

Please help us to help you. Be our eyes and ears to support the NHS and each other at this difficult time

I hope you; your colleagues, friends and families are okay.

At present, our opportunity to engage with West Sussex residents is limited to social media and responding to calls and emails via our Helpdesk Hub Team. We therefore need the support of our community partners to understand the experiences of your customers/clients at this time.

Our request is for you, your teams and clients to be the ‘**eyes and ears**’ of our communities to help to flag what is working well and where there are gaps and glitches within the provision and delivery of health and social care services in West Sussex.



This will enable us to use our statutory powers to influence change and support services to make a positive difference for the residents you support and others.

Please share with us - in whatever way is easiest for you (phone/email/website feedback) - any insight or experiences that your members are talking about or encourage them to contact us on **0300 012 0122** or **helpdesk@healthwatchwestsussex.co.uk**

For example:

- Information that is confusing or contradictory in relation to Covid 19 or any other health or social care services
- Services or initiatives that are working well having adapted to the pandemic - so that we don't lose any learning once the outbreak is over
- Any gaps or barriers to accessing support so that we can help get these addressed quickly

We will share back with you any changes that occur or useful information we obtain. The insight from you and our other community partners is crucial in order for us to deliver this!

Please share this email with all your colleagues/contacts to help pass our message on.

Finally, as a trusted source of information, we invite you to like and share our Healthwatch West Sussex social media pages.

Facebook: www.facebook.com/healthwatchwestsussex

Twitter: www.twitter.com/healthwatchws

Instagram: www.instagram.com/healthwatchws

For more information about us, please see our website www.healthwatchwestsussex.co.uk

I look forward to hearing from you and from your members/network, with their views and experiences. If you have any questions, please let me know.

Katrina Broadhill,
Healthwatch West Sussex Manager