

Listening in action during Lockdown



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Introduction

Front page, contents and left: Photography by Heather, Young Healthwatch volunteer



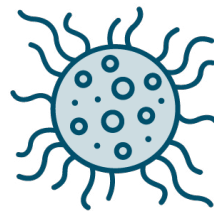
Photography by Heather,
Young Healthwatch
volunteer

Introduction

On the 23rd March 2020 residents of the United Kingdom were asked to stay home as the Country entered lockdown.

Following Government advice, a considerable number of people began 'shielding' because people who are clinically vulnerable may be at a higher risk of serious illness if they catch coronavirus. They were advised to stay at home as much as possible and keep interactions to a minimum.

This meant that many people were isolated within their local community and had limited contact with their relatives, friends and neighbours.



Change was inevitable and had to happen rapidly to respond to the pandemic - new ways of working and living were introduced across the country. Support services changed how they delivered services, and priorities were reassessed to help form an NHS, and social care service, that could respond to the COVID-19 emergency.

At Healthwatch Central Bedfordshire (HWCB), we adapted too; staff worked from home to provide the most effective and supportive service to the local community.

Sorry WE'RE CLOSED

poster we ask that you do not come to the
to self isolate.
r in the shop at one time.
ct our staff and keep us all safe.
protected

Corona Virus Update
Effective immediately
To limit the spread of the virus
We will **not** be taking Cash Payments
Cash will not be kept on the premises.
Shop opening Hours will be from 6.30 till ~~5pm~~ **12:30pm** until further notice
Delivery of newspaper may be disrupted over the next three weeks.
Please support us during these unprecedented.
Kind regards Mr and Mrs Patel

Coronavirus
you get ill?

Coronavirus
How to stay safe

Coronavirus
and health issues

Closing doors

Take extra care if you are older or have health issues

- * Heart problems
- * Diabetes
- * Breathing difficulties

CALL 111

If you are worried
DO NOT go to your GP
Stay home and phone
NHS 111

Wash hands regularly

Use a tissue for coughs and bin it

Don't touch your face or eyes with your hands

CALL 111

If you are worried
DO NOT go to your GP
Stay home and phone
NHS 111

Things you can do

- Stay away from crowds
- Avoid sick people
- Make a plan for if you get ill - your care, food & tablets

CALL 111

If you are worried
DO NOT go to your GP
Stay home and phone
NHS 111

Shop Local, Shop Little.

Don't forget to support your Local Shop.
We are working hard with their suppliers to ensure that we can supply all your food and household needs during this difficult period.
Please be considerate in the way you shop and be aware that we may need to limit the number of items you can purchase from this store.

NFRN

Wash YOUR HANDS!

- Wet
- Get Soap
- Scrub
- Rinse
- Dry

Hands that look clean can still have tiny germs!

Wash YOUR HANDS!

Photography by Heather, Young Healthwatch volunteer

Closing doors



Prior to the formal lockdown, health services had begun limiting physical access to buildings. HWCB therefore worked with providers to ensure the public had the most up to date information about changes to individual premises, such as GP surgeries and Accident & Emergency (A&E), via various methods of communication including social media and regular e-bulletins.

The priority was to ensure patients were able to get the support they needed, whilst minimising pressure on frontline activity which had begun to gear up for the Covid-19 crisis to come.

An example of individual queries and concerns raised is shown below...

It became very clear that the right information, at the right time, was key for many people to help support and guide them.

Those that contacted HWCB also looked for reassurance and context for what was happening, which was sometimes not available as frontline services were under pressure and dealing with calls to high numbers of people.



“My GP is closed after a patient came in with the Coronavirus, when will it reopen?”

HWCB contacted the surgery and Primary Care colleagues to get a full understanding of the issue. A full explanation of the current situation relating to the re-opening of the surgery and risk protocols were given to the patient and up to the minute information was also posted on our website and via social media channels for the benefit of other patients from this surgery.



“I’ve had my operation cancelled, for the second time. When will it be done? I can’t get hold of anyone to find out.”

HWCB contacted the clinic responsible at Bedford Hospital to get a clearer picture of the plan. Liaised with patient to give information and contact details. At this point made clear that the emerging picture meant that all elective surgeries will be cancelled for the foreseeable future.



“The crisis team discharged me and said I can go to the Lighthouse if I need help. But they are closed, where can I go?”

We established what help they were looking for. Signposted to MIND and gave the Community Mental Health Team number for use if needed.

HWCB contacted the Lighthouse to see what the offer would be and used our network to share the information more widely.

Mirror

FREE HOME DELIVERY



PULL OUT INSIDE
Fantastic tips on how to keep busy



CORONAVIRUS CRISIS

NATIONAL

Prime Minister announces strict lockdown across UK

» PM: Millions will die a drastic help the

Emergency rules
gatherings of 3
are banned
non-essential
are to shut

IMMEDIATE RIGHTS - John
Britain on last
war on corona
ignored his w
Under the d
only be allow
more than ten
The rules r
anyone break
his job was
in as the Bill
not act. But
that many I
FULL STORY

LOCKDOWN

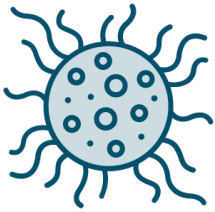
UK coronavirus – Prime Minister announces strict Lockdown across UK

As the Country went into lockdown, to protect residents from the virus, HWCB experienced a surge in signposting requests:



Initially, HWCB found that many people were unwilling to directly contact frontline services, as they were very aware from media reports, that the NHS and support organisations were facing additional pressure coping with the unprecedented number of people suffering Covid-19 symptoms.

