

Healthwatch Northumberland
Adapt (North East)
Burn Lane
Hexham
Northumberland
NE46 3HN
Tel 03332 408 468 (Press option 4)
Fax 01434 605251
Email info@healthwatchnorthumberland.co.uk
Web www.healthwatchnorthumberland.co.uk



April 2020

Dear Sir/Madam,

Although our planned public engagement activity has been paused in response to the outbreak of COVID-19, Healthwatch Northumberland still has an important role to play.

As your local Healthwatch **we exist to hear and share your experiences of health and social care services.**

Your local **Healthwatch** are **keen to help NHS and social care services understand people's experience of COVID-19**, so that insight can be used to **address issues where possible**. If people are very satisfied with services, telling us about it will help **good practice be recognised and celebrated**.

At this challenging and unprecedented time, we want to hear how the spread of coronavirus has impacted you and your family and your access to health and social care services. We want you to share your experiences with Healthwatch Northumberland to **help us understand the experience of our communities and the challenges that we are all facing** in these unusual times.

All the information you give to us will remain **secure, confidential and anonymised**. Comments will only be used for the purposes of information and intelligence gathering and will not be passed onto any third parties or be used for marketing purposes.

We are also encouraging organisations, community groups and projects, to **share information about any service changes, community help and support**, available for individuals living in Northumberland. Email us via info@healthwatchnorthumberland.co.uk to share any updates!

Keep up to date with information on Covid 19:

- <https://healthwatchnorthumberland.co.uk/coronavirus-information-2/>
- Follow us on Twitter or Facebook

If you have **any health & social care questions** or **encounter any issues during the Coronavirus outbreak** contact **Healthwatch Northumberland - we are here to help!**

Thank you for your continued support.

Yours sincerely

Lesley Tweddell and Caroline Janes
The Engagement Team
Healthwatch Northumberland

