



Manchester University
NHS Foundation Trust

Virtual Visiting Service

Support for Caregivers, Friends and Family

Manchester University NHS
Foundation Trust

Sheila Wilkinson
Patient Experience of Care Manager

 @MFT_PatientExp





Manchester University

NHS Foundation Trust



The Start: March 2020 Family Liaison Team



Image taken prior to social-distancing measures

Quantitative Feedback

Quantitative Data

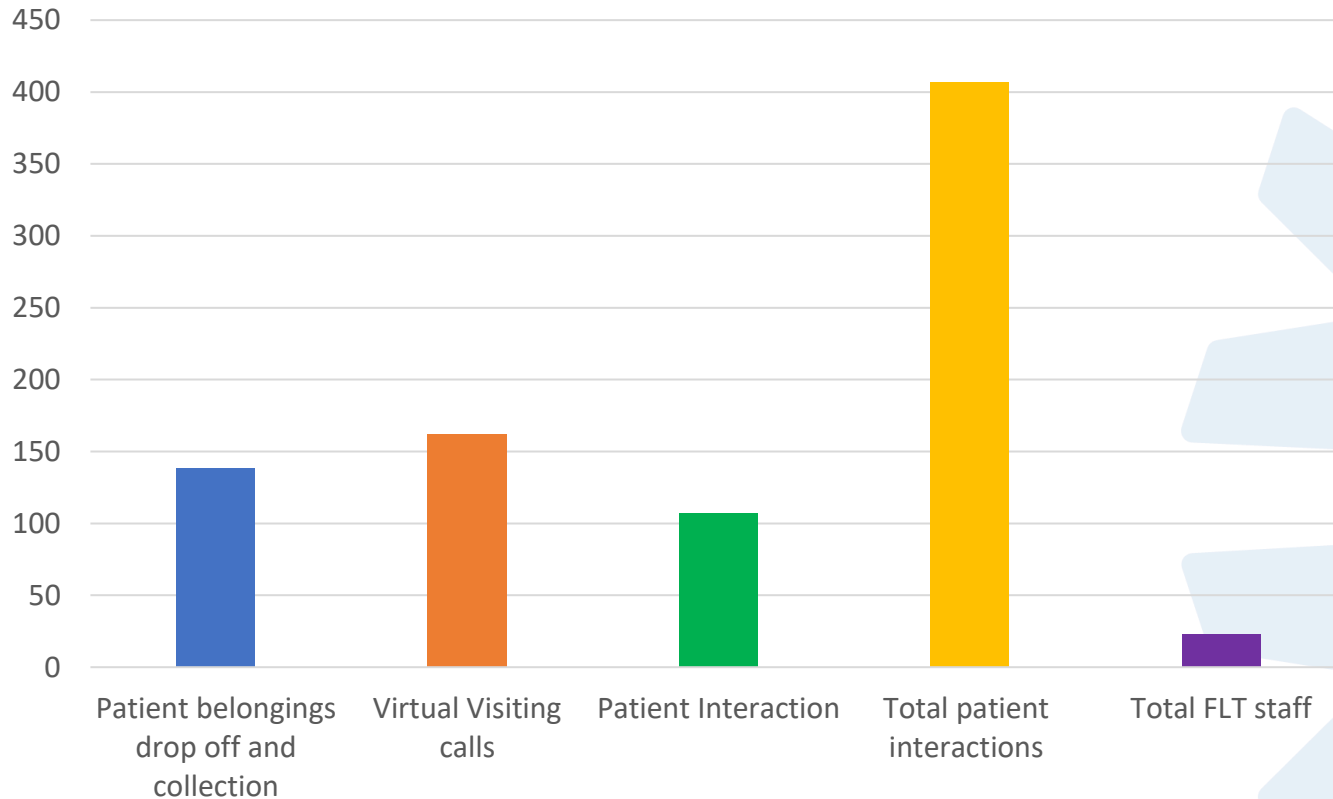


Table 1: Activity data w/c 8th June 2020, across MFT adult inpatient areas

Qualitative Feedback

“The team have had a huge impact on patients, families and staff members experience and as a result of their support they have received many thank you cards and messages to show their appreciation of a service that has allowed communication to continue with their loved ones in such uncertain times and has highlighted the impact the team has made.” (MFT Matron, June 2020)

