

This information has been designed to answer questions you may have about your loved one having suspected coronavirus (COVID-19). If you have any further questions, please do not hesitate to contact the nurse in charge.

What is COVID 19?	COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.
How long will it take before I know if my relative/friend has the virus?	We understand that it can be a worrying time waiting for your loved ones results. However, please be assured that our teams are working hard to get the results back to us as quickly as possible.
Why can't I see my relative/friend?	We know how important visitors are to our patients, however at this time as we manage the demands of coronavirus and follow national guidance, we have made the decision to introduce discretionary visiting to keep our patients, people and visitors safe. We will keep in touch with you as often as we can.
I am worried that I could pass coronavirus on, what shall I do?	For up to date coronavirus guidance and advice, please visit <a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a>
How can I send comforting messages of support to my relative if I am not able to visit them?	During this time, you can still send a comforting message, letter or poem to your relative. Please send to: <a href="mailto:paht.messagestoalovedone@nhs.net">paht.messagestoalovedone@nhs.net</a> and include your relative's full name, date of birth, ward and hospital number (if known). We will deliver all messages to our patients.
I'm feeling very overwhelmed, scared and angry that this is happening	We understand your concerns and anxieties at this unprecedented time - this is a normal reaction and you haven't had time to prepare for this. Please be assured that we are following current and national guidance and we will keep you informed at all times.
If I am informed that my relative/loved one is dying, how can I say my goodbyes if I am not able to visit them?	Of course, we are hoping that this is not the case. However, please consider writing a comforting message, letter or a poem to your relative that our teams can read to them for you.  Please send to: <a href="mailto:paht.messagestoalovedone@nhs.net">paht.messagestoalovedone@nhs.net</a> and include your relative's full name, date of birth, ward and hospital number (if known). We will deliver all messages to our patients.
If you would like someone to talk during this difficult time, who can I talk to?	There is a lot of support available for you and your family during this difficult time. Please take a look at the suggested support channels below: <ul style="list-style-type: none"> <li>• Our hospital chaplaincy team – call 01279 44 44 55 x 2717</li> <li>• Mind: call 01371 876 641 or visit <a href="http://www.mind.org.uk">www.mind.org.uk</a></li> <li>• Samaritans: available 24/7 call 116 123 or visit <a href="https://www.samaritans.org/">https://www.samaritans.org/</a></li> </ul>