

To improve our telephone systems, services at Mid and South Essex NHS Foundation Trust are gradually moving to new telephone numbers beginning with **0300 443**. This change is part of a wider upgrade to a more reliable and efficient phone system, designed to improve the experience for both patients and staff. This process will happen over the next six months.

Patients will be called by a number starting 0300 443, answering or calling back the number costs no more than a normal call to a 01 or 02 landline number. 0300 numbers simply allow organisations like ours to have a single point of contact.

Once a service has their new 0300 443 phone number confirmed, it will be updated on any printed letters or other material given to patients. Departments will also update the relevant information on the Trust's website. Old phone numbers for key patient services will have a voicemail added to the line for a period of time confirming the new phone number for patients to call.