However, in over 75% of the cases highlighted to us, it was clear that support was needed and HWCB was able to help and assist as and when required. This could be general signposting to specialised support services or supporting an individual on a one to one basis.



Some example queries raised with HWCB are given below.

“I’m at my wits end. I can’t get a grocery slot with Sainsbury’s, what can I do?”

The caller was in their eighties with underlying health difficulties, that should, under the government criteria, have classified them as shielded. HWCB contacted Central Bedfordshire Council (CBC) and spoke to the Covid-19 response team. They immediately added the caller to their list and got in touch to establish what help and support was required.

Patients not registered at the time of lockdown were not able to access prescription services with the GP.

HWCB supported with prescription needs, through the 111 service and liaised with the patient and the Practice Manager at the surgery to ensure they were able to join the register for future health care needs.

“My appointment with the Community Mental Health Team was cancelled, then they rescheduled it for February, then it was cancelled, I’ve not heard anything since, I feel I’ve been forgotten”

HWCB contacted the Community Mental Health Team (CMHT) direct to establish what had happened. The appointment should have been rescheduled, but it had been missed. The team asked that the patient get in touch that day to re-book.

As the pandemic progressed, signposting became a key function of our activity. We worked not only to support individuals contacting our service, but for the wider community.

Our website, social media and weekly e-newsletters became pre-emptive tools to share the most accurate and up to date information, and support activity, to enable wellbeing during this difficult and uncertain time.

How worried should we
Days warns
infection
Hospital
Cruise ship
in dock
spreads through city

COVID-19
CORONAVIRUS

All sporting events
buying

Communicating

**through
lockdown**

Lockdown

hits stock market

MORTGAGE

VIRUS

New outbreak

Travel restrictions

staff on high alert

Emergency

ECONOMIC

Communicating through lockdown

The mainstay of HWCB’s continuing activity throughout the pandemic has been communication. We have used a range of methods to ensure that our community has the most up to date and reliable information available.

Our weekly e-bulletin, ‘Bits & Bytes’, which has a wide distribution list, shared tools on staying active, emotional wellbeing and practical help for self isolation. Other organisations such as GP Patient Groups and Library Services recognised the benefit of this information, telling us that *‘This would be very useful for our patients, especially at this time’*. Many organisations and support groups disseminated the factsheets to an even wider audience.

As the lockdown period wore on the e-bulletins reflected topics that became important to the community including advice on bereavement support, online learning opportunities and blogs from Young Healthwatch (YHW) volunteers sharing their experiences on topics such as home schooling, Covid-19 testing and staying well.

HWCB carried out regular updates to our website, to ensure the Government guidance, which changed often, continued to be accurately reflected. The team co-ordinated a dedicated landing page for Covid-19 information <https://healthwatch-centralbedfordshire.org.uk/news/coronavirus-covid-19-information-advice>, with themes such as mental health, long term conditions and cancer care, to ensure the information was easy to navigate to.

Our Spring Newsletter - a Covid-19 Special Edition, consolidated key information about the pandemic, including key contact information for those in need of support. Healthwatch Volunteers, both younger and more mature, wrote blogs as a way of demonstrating how they were living well during lockdown.

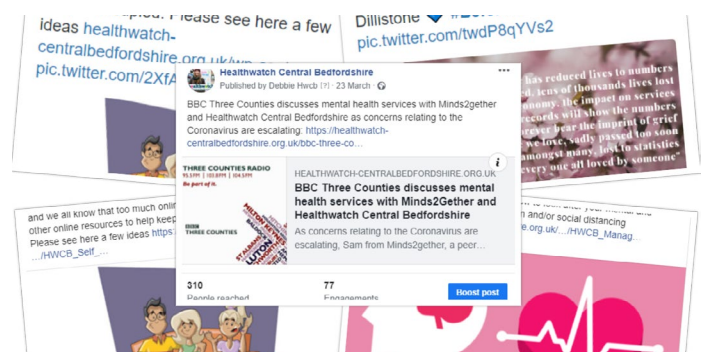


HWCB communications through lockdown

More information about our Newsletters can be found here: <https://healthwatch-centralbedfordshire.org.uk/spring-covid-19-special-2020-newsletter>. If you would like to join our distribution list and receive regular e-bulletins and HWCB news items please contact info@healthwatch-centralbedfordshire.org.uk

Not unsurprisingly, during lockdown and since, HWCB saw a significant increase in contact via our social media channels. Over 100 new followers on our Instagram channel, and engagement with another 800 people on Facebook.

A mix of articles, blogs, videos and visual content led to the increased engagement across Facebook, Instagram and Twitter.



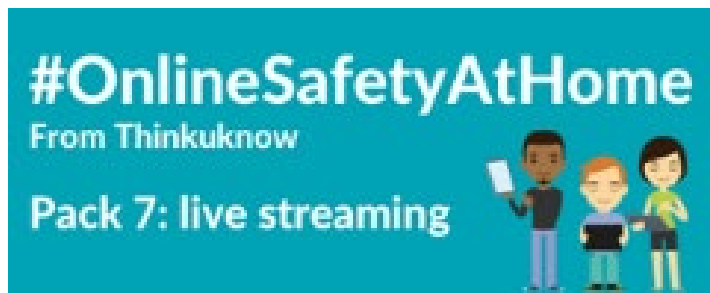
HWCB Social Media posts

Our digital activity raised some issues, particularly for our younger members, who shared their learning on keeping safe online, an important topic for young and old alike.

