

Cynllun Cynorthwyo Gwaed  
wedi'i haentio Cymru

Wales Infected Blood  
Support Scheme

# WIBSS NEWSLETTER

September 2023

## WIBSS Staff Changes

There has been a number of staff changes over the recent months within the WIBSS Team.

*Current WIBSS Staff -*

**WIBSS Manager** – Mary Swiffen-Walker

**Deputy Manager** – Hayley Price

**Consultant Psychologist** – Caroline Coffey

**Counsellor** – replacement for Julie is currently being recruited.

**Finance Officer** – Stefan Dakovic

**Welfare Right Advisors** – Ryan Clappe / Rebecca O'Callaghan (Currently on maternity leave)

**Support Officer** – Daniel Murphy

## Winter Fuel Payment Reminder

In addition to your regular WIBSS payments, you will receive a one- off winter fuel payment of £618 in October 2023.

## Communication Preferences

If you are receiving this newsletter or other WIBSS correspondence, including remittance advice, via post, but would prefer this digitally, contact us at [wibss@wales.nhs.uk](mailto:wibss@wales.nhs.uk) or call to request a change.

## Infected Blood Inquiry

The planned publication of the Infected Blood Inquiry Final Report has been delayed until March 2024. The full statement is available online.

[Publication of the Inquiry Report news story](#)

## CONTACT US

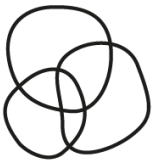
Contact WIBSS on  
**02920 902280** or email  
[wibss@wales.nhs.uk](mailto:wibss@wales.nhs.uk)

If your call is not answered, please leave a message with your name and a contact number and we will phone you back promptly.

For Psychology and Wellbeing please email:  
[wibss.wellbeing@wales.nhs.uk](mailto:wibss.wellbeing@wales.nhs.uk)

### Recent Contact

We take your personal information seriously. If you are in any doubt about the origin of a letter requesting your personal data, that appears as though it is from WIBSS, please contact us on our direct line, **02920 902280**.



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## WELFARE RIGHTS

Providing you & your family confidential advice and advocacy around Benefits, Money, Support and more.

### Proof of Income – Mortgages

For those undertaking a new mortgage application or mortgage renewal, we are happy to provide written proof of your WIBSS income. Please get in touch if you require a personalised letter for this purpose (or other related financial purposes).

Our Welfare Rights Team also offer assistance with navigating this often-complex process, offering support in obtaining paperwork and understanding forms.

You can contact the WIBSS Welfare Team via email [wibss@wales.nhs.uk](mailto:wibss@wales.nhs.uk) or calling us on 02920 902280 and pressing 2.

## PSYCHOLOGY & WELLBEING TEAM

We want to remind you of the services that are available to you. WIBSS offers a confidential, free of charge psychological assessment and treatment, relating to the emotional difficulties of having been given, and living with, a diagnosis of Hepatitis C and/or HIV. This service is available to both yourselves and your family members. If you wish to get in contact, the dedicated team can be contacted on 029 20196141, or by email: [wibss.wellbeingsservice@wales.nhs.uk](mailto:wibss.wellbeingsservice@wales.nhs.uk).

We are currently in the process of recruiting a WIBSS counsellor and hope to fill this role in the coming weeks. An introduction to the new counsellor will be included in December's Newsletter.

Although we are recruiting a new counsellor we are still accepting new referrals and an appointment with Caroline Coffey will be arranged if needed.

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*We wish you all well this autumn,*  
**The WIBSS Team**

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