

COVID-19

Important information for relatives
and patients who have been admitted

Family Support Team

Helping you stay in touch

Who are we?

We are a dedicated team set up to enable you to keep in touch with your loved ones at this difficult time when visiting is restricted.

What do we do?

If you are unable to communicate via mobile phone with your friends/family we will be able to update your next of kin on your condition for you. If you are happy for us to do so they can pass it on to other members of your family reducing the high volume of calls the ward is receiving.

How do we do it?

We will be communicating by phone but also via video calls. We will also have an email address where your family members can send you letters to you.

If you would like to know more about this service, please ask a member of staff.

If you are a relative...

We know it's a difficult time to have a family/friend in hospital. Due to restricted visiting and the ward staff dealing with high volume of calls we have introduced a new service enabling you to keep up to date with your loved ones' condition during their stay in hospital.

If possible bring a mobile phone for your loved ones to keep in contact directly. If this is not possible we will be the link with yourselves and the ward. We also have an email service where you can send a letter which we can share with them.

If you think this we can assist you email us on:

coch.familysupportteam@nhs.net

or ring between 10am and 8pm:
01244 363941