Thinkuknow is the education programme from the National Crime Agency - Child Exploitation and Online Protection (NCA-CEOP), a UK organisation which protects children both online and offline.

Throughout lockdown, they released learning packs for age appropriate groups, for parents/carers to learn, along with their children, whilst making sure they are safe online. Being conscious that more time was being spent on devices than usual, we felt it was important to highlight the hazards and promote a safe online environment for all.

HWCB published each module when it was released within its regular Bits & Bytes weekly e-bulletin.



Prior to the pandemic, Young Healthwatch and a group of students from Central Bedfordshire College, Learner Voice team, completed a project - 'Are you lost from the real world'.

This project reviewed some of the negative effects that social media can have; a survey was completed by over 150 young people and the final report included interviews with healthcare professionals.

The report included recommendations about how to maintain emotional wellbeing, whilst safely engaging on platforms such as Snapchat and Instagram. This report was published on World Social Media Day and received positive feedback, also highlighting how this relates to adults too.

Once the college resumes in September, they will be displaying the poster around the college sites to promote a healthier online presence and also sharing it at Wellbeing events.

You can view the poster and download HWCB's full report from our website: <https://healthwatch-centralbedfordshire.org.uk/young-healthwatch-and-central-beds-college-are-you-lost-from-the-real-world>



An increase in our audience has positively impacted on our developing network, helping us reach further into the community and identify partners for future joint working opportunities.

Whilst online channels may not reach those who are less digitally engaged, HWCB have looked toward more traditional communication. We have called people directly and posted information where needed.

e



**Volunteers taking
a leading role**

Wednesday 20th May -

**EDITING MIXER MATT JONES ONLINE EDITOR PETER WILSON
CASTING PRODUCER JANE AYOADE LINE PRODUCER VICTORIA
LAING COMMISSIONING EDITOR ADAM VANDERMAR**

