

## Healthwatch coronavirus survey toolkit

Healthwatch Cambridgeshire and Healthwatch Peterborough have launched a new survey to find out people's experiences of health, social care, and community support since the start of the coronavirus crisis.

We've worked with local authorities and the NHS, as well as getting feedback from local people, to help us decide what questions to ask.

**We will be publishing fortnightly briefings on the latest data** to help our local authorities and NHS understand how things are affecting local people. The first one will be published at the end of June and then fortnightly after that.

We will also share what people tell us with Healthwatch England which will help inform the national response to the pandemic.

### Your help needed

But we need your help to share this survey far and wide with people across Cambridgeshire and Peterborough. So, we've created some resources to help you.

### Share on social media

**Please share any of our regular social media posts that we put out on our different platforms** - we are hoping to do lots of short videos about the survey.

We are on

- Instagram - [@healthwatchcambspboro/](#)
- Facebook - [@HealthwatchCambsPboro/](#)
- Twitter - [@HW\\_CambsPboro](#)

We've launched the video with a short vlog from local student Kirsty - and will be sharing more short videos over the coming months. Please do share them.

### Doing your own posts

We have created some resources so you can support the survey through your own social media channels.

#### Images




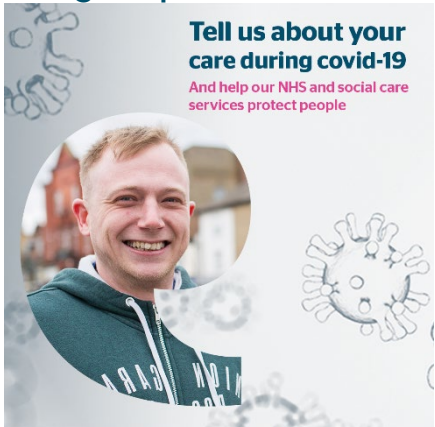
We have created some branded images for you to use. There are different sized images for different platforms.

Here's a link to download any images. Please download immediately as the link expires on 10 June 2020.

- <https://we.tl/t-wsNBNQJITb>

If you missed downloading them, get in touch with Angie - details at the end.

Some suggested posts - but please do personalise these to your organisation. And you can mix and match pictures and messages.

| Healthwatch Cambridgeshire  | Healthwatch Peterborough   |
|---|--|
| <p><b>Twitter post</b></p>  <p><b>Tell us about your care during covid-19</b><br/>And help our NHS and social care services protect people</p> <p>Has the NHS been here for you in the coronavirus crisis?</p> <p>Take @HW_CambsPboro survey and share your health and care experiences. #CambridgeshireTogether<br/><a href="https://www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews">https://www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews</a></p>   | <p><b>Twitter post</b></p>  <p><b>Tell us about your care during covid-19</b><br/>And help our NHS and social care services protect people</p> <p>Has your family's care been affected by the coronavirus pandemic?</p> <p>Please tell @HW_CambsPboro in their 10-minute survey.<br/>#PeterboroughTogether<br/><a href="https://www.healthwatchpeterborough.co.uk/coronavirus-yourviews">https://www.healthwatchpeterborough.co.uk/coronavirus-yourviews</a></p>   |
| <p><b>Instagram post</b></p>  <p><b>Tell us about your care during covid-19</b><br/>And help our NHS and social care services protect people</p> <p>How have health services changed for you during lockdown?<br/>*</p> <p>Health and social care services are working hard to care for us all in these difficult times.<br/>*</p> <p>Help us help you by telling Healthwatch more in their 10-minute survey. Search for Healthwatch Cambridgeshire and have your say<br/>*</p> <p>#CambridgeshireTogether<br/>#haveyoursay #listeningtoyou<br/>#healthstories #tellus<br/>#carestories #yourstory</p> | <p><b>Instagram post</b></p>  <p><b>Tell us about your care during covid-19</b><br/>And help our NHS and social care services protect people</p> <p>Like to thank an NHS or care home hero?<br/>*</p> <p>Tell Healthwatch why in their new 10 minute survey.<br/>*</p> <p>Search for Healthwatch Peterborough and have your say<br/>*</p> <p>#CambridgeshireTogether<br/>#haveyoursay #listeningtoyou<br/>#healthstories #tellus<br/>#carestories #yourstory</p> |



## Tell us about your care during covid-19

And help our NHS and social care services protect people

Have your say on changes to health and care services since the start of the coronavirus pandemic

Health and social care services are working hard to care for us all in these difficult times. And the way most services are provided is changing to help keep people safe from covid-19.

How have these changes affected you and those you care about?

Fill in a new survey from Healthwatch and tell them how these changes have affected you. And how you've coped during the lockdown.

What you say will really help local NHS and care organisations protect people during the pandemic.

<https://www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews>

or

<https://www.healthwatchpeterborough.co.uk/coronavirus-yourviews>

(Please do tag us)

We are also sharing videos on YouTube - why not share this instead?

- Check out Student Kirsty's call to action here:  
<https://www.youtube.com/watch?v=LzRN2GGlojI&t=2s>

## Suggested story for your website and newsletters

[You can just include details of the Healthwatch for your geographical area.]

### Take Healthwatch's new survey about your health and care during the coronavirus crisis

**How has the covid-19 pandemic and lockdown affected your health and care?**

Health and social care services are working hard to care for us all in these difficult times. And the way most services are provided is changing to help keep people safe from covid-19.

Healthwatch Cambridgeshire and Healthwatch Peterborough - the local champion for people who use health and social care services - want to know how these changes have affected you and those you care about?

They are also finding out what toll the crisis has had on mental health and well-being.

**I love the NHS: it's such a worthwhile service that really helps people when they need it. So, by taking part you can show why you love it too and help make it even better.** – said Sawtry student Kirsty

### About taking part

The survey is online, takes 10 minutes to complete and is anonymous. So you can share your or your family's experiences in confidence. Good and bad.

What you say goes back to the people running the health and social care system, so they understand what is working well or what needs to change and why.

Please take part and help our local NHS and social care system make sure everyone gets high quality and safe support.

If you need a paper questionnaire, please contact Healthwatch on 0330 355 1285 or text 0752 0635 176

Take the survey at:

- [www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews](http://www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews)
- [www.healthwatchpeterborough.co.uk/coronavirus-yourviews](http://www.healthwatchpeterborough.co.uk/coronavirus-yourviews)

(Less than 250 words)

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### And finally

If you have any questions, get in touch with Angie Ridley, Communications Manager at Healthwatch Cambridgeshire and Peterborough

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