

## HOSPITAL DISCHARGE DURING COVID-19 - INTERVIEW INFORMATION SHEET

### What we are doing

We would like to ask you **about your experience of being discharged from hospital during November 2020 ONLY.**

We hope to better understand the following issues:

- how informed you felt about your hospital discharge;
- how the hospital discharge process went; and
- any follow up you may have received after your discharge from hospital.

If you are a **relative, unpaid or paid carer or friend** of someone discharged from hospital during November 2020 we would also like to speak with you about your view of the hospital discharge of the person you care for.

If you, or someone you care for, were discharged from hospital in any other month since March 2020 please complete our Survey's instead using the links at the bottom of this sheet.

### Why we are doing this

We will use the information you provide to write a report and make suggestions or recommendations to improve hospital discharge, from the point of view of patients. The hospital, and all the other services involved, want to improve the way they do things and are keen to learn from what we find out. They are pleased we are doing this piece of work.

### How we will do it

We would like to invite you to take part in an interview (about 30 - 45 minutes). Talking to us is entirely voluntary.

### Information to consider if you want to take part in an interview.

An interview will involve you having a conversation with us either by video call or over the phone at a time that suits you. You are welcome to have someone else with you if you would like.

You can decide not to answer any of the interview questions if you wish. You may also decide to withdraw at any time, you do not have to say why. We will delete any information you may have already given us.

### If you would like to take part please:

Telephone: 01386 565951 (answer phone - we will call you back)

Email: [mreilly@healthwatchworcestershire.co.uk](mailto:mreilly@healthwatchworcestershire.co.uk)

### What we will do with your personal information

The information you provide is confidential, anonymised quotes from your interview may be used. Your name or any other personal identifying information will not appear in any report or publications resulting from this work without your express consent. Taking part will not affect the care that you currently receive or may receive in future.

We will only use the information you provide for the reasons above, it will not be used for any other purpose. Even though the overall findings will be published, only relevant

members of staff or Directors of Healthwatch Worcestershire will have access to the record of the interview itself. There are no known or anticipated risks to you from taking. We may follow up with you issues raised in the interview sometime after it has taken place, but you will not be obliged in any way to participate further if you do not want to.

If you want to know more about how we deal with your personal information our [Privacy Policy](#) can be found on our website, or we are happy to post you a copy.

Patient Survey:

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

Carers Survey:

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