

Dear Colleague,

The coronavirus situation is evolving rapidly and consequently we are adapting our process and procedure for receiving phone calls accordingly.

To assist all care homes and reducing the time taken to reach us by telephone, we have adjusted our telephony system.

As of Monday 20th April please use the following process when calling PHE East of England Health Protection Team.

- Please dial the existing PHE East of England Centre number, 0300 303 8537
- Upon hearing the first message please press the number **5** on your keypad. There is NO requirement to listen to the message in full.
- If you are calling to discuss an outbreak or case we are already aware of, please provide the reference number at the beginning of the call.

Although this new process is intended to reduce the time taken to reach a member of the team please keep in mind that the call volumes may be high and bear with us in answering your call.

Please share this information with your staff.

If you should experience any issues with this service, please email EoE.CRC.@phe.gov.uk.

With regards

PHE East of England Health Protection Team