“It’s been so good being able to speak to him, the last time we saw him he was so poorly and he hasn’t been strong enough to hold the phone, so it’s just been brilliant to see him and chat properly. I can’t tell you how grateful we are, thank you so much for supporting us with the call, he couldn’t have done it himself.” (Patient relative, June 2020)

Virtual Visiting



Virtual visiting has been established to support patients during visits during COVID-19, due to the interim changes to the visiting policy.

Virtual visits support patients getting in touch with their loved ones using video calls, assisted by a member of the Patient Services Team.

**To book a call please contact:
0161 701 8956 (9am-12 noon, Mon-Fri)**

**Virtual visiting appointments are available between
1.30pm-4pm, Mon-Fri**

**Locations of Service: Oxford Road Campus, Wythenshawe
Hospital and Trafford General Hospital**

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Patient Experience – our gift to you



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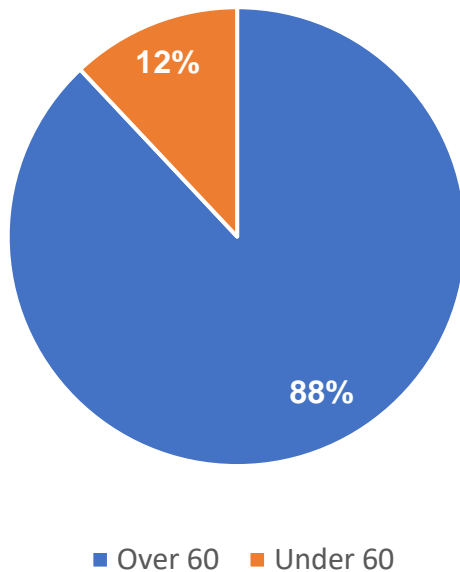
To book a call please contact:
0161 701 8956 (9am-12 noon, Mon-Fri)

Virtual visiting appointments are available between
1.30pm-4pm, Mon-Fri and must be booked 24 hours in advance
Locations of Service: Oxford Road Campus, Wythenshawe
Hospital and Trafford General Hospital

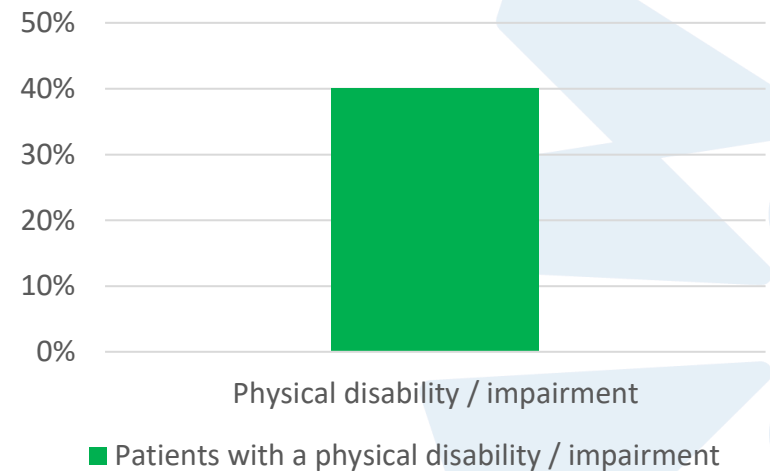


Virtual Visiting Calls Evaluation

Age of Virtual Visiting patient



Virtual Visiting patients with a physical disability / impairment



Learning and where we are now...



Image taken prior to social-distancing measures



Next Steps





Any questions?

