

Project Title: Service User and Carer Expérience of South Worcestershire Community Assessment and Recovery Service

Participant Information Sheet

Healthwatch Worcestershire (HWW) is an independent organisation, we are not part of the NHS or social services. We provide an independent voice for people who use publicly funded health and social care services. Our role is to ensure that people's views are listened to and fed back to people who run or pay for services so that they can be improved.

What we are doing

We would like to ask you to tell us about your experience of South Worcestershire Community Assessment and Recovery Service (SW CARS). There are two ways you can do this; you can choose to either have a conversation with us or complete our survey.

We hope to better understand issues like the following:

- Your waiting times for support
- Your involvement in your care planning
- Your awareness of how to make a complaint
- Your suggestions for how the service could be developed

If you have a relative, carer or friend supporting you through your treatment with CARS we would also like to speak with them about their experience.

Why we are doing it

We will use the information we collect to write a report and make suggestions/recommendations about SW CARS, from the point of view of patients.

Worcestershire Health and Community Trust (WHCT), who are responsible for the running of CARS, have helped us by sending this letter inviting you to talk to us about your experience. WHCT and CARS, want to review 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

Talking to us is entirely voluntary. It could involve you having a conversation with us either over the phone or by a video call at a time that suits you. You are welcome to have someone else with you if you would like. If you or your relative/friend/carer agree to take part I will contact you to make the arrangements.

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. Please do let us know by contacting me on the contact details below.

Complete a survey if you prefer

Alternatively, if you prefer to complete a survey please click on the link below to complete an online version or alternatively if you prefer a paper copy please contact us and we will post one to you with a Freepost reply envelope.

You will receive a test message from WHCT next week reminding you about this project and providing you with the link to the survey once again.

Service User Survey

Link: <https://www.surveymonkey.co.uk/r/SWCARS-SU>

Relative / Carer / Supporter / Friend Survey

Link: <https://www.surveymonkey.co.uk/r/SWCARS-Carer>

What we will do with your personal information

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

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

We may follow up issues raised in the interview with you, sometime after it has taken place. You will not be obliged in any way to clarify or participate further if you don't 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.

If you have any questions or would like any additional information, please feel free to get in touch.

Yours sincerely

Suzy

Suzy James
Engagement Officer
01386 565956 (answer phone - I will call you back)
suzyjames@healthwatchworcestershire.co.uk