

## Because we all care

### **57% of people in the North East are ready to help improve health and social care after coronavirus**

*Alliance of local and national care organisations calls on Darlington to give feedback to shape future care*

New research from the Care Quality Commission and Healthwatch England shows that 57% of people in North East say they are more likely to take steps to improve health and social care services since the outbreak of coronavirus (COVID-19).

In response to these findings, the two organisations have joined forces with other health and care partners to launch "Because We All Care", a new campaign calling on all people who access services to help shape future health and social care.

According to the research, 56% of people in North East said they would be more willing since COVID-19 to support NHS and social care services by actively providing feedback on their care. Overall, the polling also suggests that 28% of people in North East are now more likely to donate or fundraise for a relevant health cause.

36% of people in North East reported to have avoided services due to COVID-19 – below the national average of 39%. A further 69% reported noticeable changes to the standard of care resulting from the pandemic. However, the results also show that since the outbreak, 43% of people in North East are particularly more grateful for GP services.

#### **Michelle Thompson BEM, CEO of Healthwatch Darlington said:**

"We know that the people of Darlington are more likely to share their experiences of health and care services, either good or not so good, if they think by doing so, they will make a difference. It's our job as their independent champion to ensure their voices are heard so that commissioners and providers understand our population's needs especially during the Covid pandemic and beyond. Please do share your views with Healthwatch Darlington, and if you do want help and support we can also provide you with the advice and information you need during these uncertain times"

#### **Sir Robert Francis QC, Chair of Healthwatch England said:**

"These findings are good news. As the UK looks to the future after COVID-19, it's never been more important for people to share their experiences of care.

"Services won't bounce back overnight. There'll be problems to tackle but also opportunities to make care better.

"You can help doctors, nurses and care workers find ways to improve support by sharing your experience."

#### **Kate Terroni, Chief Inspector Adult Social Care, Care Quality Commission said:**

"People working in health and social care have been going to extraordinary lengths to deliver good, safe care during this global crisis. They have never had a more crucial – or a more challenging – role to play.

"This research clearly shows the public's appreciation for the care and support they and their loved ones have received and it's inspiring that people are now looking for ways to channel this into practical action.

"Now more than ever, every voice really does matter. It's only by hearing what's working and what's not, that health and social care providers can improve the quality of care and support that they are delivering."

The research conducted following the start of the COVID-19 crisis has revealed a fascinating snapshot of how people in the North Eastview feedback on care:

- 79% of people surveyed said that feedback is an important way to improve services, yet despite greater public willingness to contribute, some barriers do remain.
- While 46% of people are more likely to provide positive feedback on care, in comparison to 61% of people in London, yet 15% of the local population also now consider themselves even less likely to provide negative feedback on care.
- 30% of people in the region said they would be reluctant to provide negative feedback in case it increases pressure on services or staff

"Every piece of information is valuable for those delivering health and social care services, so it's vital that people don't hold back from giving feedback - whether it's big or small, good or bad. It takes only a few moments, but it could make a real difference to the care that you, your loved ones and your community receives." adds Sir Robert Francis.

The new campaign, which will run extensively on social media, aims to help services identify and address quality issues and support local patients by encouraging people to share feedback on individual experiences of health and social care services.

In Darlington, people can give feedback on their experiences of care, or those of someone they care for, through our survey <https://www.surveymonkey.co.uk/r/HWDCovid> or alternatively you can arrange an appointment with one of friendly trained members of staff or volunteers on 01325 380145 (please leave a message) or 07525237723 who will be able to listen to your experience over the phone.

Healthwatch Darlington can also help you with advice and information to access the support you need.

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## Notes to Editors

Healthwatch Darlington is Darlington's independent health and social care champion. It exists to ensure that people are at the heart of care. Teams of staff and volunteers listen to what people like about local health and social care services, and what could be improved. These views are then shared with the decision-making organisations, so together a real difference can be made. More information: [www.healthwatchdarlington.co.uk](http://www.healthwatchdarlington.co.uk)

### About the research:

This research was conducted by Opinium. It is a representative national sample of 2,000 adults aged 18+ in England, with 50 respondents with Long Term Health Care conditions and carers in each region. The research was implemented between 11.06.20 and 16.06.20.

### About the Care Quality Commission (CQC):

CQC is the independent regulator of health and adult social care in England. CQC makes sure health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve. CQC inspects health and social care services across the country and produces free, independent inspection reports to help individuals make an informed decision about where to turn to for their care. Each report assesses whether the services are safe, effective, compassionate and high quality.

CQC do not have responsibility for resolving individual complaints, however CQC encourages people who experience or know about poor care to inform the regulator to inform their inspection programme.

### About Healthwatch:

Healthwatch is the independent national champion for people who use health and social care services. Healthwatch aims to find out what matters to people and help make sure their views shape the support they need. There is a local Healthwatch service in every area of England. Healthwatch England supports local Healthwatch to find out what people like about services, and what could be improved, and shares these views with those with the power to make change happen. Healthwatch also helps people find the information they need about services in their area.

Nationally and locally, Healthwatch has the power to make sure that those in charge of health and social care services hear people's voices.

### How people can share their views

- People can share their views online:

<https://www.surveymonkey.co.uk/r/HWDCovid>

- People can also contact Healthwatch Darlington directly to share an experience or receive advice and information on health, care and wellbeing services in Darlington.
- Email: [info@healthwatchdarlington.co.uk](mailto:info@healthwatchdarlington.co.uk)
- Telephone 01325 380145 or 07525 237723