

06/07/2020

## **Stakeholder Briefing:**

### **Healthwatch Darlington launches campaign to gather experiences:**

#### **We all care about our health and social care services**

That's why we're asking you to support the new campaign we are launching with CQC - #BecauseWeAllCare, encouraging the public to share their experiences, both good and bad, to help improve services. As well as promoting the benefits of giving feedback and why it's so important, it will also be an opportunity for you to collect people's views on key local issues. **The campaign launches on Wednesday 8<sup>th</sup> July 2020.**

#### **Why should you get involved?**

As health and social care services work to provide the best possible care during COVID-19, public feedback can play a crucial role to help us identify and address issues that affect the quality of people's care.

Together we can help services across Darlington improve the care they provide now, and in the future. We're here to listen and act on public feedback to improve care for you and others - helping patients, key workers, and our communities.

#### **How can you encourage people to share their experiences?**

##### **Support the campaign**

Following an experience with a health or social care service, patients and carers can share their feedback - both positive and negative - with their local Healthwatch by completing an online form.

By encouraging your followers on social media to complete the survey <https://www.surveymonkey.co.uk/r/HWDCovid>, sharing the campaign with local stakeholders and the public, or even putting up a poster where you work, you can help people share their experiences of care during COVID-19 - because we all care.



### **Invite us to talk to your service users or groups**

We will be reaching out to service user groups across the coming months so that we can understand further the experiences of local patients and their families. We will be working with local organisations attending online meetings or chat groups and conducting our own online focus groups. Please let us know if your group or clients would be interested in inviting us to one of their sessions or joining one of our own.

Alternatively, we will be offering telephone appointments to those who do not use the internet or have access to a computer. Please let us know if someone would like an appointment so our friendly team can call them at a convenient time. They will be given the time to share their experience and ask us questions.

We will be sharing information about our planned online focus groups very soon.

### **How to get in touch**

All our team are working from home but we can still be contacted during our normal operational hours 9am to 4pm

Email: [info@healthwatchdarlington.co.uk](mailto:info@healthwatchdarlington.co.uk)

Telephone: 01325 380145

**(Please leave a message and someone will get back to you as soon as possible)**

Mobile: 07525237723

