

Date 25<sup>th</sup> March 2020

Mr/Mrs XXXXX

Address

Dear Mr/Mrs XXXX

## **COVID-19**

I am writing to you about COVID-19 (also known as Coronavirus) - a new illness that can affect your lungs and airways - and how our team will continue to support you as the NHS responds to this new illness.

The current advice is that you should stay at home for 7 days if you have COVID-19 symptoms (a fever and/or a new, continuous cough).

If you have symptoms, to protect yourself and others, please do not go to a GP surgery, hospital, mental health centre or pharmacy.

Use the NHS 111 service (<https://111.nhs.uk/covid-19/>) if you feel you cannot cope with your symptoms at home, your condition gets worse or your symptoms do not get better after 7 days.

## **Changes we need to make**

Given the very significant challenges the NHS now face we need to change the way in which we support service users who are under the care of our team.

Currently psychotherapy assessments are suspended but we will be in touch with you when we are able to resume this work. During this period if your mental health needs are urgent please contact your mental health resource centre on the duty number. Your psychiatric team will continue to support you.

Telephone consultations with individuals in on going psychotherapy treatment will replace face to face appointments. So, if you have a forthcoming appointment at the Specialist Psychotherapies Service , we will contact you in order to proceed with telephone interventions .

It may be possible to use video consultations in future. You will be informed when this is in place.

## **Additional Support**

We will continue to work alongside our partners from other agencies and organisations that provide valuable assistance to our Service Users. For example, some offer help with

benefits, housing and employment. Please follow this link <https://www.the-waitingroom.org/> to see the full range of support available.

## **Contacting Us**

It is vital that we have up to date contact details for you.

We are trying to make it as easy as possible for you to continue your therapy and be supported during this period.

You can continue to call our team on 0121 301 3800 between 09.00 – 17.00 .

## **And Finally**

If you want more information about COVID-19 please visit <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely

Graine Murray . Community Service Manager