



**Derbyshire Healthcare**  
NHS Foundation Trust

**Unit/Department Name**

Address Line 1

Address Line 2

Address Line 3

Postcode

**Tel: (area code) XXXXXX**

**Fax: (area code) XXXXXX**

**Web: [www.derbyshirehealthcareft.nhs.uk](http://www.derbyshirehealthcareft.nhs.uk)**

Dear .....(Patient)

I'm writing to let you know that due to the current COVID-19 virus we need to make some changes to the level of care we provide as a service. We are very sorry that we are having to do this, but I'm sure you will understand that we need to reduce face-to-face contact as a way of reducing the spread of the virus, and we will also be working for a period of time with fewer staff as they may be self-isolating or on sick leave themselves.

These temporary changes might mean that you are seen less frequently, offered telephone appointments rather than face-to-face appointments, or you might be contacted by people who are not your regular workers. As a result, you might also find that your existing appointment has been cancelled; we will contact you separately if we do this, but we would advise you to call and confirm your appointment on the day before you attend.

We are very keen to support everybody who is receiving a service from us to the very best of our ability, and recognise what a stressful time this is. If you feel your needs change or your symptoms worsen please contact us on the above number to let us know (within usual office hours). If we don't hear from you, we will contact you in due course. If you have a friend or carer who you can talk to and tell them that you are accessing services, it is really good to talk and have someone else looking out for you. Please share this letter with them, so they can call if they become worried about you. Also, please see below for other support that might be available at the current time.

Please stay at home if you have coronavirus symptoms of either a high temperature (you feel hot to touch on your chest or back) or a new, continuous cough (this means you've started coughing repeatedly) or if someone in your household has these symptoms. Do not go to a GP surgery, pharmacy, hospital or any other NHS appointment.

Yours sincerely

Team Manager

cc. GP / any other health or care provider

Further information regarding recovery and wellbeing can be found at [www.derbyshirehealthcareft.nhs.uk/recovery-wellbeing](http://www.derbyshirehealthcareft.nhs.uk/recovery-wellbeing) and [www.derbyshirehealthcareft.nhs.uk/waiting-well](http://www.derbyshirehealthcareft.nhs.uk/waiting-well)

Self-help booklets on various mental health topics can be found at [www.derbyshirehealthcareft.nhs.uk/planning-well](http://www.derbyshirehealthcareft.nhs.uk/planning-well)

Information for carers can be found at [www.carersinderbyshire.org.uk](http://www.carersinderbyshire.org.uk)

Information about COVID-19 can be found at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

Emergency support	Other support available
Your GP: If there is an emergency, GP's can refer for a crisis assessment	<b>Silverline</b> 0800 4708090
999 emergency and ask for police or ambulance	<b>Samaritans</b> on 116 123 (free, open 24 hours) email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
NHS 111 (free open 24 hours)	<b>Dementia Helpline</b> 0300 2221122

**Social care Telephone:**

Derby City Careline - During office hours ring 01332 786968.  
Call Derbyshire - Call 01629 533190. The call centre is open between 8am to 8pm, Monday to Friday and 9.30am to 4pm Saturdays

**Safeguarding:**

If you're worried about a child or adult experiencing or at risk of abuse, you can ring the Police on 999 or 111, or contact:  
Derbyshire County Council on 01629 533190 or 01629 532600  
Derby City Council on 01332 642855, or 01332 786968