DIRECTED & PRODUCED BY ANGIE MASON & NICK G

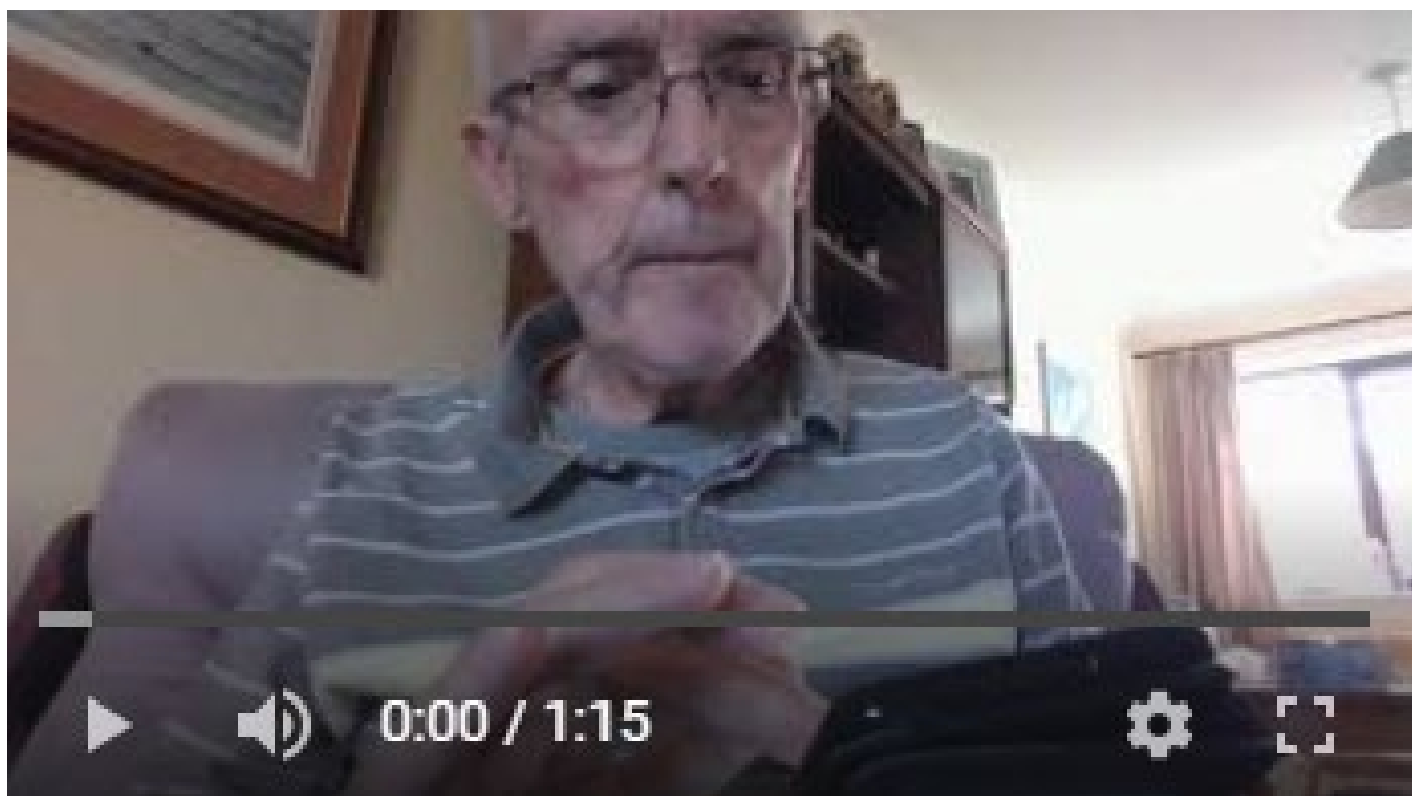
Volunteers taking a leading role

HWCB was approached by the TV station, Channel 4, during the early days of Lockdown, to ask if any of our older, more vulnerable volunteers would be interested in contributing to a TV documentary they were developing called 'Old, Alone and Stuck at Home' to highlight how their lives had changed during the pandemic.

We had two people come forward to say they were interested in participating. Each of them used technology to tell their story, both had a positive outlook and shared footage of what life was like during lockdown.

Whilst only one of the volunteers made it to the final cut in the programme, both felt that the activity had been worthwhile, even if the 'Old, Alone and Stuck at Home' title was more downbeat than they felt.

View a clip of one of our volunteers' receiving notification of 'sheilding' requirement: <https://www.youtube.com/watch?v=9tRAb5r506c&t=11s>



Dave Simpson, HWCB volunteer, contributing to Channel 4 progamme

During lockdown one of our Young Healthwatch volunteers, Valentina, reviewed 'ThinkNinja', an app developed for young people to help self-manage mental health, over a period of 14 days. The diary provided a powerful account of how the app can have a positive impact on personal wellbeing.

The diary gained national attention and has been used by the production company to help promote the benefits of the app.

Valentina has since written a follow up review of the app, on how she has continued to use it, due to her feeling that it has been a great benefit to her emotional wellbeing at this time.

Due to the setup, communication and engagement, she really felt she was getting a personalised service without going to actual meetings. A great achievement for ThinkNinja!

“This is incredibly helpful and provides really valuable insight in to the app and just how positive it can be for a young person particularly during this period. I will liaise with CBC colleagues around getting this link added to our website with the link to the review as well. Many thanks to Valentina for the review.”

Emily Warner, Joint Commissioning Manager,
Children's Services & Bedfordshire Clinical Commissioning Group (BCCG)





**Quality in
Quarantine**

THANK YOU

Quality in Quarantine

Along with many across the country, we joined with our neighbours in local communities to celebrate the NHS every Thursday night. The national spirit embodied in a weekly clapping session and our local hero Sir Tom Moore raised millions for NHS Charities Together, walking in his garden in Marston Moretaine - <https://healthwatch-centralbedfordshire.org.uk/colonel-tom-moore-100-years-old>

Whilst lockdown curtailed our face to face activity, we still wanted to recognise the hard work and commitment that our volunteers bring to HWCB. During Volunteers' Week, 1st-7th June, we said thank you with dedicated social media posts, handmade personalised post cards, and hand delivered sweet cones for our younger members.

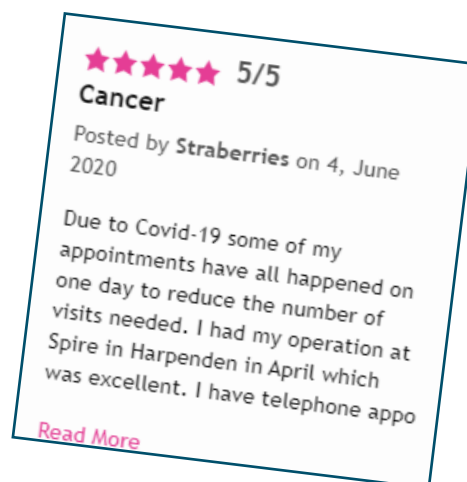
We used Volunteers week to launch our virtual get togethers, with eleven volunteers and all of our staff joining our Zoom celebration. We used 'guess the true fact' to break the ice, where we learned some fascinating new facts about our volunteers. With royal and celebrity encounters and feats of physical daring, the challenge to find the truth made for an afternoon of fun and interesting discussion.



With daily Government updates and increasing news bulletins there were many stories about the challenges of the Covid-19 pandemic.

