



Family Liaison Clinician (FLiC) Role

Our virtual Annual General Meeting

Monday 13 July 2020

When you cannot do what you have always done, then you only
DO WHAT MATTERS MOST

What mattered most to you, our patients, our family and
community

Quality

People

Pathways

Ease of use

Sustainability

What matters to you



East and North Hertfordshire
NHS Trust



When we asked the question, what we found



What matters most? What would make their stay more comfortable?

Being able to listen to a radio

Paul would like to watch a film. Please help him to set up the internet

Dad loves set honey on toast, meringue, and chocolate biscuits, 4 sugars in coffee

Check Mum's dentures are fixed with polygrip

What we learnt and what we are taking forward

Stay in Touch

We know how important it is for family and friends to stay in contact with their loved ones while they are in hospital.

So we have set up the 'Stay in Touch' service so you can show them that you are thinking of them.

Now you can send your message to an inpatient at Lister Hospital or Mount Vernon Cancer Centre.

Simply complete the 'Stay in Touch' form to send a message, and up to three photos or documents, to your loved one. These messages and photos will be printed and delivered daily.

#HereForPatients
#HereForEachOther

