

Understanding Patient and Carer Experience of Access to Information and Support Post Diagnosis

Interview Information

What is Healthwatch Worcestershire?

We provide an independent voice for people who use NHS and social care services.

What we are doing

Healthwatch Worcestershire are asking people about the information and support they have received after a diagnosis of Dementia. As a patient, relative, Carer or friend of someone who has experienced this we would really like to hear your views.

We hope to better understand the following:

- What information is provided to patients and Carers post diagnosis
- The experience of patients and carers with a diagnosis of Early Onset of Dementia
- What ongoing support is provided by health and social care
- Identify whether differences or inequalities exist in information and support provided across the diagnostic pathway

How we will do it

It will involve you having a conversation with us either in person, by phone or via MS Teams/Zoom - to suit you. If you would like to have someone with you for our interview you are welcome to do so.

If you would like to ask more questions about this, please let us know by using the contact details below.

What's involved?

The interview will be:

- With a member of Healthwatch Worcestershire staff
- supported by a Healthwatch Worcestershire volunteer
- last for about 30 - 45 minutes

Why is this important?

When the voices of patients and Carers are captured, it can help commissioners and service managers know what matters, and what makes the most difference for patients and Carers.

We will use the information that we find out to write a report and make suggestions / recommendations to try and improve access to timely information and support.

The health and care system, 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.

What are the possible benefits of taking part?

This is an opportunity to use your experience to speak about what's important to you as a patient or Carer. It is a way of telling the people who run health and care services, what you think would make a real difference to services and for people affected by dementia.

What we will do with your information

The information you provide is confidential, except that with your permission 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 part.

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

We hope you will want to take part, if you do, please contact us on: **01386 550264** or email **Suzy James** at suzyjames@healthwatchworcestershire.co.uk