



Tell us your experience during the Covid-19 Pandemic Information Sheet

We are asking people who use services, their families and carers to take part in a survey about the care they have received since March 2020. This information sheet tells you more about the survey so that you can decide if you want to take part.



What is the purpose of the survey?

We want to hear about your experience of care during the pandemic.



We want to know what has worked well and what has not worked well.

We want to use this information to provide the best care we can for people who use our services.

Do I have to take part?

It is up to you to decide if you want to take part.

You can say **YES** or you can say **NO**.



If you do decide to take part your feedback will be used to help us to plan our services going forward.

What do I have to do?

We can ask you some questions over the telephone or you can complete an online survey.



If you are staying on one of our inpatient wards we can also talk to you face to face.

What happens to the information I give?

The information that you give will be recorded and stored safely within the Trust.

All information will be anonymous.

This means that there will be no personal information that could identify you.



What will happen to the results of the survey?

All the feedback will be gathered together into a report to help us plan how we can provide the best quality services for people.



The report will be shared with services in the Trust but also services outside the Trust so other people can learn from the feedback.

We will also share the report with our Patient and Carer Experience work and events where people who use services are involved.

Remember the feedback will not identify you or other people who have taken part in the survey.

If you would like to complete the survey over the phone with a member of the Participation and Engagement Team please call:



0800 145 6140



The link for the online survey is below

<https://www.surveymonkey.co.uk/r/C5GSSR5>