

Cynllun Cynorthwyo Gwaed  
wedi'i haentio Cymru

Wales Infected Blood  
Support Scheme



## CONTACT US

# WIBSS NEWSLETTER

December 2020

Since our last newsletter in April, it is hard to believe that we would be in this position leading up to Christmas. So during these times of continued uncertainty, we sincerely hope you and your loved ones are keeping as well as possible.

## Service Feedback

*We would like to hear your feedback of how we have been doing as a service and firstly, establishing the best way to collect this information. As ever, we are conscious there are already so many company feedback requests and satisfaction surveys demanding your time - so if you have a particular way that you wish to provide your comments, whether it's online, paper format, questionnaire, text or any other format - please get in touch and let us know by 15<sup>th</sup> January 2021, so this service will work best for you.*

*Alternatively if you do not wish to be contacted to provide any feedback, please let us know and we will ensure we record this for future reference.*

## Welfare Rights

Following our guide to Covid-19 related welfare in the last newsletter, our advisors have been busy assisting with a variety of different issues, including PIP applications, pension credit disputes, along with successful applications for the in-house WIBSS small grants scheme. In addition we have also seen a recent rise in demand for proof of income letters.

If you need to provide evidence of your ex-gratia payments for whatever reason, we can provide a letter to you that is discreet with NHS branding only and does not disclose any of your personal health circumstances.

WIBSS can be reached on  
**02920 902280.**

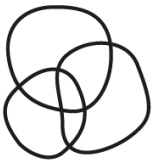
Please note we are complying with the Welsh Government guidance and a number of our staff are working from home. If your call is not answered, please leave a message with your name and a contact number and we will get back to you promptly.

Alternatively you can email: [WIBSS@wales.nhs.uk](mailto:WIBSS@wales.nhs.uk)  
For Psychology and Wellbeing please email: [wibss.wellbeingservice@wales.nhs.uk](mailto:wibss.wellbeingservice@wales.nhs.uk).

## Christmas Hours

As per previous years, WIBSS will be operating its usual office hours throughout the Christmas period, with reduced staffing numbers. Please note due to bank holidays, the office will be unavailable on Dec 25<sup>th</sup>, 28<sup>th</sup> and Jan 1<sup>st</sup> 2021.

**December payments** will be received no later than December 18<sup>th</sup>.



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if you require any information or to find out whether you or your carer are eligible, our welfare rights team are here to provide you advice and ensure that you are receiving everything that you are entitled to. For this, or any of the above, please feel free to get in touch.

## Emotional Wellbeing

At this emotional time of year, we would like to take the opportunity to remind you of the dedicated psychology and wellbeing service available at no cost to you. If you, as individual registered with WIBSS, your family members along with any bereaved family members require any support the team can be contacted on 029 20196141, or by email: [wibss.wellbeing@wales.nhs.uk](mailto:wibss.wellbeing@wales.nhs.uk).

The psychology team are able to offer a telephone conversation before and after referral if there are any questions or concerns about what to expect from a psychology assessment and/or treatment. If you decide to proceed with a referral to the psychology team an assessment appointment will be offered which will be an opportunity to talk through the previous and current emotional difficulties and consider options for treatment going forward.

We are proud to say we have received great feedback for the service and would encourage you to get in touch if this applies to you, or share with family who are may be struggling and can so often be overlooked.

Lastly, if you require any further COVID-19 related guidance please see [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus), or within Wales, [www.gov.wales/coronavirus](http://www.gov.wales/coronavirus).

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*We would like to wish you all a very Merry Christmas and a  
happy new year,*

**The WIBSS Team**

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