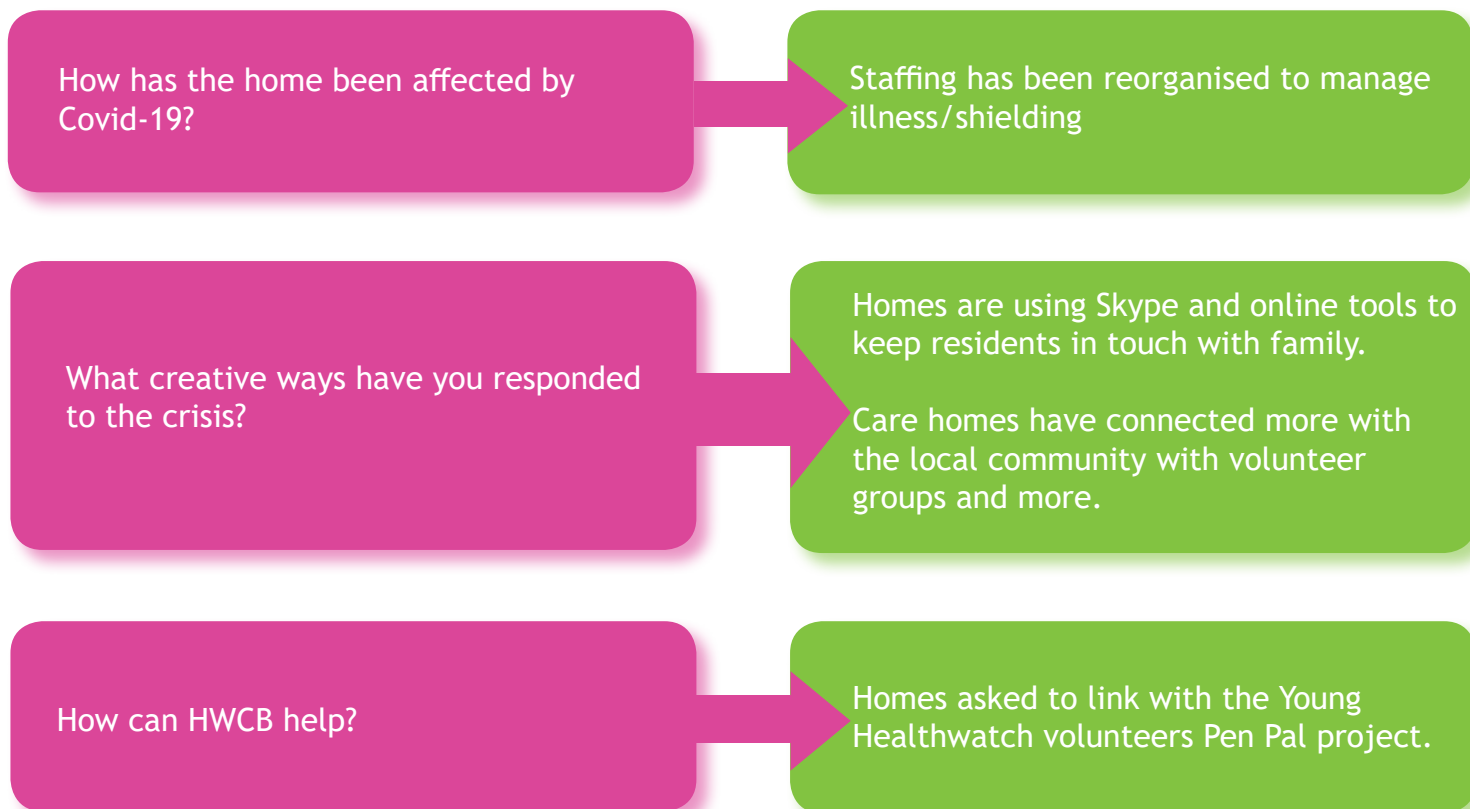
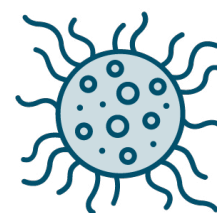
At HWCB we recognise the importance of sharing the good news, quality services and good practice, that sometimes does not always make the headlines.

We continued to publish user and carer reviews on our Feedback Centre and took the time to reach out to staff in various services to ensure they heard about the positive experiences, and praise, that people wanted to share.



Older people in care homes emerged as a group disproportionately affected by the pandemic, with high infection rates and sadly, increasing loss of life.

Generally, through our Enter & View programme, HWCB is in contact with residential and nursing care homes across Central Bedfordshire. Whilst this activity is on hold, we reached out to managers and staff, to ask about their news, both good and bad, including innovative measures put in place to support their residents and staff and the heroes of care. Although not all responded, understandably due to increasing pressure at the time, we had great feedback from those who did; a summary is listed below:



Of all the care homes we contacted, none had said that staff had needed to move in, which was the case with some other care homes across the country, though there was a clear desire to do this and indeed more, should it become needed. HWCB is proud to celebrate the dedication and commitment of the health and care staff across this locality.

As the pandemic progressed, we noticed that services looked to new and innovative ways to deliver support to the communities. Providers utilised video calling to provide virtual appointments which could be more interactive than email/phone calls. Technology, that has been an option for some in the past, came to the forefront to enable support to continue.



**Finding ourselves
online**



Finding ourselves online

With less face to face activity happening throughout the pandemic the public looked toward other sources to get the information they needed.

Organisations delivering health and care services used their websites to communicate up to date and relevant information to the people they worked with.

It is more important than ever to ensure this information is current, appropriate and useful for the intended audience. This of course can be a variety of users, particularly in services that support a range of patient needs.

HWCB liaise closely with a number of organisations who work with people whose wellbeing has been adversely affected by the Covid-19 crisis, one such group is the East of England Cancer Alliance Patient Advisory Board.

During a virtual meeting they highlighted concerns about the lack of information available to those with a cancer diagnosis.

HWCB developed a set of questions to review the public-facing information on GP websites across Central Bedfordshire. A full report of our findings can be found here: <https://healthwatch-centralbedfordshire.org.uk/gp-website-survey-report>

Recommendations have included; ensuring information is updated and increasing links to recognised cancer support services.

Healthwatch colleagues across the Eastern region will be taking up this work in their area and we will be co-ordinating a larger report to include their findings over the coming months.



