

# Keeping in touch with your loved one

We know how hard it is for you not to be able to visit your loved one in hospital during the Covid-19 pandemic. We are doing all we can to support people to keep in contact as much as possible. And when you cannot be there, we will be there, so that everyone in our hospitals has someone to turn to.



## Phone

Patients can make free calls on the Hospedia bedside units. You might like to call or Facetime your loved one too - we have free wifi to help with this.



## Video Call

If you know a patient who doesn't have a mobile phone, we can help you arrange a video call to stay in touch via Facetime or Zoom. Please contact the ward directly or our Patient Services team on **0300 123 1732** or email [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)



## Letters from Home

You can send letters, messages or photographs to our dedicated email inbox [WAH-tr.Lettersfromhome@nhs.net](mailto:WAH-tr.Lettersfromhome@nhs.net) If you would like our staff to read them out for you, just let us know. Please remember to include your loved one's full name, date of birth and address if known, which hospital they are in and the name of the ward. Relatives and friends can find more information on our website [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)



## Hearts in Hand

All patients on our Covid wards will be given a small knitted heart to hold. The 'matching pair' to that heart will be sent home to their relative so that they know that even though they are not able to be here, we are and their loved one is not alone. For further details please contact [Alison.robinson34@nhs.net](mailto:Alison.robinson34@nhs.net)

## We are here to support you

**Our Patient and Relative Support Helpline** is here to listen. You can call them on **0300 303 3544**.

Our support line offers 24/7 emotional support and a listening ear to patients in our hospitals, or for their relatives. It is a confidential service which we hope can give comfort where it's needed.

## PALS Team

If you have a concern or need extra help with getting a response, you can call our PALS team on **0300 123 1732** Monday - Friday.

## Online

You can share your feedback with us directly at any time. Email Patient Services at [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net), Tweet us [@WorcsAcuteNHS](https://twitter.com/WorcsAcuteNHS), message us on Facebook or leave a comment or review at [NHS.UK](https://www.nhs.uk)