



Guy's and St Thomas'
NHS Foundation Trust

Patient information service

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PIF webinar on response to coronavirus related materials

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Coronavirus related materials

- **Public website constantly being reviewed and updated**
- **Dedicated webpage for specific coronavirus leaflets (45 to date)**
 - Link to Gov.uk / Public Health England (PHE) / Mencap easy read leaflets and guidance
 - Link to Gov.uk / PHE information in other languages
- **A generic film for all patients about keeping them safe**
- **Service specific films**
- **Webinars**
- **Podcasts**

The challenges

- **Volume of enquiries**
- **Assessing and prioritising enquiries**
- **Managing expectations**
- **Keeping up with the tech**
- **Expanding our range of services**
- **Governance of new channels and platforms**