

## Clinic duration

Each appointment with our team may take between 30 and 60 minutes so please come prepared to stay for as long as two hours and 30 minutes to complete your appointments.

## Care plan

On completion of your appointments, your team will meet to produce your care plan. This will be a summary of the plan that each person has discussed with you during your appointments. The care plan will be posted to you following the appointment.

## Follow up

You may be invited to attend the clinic six months later but we will contact you and if we are able to do your assessment by phone, we will. The decision whether you need to be seen in the clinic will be a joint one between you and the member of the team who contacts you. We are committed to making the service fit with people's busy lives so we will not ask you to attend clinic again unless it is necessary that you physically see a member of the team.

## Facilities

Unfortunately, there are no refreshment facilities available at the clinic so we suggest that you bring a drink as you will be at the clinic for up to two hours.

Temperatures can vary in clinics due to heating and ventilation systems, particularly in winter months. As you will move between clinic rooms and waiting areas, you may want to wear clothes that are layered and can be adjusted in response to different temperatures.

## Missed appointments

It is important that you keep your appointment. If you are unable to attend, please let us know as soon as possible so that we can allocate the appointment to another patient and help to reduce waiting times. Please call us on **0151 247 6418**.

If you are unwell with symptoms of COVID-19 you should not attend clinic. Please contact us as soon as possible and we will rearrange your appointment. Failure to attend your appointment may result in you being discharged from the service.

## Contact details

Phone: 0151 247 6418

Email: [SeftonLongCOVIDMDT@merseycare.nhs.uk](mailto:SeftonLongCOVIDMDT@merseycare.nhs.uk)

## Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver. If you have any comments, compliments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service (PALS) and Complaints Team.

Phone: 0151 471 2377

Freephone: 0800 328 2941

Email: [palsandcomplaints@merseycare.nhs.uk](mailto:palsandcomplaints@merseycare.nhs.uk)

To request this leaflet in an alternative format or language, please speak to a member of staff.

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**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

# Long COVID Service Sefton

Information for patients



## What is Long COVID?

Patients can develop Post COVID Syndrome (commonly known as Long COVID), after having COVID-19. Although most people recover from COVID-19, some may experience longer term effects including a range of symptoms such as: fatigue, breathlessness, a cough, 'brain fog', anxiety, low mood and poor sleep. Long COVID is when symptoms last 12 weeks or more. Long COVID can affect a wide range of people from those who are young, fit and active to older people.

## What is the Long COVID Service?

The service aims to provide help and support to people in local communities with Long COVID symptoms. It's open to adults who've been suffering with symptoms for 12 weeks or more. You do not need to have been treated in hospital for COVID to be referred to the service.

The Long COVID team is made up of different healthcare professionals: doctor, coordinator, physiotherapist, psychologist, social prescriber and pathway advisor. You may not need to see each member of the team but it's important that the right people are available should you need help with a specific part of your recovery.

The team will complete a holistic assessment, talk through the care and support available, set goals and help you to manage and recover from Long COVID symptoms.

## Why have you been referred to the Long COVID Service?

You will already have seen your GP and had tests, but you continue to be concerned by some of the longer lasting effects of your COVID-19 infection. Therefore, your GP will have referred you into our service.

Until you are seen in the Long COVID service you may be able to self-manage some of your symptoms. You can find useful resources and guidance to support your recovery here: [www.yourcovidrecovery.nhs.uk/](http://www.yourcovidrecovery.nhs.uk/)

## What to expect from the Long COVID Service

This is an opportunity for you to discuss the symptoms you're experiencing following your COVID-19 infection. Symptoms can be many and varied and can change over time. The service enables you to see a range of professionals who will work with you to develop a personalised care plan that meets your needs.

## Long COVID assessment

Before you attend clinic in person, the community matron will phone you to assess your suitability for the service by completing a brief assessment called the Yorkshire Rehab Screening Tool. This information allows us to understand whether you're experiencing problems related to coronavirus, and allows us to focus on the things that are important to you.

The phone call usually takes place the week before the clinic appointment. It will take up to 40 minutes so please ensure you are in a quiet place where you can focus on the call.

## Social prescribing

A social prescriber may also contact you. The team focuses on the wider factors that can affect health and wellbeing such as housing, debt or employment and can offer vital support and advice should you need it.

## Clinic time

The clinic is open from 9am. Please arrive 10 minutes early for your appointment if possible so that we can make sure that your information is up to date. We will also answer any questions you may have. You can attend appointments with a carer if you find this helpful.

## Arriving at the clinic

If you have mobility or accessibility concerns, please phone the clinic beforehand where staff will be happy to help. When you arrive at the clinic please report to the reception area on the ground floor.

Staff will direct you to the appropriate waiting area where a member of the Long COVID Team will meet you.

**Please be aware that for everybody's safety we ask that patients and carers wear masks or face coverings (unless exempt), use hand gel and maintain safe distancing.**

## Clinic structure

During your time at the clinic, you may need to be seen by different members of the team. Each patient will have different issues due to their COVID-19 and our aim is for you to see the right people to help you and meet your needs.

Each appointment will focus on the different symptoms that you may be experiencing so please remember you may not need to see every member of the Long COVID team.