Keeping in touch – together and apart

Young Healthwatch wanted to make a difference to those more isolated by their vulnerability. In mid March they initiated a Pen Pal programme, beginning by linking Young Healthwatch volunteers with people in nursing and residential care homes in Central Bedfordshire. Our volunteers wrote, drew pictures and shared stories about their lives in letters.

In order to comply with the restrictions on contact to minimise the spread of infection, letters were sent electronically to Managers of the homes, who then printed out the correspondence and art to share them with the people in their care.

Increasing interest was shown in the positive effects of supporting those who were alone. Young Healthwatch worked with Respite at Home Volunteers, an organisation providing support to people with life limiting illness, to reach out to those living alone in their own homes.

Regular communication between a number of Pen Pals is continuing, which has benefits for both older and younger people, and we fully expect this scheme to widen and continue long after Lockdown ends.

“Thank you for setting up the penpal project which I, my volunteers, and the people they visit, think is a brilliant idea. The reason it works so well is because it simply connects people in the local community and brings younger and older people together. I believe you can always find at least one thing in common when you meet, speak or in this case write to someone as a penpal and this is certainly the case with our families, who are enjoying their letters from their penpals at this time of uncertainty and change. I know from my fantastic volunteers, who have either helped the person they visit to write the letters or even discussing each new letter as they receive it from their penpals, it has been a bit of a Godsend and has really helped them at this time, with a cheery letter that gives them something to look forward to. It is an old fashioned type of communication (not to be knocked at all), creative and incredibly valuable to people at home in a social isolation situation, and I believe it makes people feel valued and special. Also with talk of one of the penpals and the person they write to both wanting to meet each other in the future, I think this says it all! A successful project for all involved. Well done for coming up with the idea!”

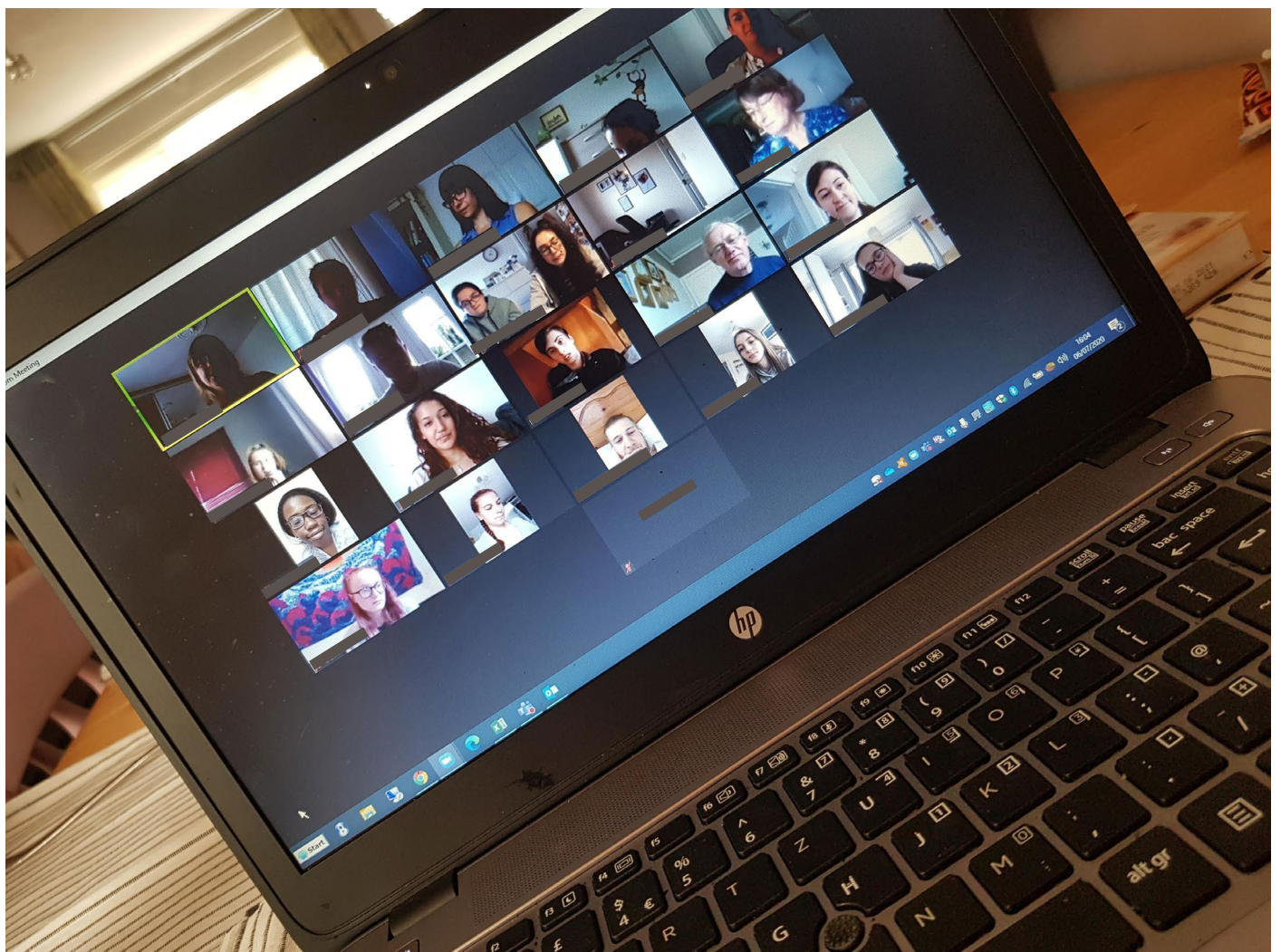
Nicola Mills
Volunteer Manager, Respite at Home

HWCB staff have remained in regular touch with our volunteers. We began with calls and emails, looking at volunteers sharing what their lives were like during the initial lockdown period. People shared tips on keeping well, recipes and advice, all under the heading of 'Isolation Inspiration'.

