This can be clothing, toiletries, letters, cards or photographs. Please do not include any items of value, jewellery, alcohol or large amounts of cash.
- Put all the belongings in a disposable bag, no larger than a pillowcase 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.

### By telephone

- Volunteers can support with any issues in setting up or calling from mobile phones including wi-fi issues and charging
- Help can also be provided in setting up the bedside phone and we can provide their next of kin with the direct phone number.

**For urgent assistance out of hours please contact the switchboard on 01623 622515 who will transfer you to the ward**