

01/10/2020

Stakeholder Briefing:

Healthwatch Darlington reach out to seldom heard service users in Darlington.

We all care about our health and social care services

That's why we're asking you to continue supporting our campaign #BecauseWeAllCare, encouraging the public to share their experiences, both good and bad, to help improve services.

In October will be reaching out to service users who are often seldom heard ensuring that we provide everyone with an opportunity to share their experience with us. We know that for some individuals they may not see our online survey, emails or visit our website. That's where we need your help.

Who do we mean by 'seldom heard'?

- Someone who doesn't use the internet
- An elderly relative or neighbour
- Someone who doesn't speak or read English as their first language
- Someone with a disability

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.

You can ask your clients, service users, carers, friends or family who may not be online to share their experience directly with you and this can be shared with us. By helping them to share their experience, this will help local services in Darlington to understand their needs.



You may also wish to 'connect' people you know with our telephone project called 'Call us about care, we want you to share!' Our new telephone project will connect socially isolated or lonely service users with a friendly staff member or volunteer which will provide them with an opportunity to talk about care and ask us questions.

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 Healthwatch Darlington. Listen to their experience and simply share their experience (providing you have consent) on their behalf via info@healthwatchdarlington.co.uk or call 01325 380145.

Putting up a poster where you work, can help people share their experiences of care during COVID-19, as someone may see this and then contact us.

Take part in our online survey on the behalf of someone you care for or know- <https://www.surveymonkey.co.uk/r/HWDCovid>

Finally, you can book a telephone appointment for someone you know via our 'Call us about care, we want you to share!' project by emailing info@healthwatchdarlington.co.uk or by calling 01325 380145.

We can all play in part in ensuring the voices of everyone can be heard.

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

Telephone: 01325 380145

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

Mobile: 07525237723

