

We recognise there are many considerations to ensure working environments are Covid secure, to support this planning we would like to update you of our service need.

As a service, Wellbeing Suffolk took rapid efforts to support staff to work from home, safely and reliably to maintain our service offer.

The adaptations made have been well received by clients and the staff team, therefore Wellbeing Suffolk will not be requiring any space in surgeries at this time.

With social distancing requirements, we appreciate that managing the available space will be an even greater challenge.

With respect for our primary care colleagues, where remote delivery is not often practical, we hope that our adjustment to remote delivery will ensure our primary care colleagues have the space they need to work safely.

We would like to reassure you that working remotely does not make us any less available.

Our Linkworker team remains fully operational, all assessments are conducted over the telephone or 'face to face' using video conferencing as per patient choice.

Our IAPT team are offering assessments within a week of referral and our waiting lists for therapy are currently a maximum of 4 weeks for Step 2 and 8 weeks for Step 3.

Our webinar offer provides instant access to a variety of workshops that include Covid related support and advice.

Our Socials team continue their great work, including supporting vulnerable communities and creating positive community links.

We are prepared for the increased service demand anticipated, please do have continued vigilance for patient need that we can support and encourage staff members to have sight of our website that includes all up to date service options.

We are also offering priority access to all NHS staff and have made arrangements with an IAPT approved provider to support case from assessment through to therapy. We know how challenging life can be and wanted to ensure that you felt free to speak openly, without reservation, to access any psychological support you may require.

We will be conducting Estate need reviews at regular intervals, and will remain linked in with yourselves to discuss any service delivery changes.

