

How to keep in touch with loved ones on a ward



**Birmingham
Community Healthcare**
NHS Foundation Trust



Send a message

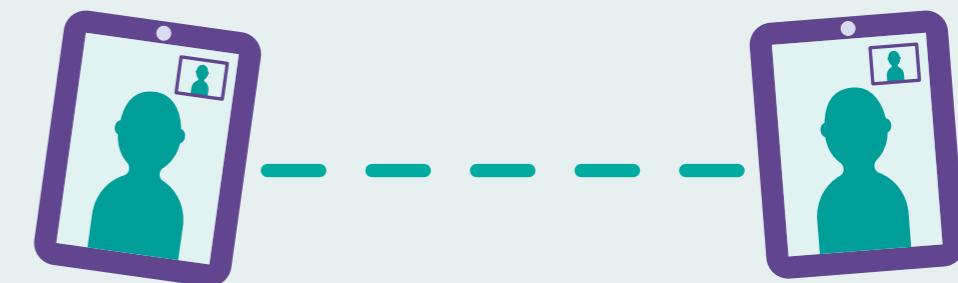
Letters to loved ones – send a message or photo via email and we will print and deliver it to your loved one.

BCHC.letterstolovedones@bhamcommunity.nhs.uk



Call

We encourage patients to use their own phones to keep in touch. Where possible, please nominate a family member as a single point of contact who will call the ward directly for patient updates and then update the rest of the family.



Video message

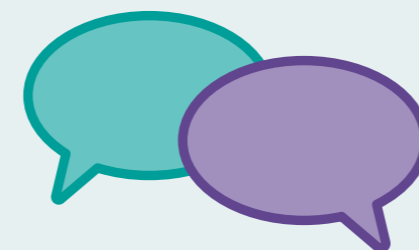
Video call – our wards have tablets to help patients connect with loved ones via FaceTime, Skype etc. Please speak to the ward to arrange or contact:

BCHC.letterstolovedones@bhamcommunity.nhs.uk



Property delivery

If you need to get non-valuable items to a patient, we can help. For more information speak to the ward or email: contact.BCHC@nhs.net



Advice and Liaison Service

We are here to help answer any queries or concerns you may have about our services. We are open 8am to 6pm Monday to Friday. Messages can be left outside of these hours.

Please call **0800 917 2855** or email: contact.BCHC@nhs.net



Visiting

To manage the risk of spread of infection, We have currently suspended visiting arrangements. Named relatives will be contacted when visiting re-starts for specific wards. A member of the ward team will speak to you directly to arrange visiting in exceptional circumstances (such as at end of life).