

Information Sheet - Your Experience Survey

You are being invited to take part in a survey that is being conducted by Cheshire and Wirral Partnership (CWP) NHS Foundation Trust. The survey is about your experience of the care you received from the Trust during the COVID-19 Pandemic.

We would like to hear about your experiences and value your feedback, as it will help us to ensure that we provide the best care possible, even if your contact was limited or has now finished.

The survey is confidential and does not include your name or any personal details.

Before you decide, it is important for you to understand why the survey is being done and what it will involve. **Please take time to read the following information carefully and decide whether or not you wish to take part.** Please ask about anything that you feel is not clear or request more information.

What is the purpose of the survey?

In response to the COVID-19 pandemic, the Trust introduced a number of changes to the way we deliver some of our services and this may continue in the coming months.

We would like to ask you some questions about how you have been affected by these changes. If you are a family member, friend or carer who helps to look after someone using our services, we would also like to ask you the same questions about how the person you care for has been affected by these changes.

Your feedback will really help us learn and understand how people have been affected by the changes that have been made to service delivery since the onset of the pandemic in March 2020. It will also help us to make plans and decisions about how to provide the best service and highest quality of care possible in these new circumstances.

The survey will enable you to tell us about the changes that you feel have been helpful and positive, as well as those changes that have not worked well and your comments on how we can continue to improve services.

If you are answering these questions as a carer, relative or family friend, but you have also accessed or used our services, we would be grateful if you could fill in two separate surveys.

Why have I been contacted to take part?

You have been contacted to participate in the survey as you (or someone you care for) have used or accessed CWP services since March 2020 and we would like to hear about your experiences during this time. You may have received information about this survey by email, online or from staff working at the Trust.

Do I have to take part?

You do not have to take part if you do not wish to. If you do decide to take part, you will have time to ask any questions about the survey, and your responses will be highly valued. If you decide to take part, you are still free to withdraw without giving a reason, prior to completing the survey. Withdrawing from the survey after feedback has been given will not be possible as we will not be able to identify your individual response. This is because the survey will not include your name or any personal details to identify you.

What do I have to do?

There are two ways to take part in answering the questions in the short survey; either by an online survey or a telephone interview. If you are staying on one of our inpatient wards, this can be a face to face interview, online or paper survey.

You will be provided with information about the survey and asked to confirm your consent to participate. Feedback will be collected online, or recorded in writing for those participating via telephone or 1:1 interviews. All information will remain anonymous and no personal or identifiable information recorded.

What happens to the information I give?

All feedback will be recorded and stored safely within the Trust. Information will be anonymous and will not ask for any personally identifiable information. All feedback will be provided in confidence and we will make sure that individuals cannot be identified.

What will happen to the results of the survey?

The feedback will be collated and used to help us to understand people's experiences of care and how changes to services may have affected people since the onset of the pandemic in March 2020. This feedback will then help us to make plans and decisions about how to improve the way we do things to ensure that we provide the highest quality of care possible in these new circumstances. This survey is part of a project across the Trust to reflect on, and learn from, the impact that Covid-19 has had on service delivery and experiences of care and findings will be shared across CWP and may also be presented in conferences outside of CWP so more organisations can learn from our experiences. We will share our information in our Patient and Carer Experience work and at future Listen and Learn events with people. However, please remember that individual feedback will not be identifiable.

Contact number to have your say via a telephone interview:

If you prefer to take part in the survey by sharing your experiences over the phone, please call a member of the Participation and Engagement Team on: **0800 145 6140**

Online Survey can be accessed here: <https://www.surveymonkey.co.uk/r/C5GSSR5>

Thank you for reading this information sheet and considering taking part.