When it became clear that the lockdown was not short term and the weeks stretched into months, we wanted to do more to connect, not only with the volunteers, but to each other too.

We also realised that many of our volunteers and support staff were not familiar with online meeting tools, so we worked on a series of guides to ensure that as many volunteers as possible would be able to engage with us.

We continue to join together virtually, with a weekly Zoom call to check in and talk about plans for future work and projects.



BRITAIN SHUTS SHOP



Facing the future: A woman outside the Cabinet Office in London yesterday

...roves and Eleanor Hayward
...N is facing the biggest
...wn of normal life since
...h 2020

PM says:

Millions

Republic of Ireland €2.70 No 51,267 £2.50 | Subscriber

telegraph.co.uk

Challenging times

BRITAIN'S BEST QUALITY NEWSPAPER
Telegraph

Life put on ho

Whole households with symptoms of us must stay indoors for two weeks

◆ Avoid pubs, theatres, large gatherings and work from home if possible

◆ Third of population v clear of social contact f



Challenging times

HWCB has continued to hear from patients, users and carers throughout the quarantine period and we have supported individuals to navigate pathways through health and social care.

Communication has remained key, especially as changes were rapid and sometimes wide ranging. We have supported services to reach out with messages about service change and emerging provision to ensure that people are kept informed.



Mental Health

Support for Mental Health has undergone some transformation, with additional resources, both locally and virtually to help people manage in these unprecedented times. However, HWCB has heard from many people during lockdown that have felt let down by mental health support services, provided by East London Foundation Trust (ELFT); examples below:

Elderly carers felt unsupported in the community when their family member was discharged.

Discussed the issues in detail with ELFT and agreed for a carers assessment to be offered.

An individual struggling to manage and leading to harmful behaviour, contacted HWCB as they had been unable to get a response from the Community Mental Health Team (CMHT).

Contacted the team member on their behalf to inform of changes in wellbeing. The team agreed to get in touch.

Two individuals in particular have raised serious concerns, which has resulted in direct contact with ELFT colleagues involving examination of the case notes, evaluation of the activity, and a face to face meeting with the provider to address issues and establish a positive way forward including learning for staff and changes to processes.

Further ongoing concerns were raised with HWCB relating to mental health service provision from patients and the public since lockdown began, and we have given a summary of all the issues raised to Bedfordshire Clinical Commissioning Group along with our recommendations to help improve service provision for the benefit of all users of mental health services across Bedfordshire, now and in the future.

Health and social care services

HWCB received calls during lockdown from people who have had concerns about the health care services they received.

HWCB take time to listen to the issues and provide signposting and information to help support people to raise concerns in the appropriate way and with the right professional bodies.

We have made sure that people are aware that some services have quite rightly, had to adapt due to Covid-19, and complaints' management timeframes may be affected, as resources are focussed on responding to the pandemic.

HWCB works to reassure the community that Covid-19 is not an excuse for poor quality care and support. HWCB continues to hold services accountable and encourage users and carers to have their say and ensure their eligible needs are met.

From the feedback received during the past few months, HWCB are aware that many local residents have lost confidence in visiting health and care premises, such as local hospitals and GP Practices, due to the higher risk of infection, which can have a long term detrimental effect on their health and wellbeing. This is unsurprising due to recent national media coverage and many health and care organisations will need to communicate a clear plan and timeline for rescheduling health and care appointments and should assure patients that testing protocols and procedures for care—as well as the safety of facilities and staff—meet or exceed expectations.

HWCB will be working with our health and care colleagues, sharing feedback from local residents to help inform the Recovery Plan, and communications with the community.



Health services making sure patients stay safe



What matters?

Photography by
Heather, Young
Healthwatch volunteer

What matters?



Mental health



There is considerable publicity which projects that the pandemic is having a detrimental effect on people's mental health and more are likely to need some level of support.

Given that patients already engaged with East London NHS Foundation Trust (ELFT), the mental health provider across Bedfordshire, have had issues with the service (outlined earlier), there is less assurance of quality. With capacity in the system also limited, HWCB have concerns that the support for those with emerging mental health needs may not adequately be met. We are working with ELFT to address the regional issues raised and sharing findings with Healthwatch England (HWE) to inform the national picture.

Digital exclusion



With schools closing to ensure the safety of pupils, home learning became the norm for many families across the Country. Whilst it was a challenge for some, added difficulties became clear for those who did not have the tools to engage with online activities. One YHW volunteer talked about the challenges for her, living in a family with stretched resources - read Kate's story here: <https://healthwatch-centralbedfordshire.org.uk/adjusting-to-lock-down-rules>

Young people should not be disadvantaged due to limited or lack of access to tools to help them learn from home.

