



Experience of accessing healthcare services during COVID-19.

Information Sheet

Who are we?

The Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The CCG is responsible for understanding the health care needs of the population of Nottingham and Nottinghamshire and planning and paying for healthcare services. This includes listening to, and acting on, feedback from local people to make sure that services meet local need.

What are we doing?

The CCG and other NHS organisations have made changes to the way services are delivered during the Covid-19 pandemic. These changes have been made to help the NHS cope with the impact of Covid-19 and to keep our patients and staff safe. The CCG is seeking the views of local people on these changes. We want to learn from the pandemic, take on board the views of local people and make sure that we continue to provide services that meet the needs of our population. Some of the changes that we have made or seen during the pandemic that we want your views on include:

- An increase in the use of telephone and online consultations with health care professionals
- Reduced attendances at the Accident & Emergency Department
- An increase in the use of NHS111 or 111 online
- A new discharge assessment to speed up hospital discharges.

What would we like to ask you and why and how will this information be used?

We would like to talk to you about your experience of accessing healthcare services during the pandemic.

Even if you haven't accessed services your views are still important to us as we would like to know what you think of the changes and how they may affect you in the future. Your feedback will be used to help us develop the way healthcare services are offered following the Covid-19 pandemic.

Thinking about telephone or virtual consultations and discharge from hospital:

- Did the changes make it easier or more difficult to access healthcare?
- What could be done to address any problems you may have experienced?
- What changes to healthcare services would you like to see continue after the pandemic?
- Since there was a heightened awareness of coronavirus in the UK, have you or a member of your family been discharged from hospital? What was your experience of this?
- If you needed to use healthcare services during the Covid-19 pandemic, did you choose to use different services to those you would have used prior to Covid-19? Why was this and would you use the same service in the future?

Your feedback is extremely valuable to us and the section below describes how you can get involved between 9 July and 14 August 2020.

How can you get involved?

There are a number of ways you can get involved:

- Complete an online survey that is available here: <https://www.surveymonkey.co.uk/r/Y2K3675>
- Share your views with organisations/charities who are already supporting you either by telephone, email or virtual conversations
- Organisations/charities will be invited to participate in discussions to share the views of their service users through a virtual event
- Contact organisations working on behalf of the CCG to listen to your views either by telephone or email.



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To request this information in another language or format please contact the Engagement Team at: nnccg.team.engagement@nhs.net or call or text **07835 360071**.

If texting or leaving a message please provide your contact details and a member of the team will get back to you.