

Changes to appointment arrangements at our adult mental health community team sites due to COVID-19

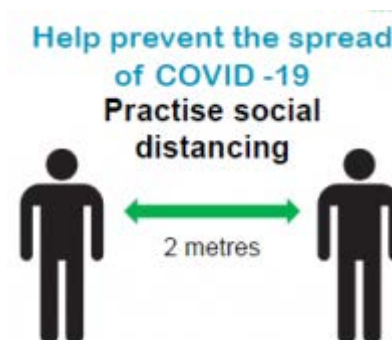
Information for CMHT service users (updated 5.4.20)

Due to COVID 19 precautions most appointments are now telephone appointment . These will generally be held at the same time as stated in your appointment letter, but will not be face to face . Most teams are implementing reduced access to buildings by then public to maintain safety

Some teams are working remotely and will not have clinical staff on site.

If you have a confirmed face-to-face appointment please attend the specified building and then follow the directions on the notice on doors.

- On arrival you might have to call a specified telephone number or ring the bell to gain access.
- We ask that the public do not attend unless you have been requested to do so and when attending that you maintain social distancing and allow staff to move two metres away before entering .
- If you have arranged to collect a prescription then this will operate in a similar manner and again we ask you to maintain social distancing .



If you need support, we ask that you contact your usual team and a clinician will be asked to contact you . Please be aware that at times we will have significantly reduced staffing so this might not be possible on the same day and we will have to prioritise calls. Please help us by explaining the reason for your call and providing a contact number to our administration staff.

Thank you for your patience and please

#staysafe