The HWCB team sourced a reconditioned laptop, for the volunteer to use, and in the long term as a tool for all the Young Healthwatch volunteers to access for HWCB activity. The small financial outlay has made a significant difference. The Young Healthwatch volunteer told us that *'You are a lifesaver, I no longer have to do my work late at night. Thank you so much'*.

Connectivity is not just an issue for the young, there are people who are less skilled in the virtual world or are hampered by poor broadband in rural areas. It is important to remember that information sharing and engagement now, and in the future, is inclusive to all.

Communication



This pandemic, more than any other time, has highlighted the need to be consistent, to provide the most up to date and trusted information for the people we work with.

Whilst face to face communication has been significantly impacted, the virtual world has thrived.

It is important to remember that not everyone has the capability to engage with technology and at HWCB we aim to use a range of tools to ensure inclusivity.

A woman with short, wavy blonde hair is wearing a blue respirator mask with a circular filter. She is also wearing a maroon jacket and yellow work gloves. Her hands are clasped in front of her. She is looking upwards and to the right with a slight smile. The background is a plain, light-colored wall.

**Facing the future
(in a mask)**

*Photography by
Heather, Young
Healthwatch volunteer*

Facing the future (in a mask)

The easing of lockdown has not meant the switch to normality some may have imagined. We are still working in different ways; some of our volunteers are still shielding and the country remains vulnerable to this virus.

The future is somewhat uncertain, but it is clear that health and care services are moving forward.

We are communicating the changes as they happen, helping people to understand what a visit to the dentist, or the hospital, will look like in the future.

HWCB believe it is incredibly important to ensure that patients begin to engage with health services again, to ensure that other health issues are addressed and managed at the earliest stage to maintain wellbeing.



Some of our Young Healthwatch volunteers

Share your experiences of care... Because we all care

We all care about the NHS and social care...



...but coronavirus has placed these services under enormous pressure



There are lots of restrictions when it comes to visits and inspections to services and healthcare is being delivered digitally



It's more vital than ever that we understand people's experiences of care

People in England are grateful for NHS and social care services and want to support them in the future.



Three-quarters (76%)

of people think feedback is an important way to help improve services



Almost two thirds (61%)

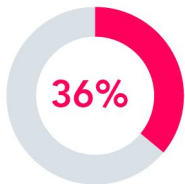
of people are more willing to actively provide feedback on their care

Over a third (35%)

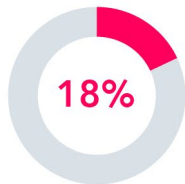
of people are more likely to donate to health and social care charities



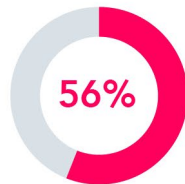
But, what stops people feeding back on care?



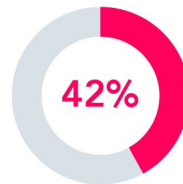
A third of people are reluctant to provide negative feedback in case it increases pressure on services or staff



A fifth of people are less likely to provide negative feedback on care due to coronavirus



Over half recognise the challenging circumstances health and social care staff face



42% don't want to cause further issues for services to deal with

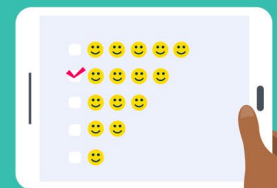
What can I do to help?

Now, more than ever, we need your feedback – both good and bad - to help services adapt to coronavirus.

Why should you share your feedback?

- Help services to identify and address issues during COVID-19
- Improve support for yourself, your loved ones and your community

You have already made a difference



7,200

recommendations from Local Healthwatch about improvements people want to see were shared with services in 2018/19

<https://www.healthwatch.co.uk/tell-us-about-your-experiences-nhs-and-social-care-services>

To help improve services for everyone, feedback on care at:
www.healthwatch.co.uk or speak to services directly

healthwatch



What next?

*Left and right:
Photography by
Heather, Young
Healthwatch volunteer*

What next?

HWCB will use this report and the activity we have undertaken to inform future work within the Central Bedfordshire community.



Whilst face to face engagement is still on hold we will continue to seek out ways to hear feedback and ensure that the user/carer/patient voice is heard.

HWCB are part of various health and care Committees and Groups across Bedfordshire that are putting together a Recovery Plan to ensure the health system is prepared and equipped for a new way of working. There will be a dramatic change in the way services are provided and delivered in the future and our focus will be to ensure that the decision makers are fully aware of local resident's views, and how they would like to access and receive services as we go forward.

If you would like to share your views please visit our website at www.healthwatch-centralbedfordshire.org or email us direct at info@healthwatch-centralbedfordshire.org.uk.



About Healthwatch Central Bedfordshire

Healthwatch Central Bedfordshire is the local consumer champion, promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire.

Healthwatch Central Bedfordshire (HWCB) has significant statutory powers to ensure that the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. HWCB engages and consults with all sections of the local population so that a wide cross-section of views are heard, understood and acted upon. Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch Central Bedfordshire is one of three local Healthwatch in the County of Bedfordshire and belongs to a network of local Healthwatch. Healthwatch England leads, supports and guides the Healthwatch network, which is made up of the national body and local Healthwatch across each of the 152 local authority areas in England.

Healthwatch is the only body looking solely at people's experiences across all health and social care. As a statutory watchdog, our role is to ensure that local health and social care services, and the local decision-makers, put the experiences of people at the heart of their care.

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Central Bedfordshire

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