

Welcome to the Herefordshire & Worcestershire Involvement Network update!

26 June 2020

Share your experience - Patient experiences during the Covid-19 pandemic

We are interested to hear [your experience](#) of being a patient during the pandemic period. If you have accessed any type of health service since March 2020 (the start of the Covid-19 pandemic), we are eager to hear your experience of the healthcare you received at this time. This can be any type of service, from a video GP appointment, to telephone advice from NHS 111 or for treatment at a specific location etc.

This survey should take no longer than 5 minutes to complete and you are welcome to complete it as many times as you like, if you have different experiences you would like to share with us. Your answers will be kept anonymous, unless you choose to give your name and email address in the last question.

The CCG will use your feedback to improve the patient experience of health services within Herefordshire and Worcestershire.

The full link to the survey form: <https://www.surveymonkey.co.uk/r/PEXC19>

Give your views – Health and Wellbeing Patient App Survey

Herefordshire and Worcestershire Clinical Commissioning Group is currently exploring how mobile phone applications (apps) can support people in our counties with their health and wellbeing. We are also developing an 'app library' specifically for our two counties, which would allow our local population to more quickly and easily find high quality, clinically safe, trustworthy apps.

We would very much appreciate if you would be willing to complete a short [survey](#) to help us ascertain your views on apps: <https://www.surveymonkey.co.uk/r/MKH3VMC>

This survey should take no longer than 3 minutes to complete. The survey will close on Friday 10 July 2020. We will use your feedback to inform the work we do on apps going forward.

Also if you have time, please do explore our app library **test site** and see if there are any apps that may be of use: <https://handwhealthapps.orchestra.co.uk/> If you do try this and would like to share your experience of the app library please email us at: hw.engage@nhs.net

Still time to give your views - How do you like to engage virtually?

Thank you to those who have already ready given your feedback! We've had a really good response from HWIN members and we will share the results with you once the survey closes. If you've not had chance to do the [poll](#), there is still time to be involved. We are keen to hear which 'virtual' engagement methods you like to use. This would be any engagement method, other than face-to-face.

This quick, 2 minute survey will close on Friday 3 July 2020. Full survey link: <https://www.surveymonkey.co.uk/r/HWINvirtual> Answers are anonymous.

We will use your feedback to better tailor our future engagement methods to your preferences.

Stay safe and healthy,

Helen, Ruth, Claire and Lucy

Contact Information

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The Engagement Team can be contacted by emailing: hw.engage@nhs.net Please email if you wish to unsubscribe from this mailing list. Herefordshire and Worcestershire CCG holds your details confidentially and will not share them with a third party. It is important for the CCG to ensure the details we hold are accurate, it is your responsibility to ensure that the details provided are accurate and that you keep us informed of any changes in the future. If there are any contact detail changes please notify us by using the email address above.