



Email a letter to a loved one



Contacting your loved one during the COVID-19 pandemic

Due to the recent outbreak of the coronavirus (CoVID-19), the Trust has had to make the difficult decision to severely restrict visitors to the hospital and we recognise the impact this will be having.

While the ward staff will be keeping in touch with each patient's documented next of kin so that the family can have a medical update, the Patient Experience Team can also help to pass on any personal messages from family and friends at this difficult time.

Should you need to make contact regarding your loved one then please, wherever possible, do not contact the ward but call our dedicated Patient Experience line on **01983 534850** where a member of our Patient Experience Team will be available to assist you between the hours of 9 am - 4.30 pm daily, excluding weekends and Bank Holidays. Outside of these hours please leave a message and we will get back to you as soon as we can.

During this time, when you are not able to visit your loved one in hospital, you may wish to e-mail them a letter and one or two photographs.

To do this, please email us at iownt.message-to-loved-ones@nhs.net attaching your message or letter and photograph(s). Please also provide your loved one's full name and date of birth and which ward they are on, if you know.

Upon receipt, we will print out your letter and any photographs, laminate them and deliver them to your loved one.

If any patients would like to send a reply to their loved ones, our Patient Experience Team will do their best to pass this on to you.

If you have any questions about e-mailing a letter, or if you need any help, please call our Patient Experience Team on **01983 534850**.

On behalf of the Trust, I want to thank you for all your support at this very challenging time.

