

Keeping families and patients in touch during COVID-19

While the RUH remains very busy and visiting the hospital continues to be restricted, we understand how important it is that we're able to contact families of patients, and that you can contact us as well.

At this busy time it would help us, and you, if you **nominate one family member or carer as the main point of contact**. This would help to reduce the number of calls coming into the wards, and avoid possible delays in calls being answered.

It would also be helpful if you avoid calling the ward at mealtimes, when our staff are extra busy serving food and drinks, between **7am – 9am, 12noon -1pm and 5-6pm**.

We run a Keeping in Touch service to pass on a message to your loved one. You can email **ruh-tr.keepingintouch@nhs.net** or call 01225 825656 or 01225 826319 to tell us your message.

You can also contact our Patient Advice and Liaison Service (PALS) on 01225 825656 or by email:

ruh-tr.PALS@nhs.net.

Our Spiritual Care Team may also be able to help arrange a virtual visit to your loved one by phone. Ask the ward staff to help to make arrangements or contact the Spiritual Care Team on 01225 824039 and leave your name and contact details.