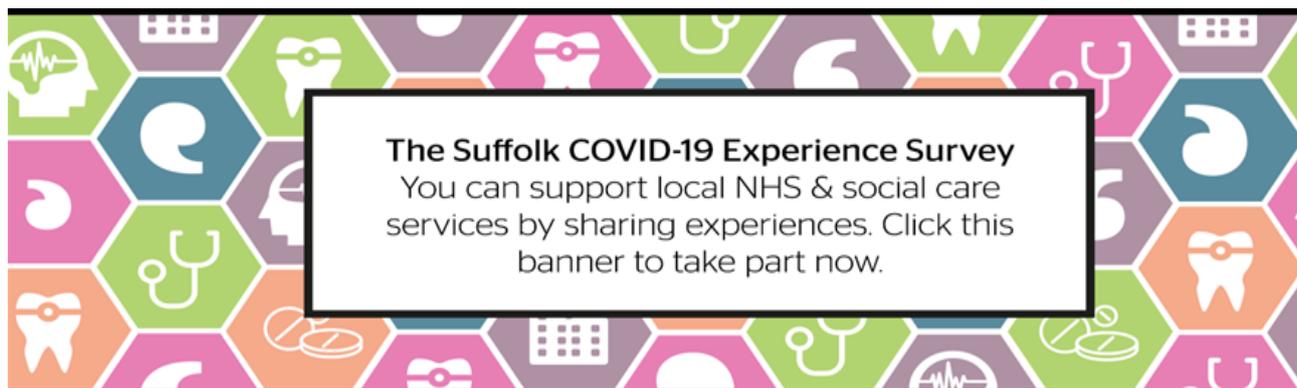


**From:** Brenda Crichton [brenda.crichton@healthwatchesuffolk.co.uk](mailto:brenda.crichton@healthwatchesuffolk.co.uk)   
**Subject:** The Suffolk COVID-19 Experience Survey  
**Date:** 24 April 2020 at 10:37  
**To:** [madeline.david.gray@btinternet.com](mailto:madeline.david.gray@btinternet.com)

BC



Dear all,

As you know Healthwatch Suffolk engages with patients, carers and their families about their experiences of health and care services. Right now, coronavirus means that we cannot reach people in local communities.

With so many changes happening across our local health and social care services, we need rapid feedback to understand more about how well they are working for local people. It is more important than ever that we continue to share your experiences with commissioners and providers so that they can:

- Improve and encourage best practice for patients, their carers and families.
- Identify any gaps in the care of those who are already coping with an existing condition.
- Use your feedback to have a positive impact on staff morale.

If you can, please support services by feeding back. You might think about your experience of:

- Diagnosis, treatment and support.
- How COVID-19 has changed the way in which you access local health and care services, particularly if you rely on them for regular care.
- How services responded to people who have become unwell with COVID-19 symptoms.

**Please take part in our anonymous survey now:** [www.surveymonkey.co.uk/r/HWSCovid-19](http://www.surveymonkey.co.uk/r/HWSCovid-19)

If you cannot take part online, please call freephone **0800 448 8234** and a member of our team will guide you through. You can also use this number for signposting to local support or information about services.

For more information about coronavirus in Suffolk and local service changes, please visit our website ([www.healthwatchsuffolk.co.uk/coronavirus](http://www.healthwatchsuffolk.co.uk/coronavirus)). You can also follow us on Twitter (@HWSuffolk), Facebook or Instagram (@healthwatchsuffolk).

We hope you stay well and safe during the present crisis.

Please do share this with your networks – professional and personal.

Thank you so much for your help.

Very best wishes,

Brenda Crichton  
Public Engagement Officer (West Suffolk) and Research Officer  
Healthwatch Suffolk  
14 Hillview Business Park  
Claydon  
Suffolk IP6 0AJ  
Tel: 01449703949

Email: [info@healthwatchsuffolk.co.uk](mailto:info@healthwatchsuffolk.co.uk)

Web: [www.healthwatchsuffolk.co.uk](http://www.healthwatchsuffolk.co.uk)

Follow Healthwatch Suffolk on [Twitter](#), [Instagram](#) or [Facebook](#)



**Address:** 14 Hill View Business Park, Claydon, Suffolk, IP6 0AJ

**Tel:** 01449 703 949

**Mob:** 07928 832 331

The content of this message including any expressed opinions are those of the author and do not necessarily reflect the views of Healthwatch Suffolk. Healthwatch Suffolk does not take any responsibility for the views or opinions expressed within the content of this message. This message is intended solely for the recipients named above. If you have received this message in error, please delete it immediately and do not disclose its contents to anyone without the sender's consent.



Our project exploring people's experiences in local care & nursing homes. [Click this banner for more information.](#)