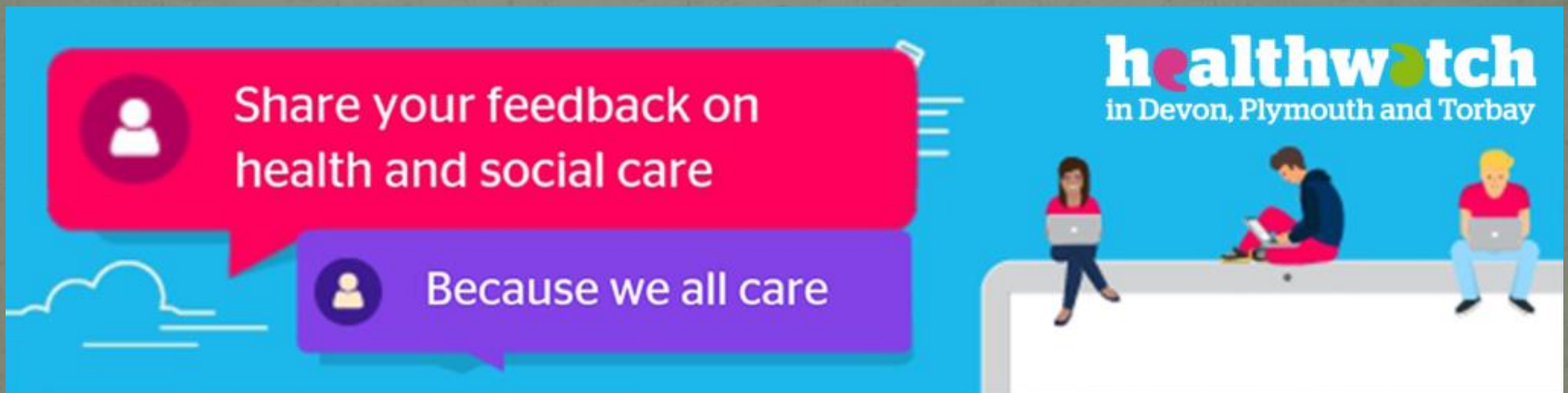


Engagement in a time of Covid

healthwatch
in Devon, Plymouth and Torbay

Kevin Dixon



The Challenge



2,590 square miles

1.1 million population

2 cities- Plymouth & Exeter

45 towns

470 villages

Ilfracombe to Dartmouth 105 miles: 2 hours and 20 minutes

Engagement before Covid



Lockdown



Been shielding because of COVID-19?

Share your experience with us



healthwatch
in Devon, Plymouth and Torbay



Coronavirus - (COVID-19)
Keep up to date with the latest advice
by clicking here.

Torbay Community Coronavirus Helpline



If you'd like to help out during these difficult times, or you're in need of help while self-isolated, give us a call:

TCDT: 01803 446022
BDC: 01803 857727

Torbay Community Development Trust: Mon-Sun, 8am-8pm
Brixham Does Care: Mon-Fri, 9am-4:30pm




14,000 calls
800 offers of help

Reports & Engagements

- The Doctor Will Zoom You Now
- Covid Ethics




NHS
Devon
Clinical Commissioning Group

Modernising health and care services in the
Teignmouth and Dawlish area

Public consultation – 1 September to 26 October 2020
Online public meeting 06
Saturday, 17 October, 2020
11am – 12.30pm

starting shortly...

**Review to be
launched**

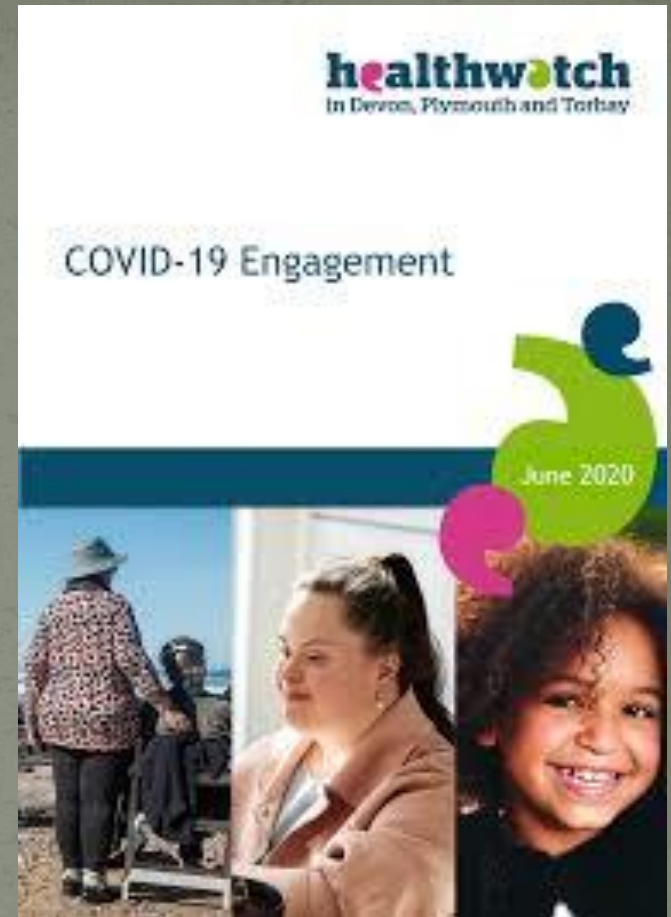
**Making Black,
Asian and minority
ethnic lives matter**

TORBAY.GOV.UK



Key Messages

- The value of community-based support
- Virtual Zoom meetings were valued
- Young Carers were especially challenged
- The 'Digital divide' and communication
- Excess national messaging from the media caused “switch off”, so WhatsApp and Zoom rose in use
- Local traditional signposting lessened in use
- Great concern about Mental Health and Wellbeing
- Access to green (and blue) spaces
- Absence of normal friend and family networking
- Fear around cancelled health appointments and their unknown reinstatement
- Difficulty in maintaining family contact for those in hospital
- School closure at a critical time for child development
- Family stress
- Loss of contact with community based mental health teams
- All amplifying the existing need of local people before the pandemic, which was already of concern



An Engaging Future?

- Weekly E News x 3
- Joint E Magazine with statistics
- Use of press releases with videos
- Rate & Review
- Healthwatch Assist
- Recruitment of patient, Carer and community representatives
- Digital Conferences
- Commissioned work – eg Teignmouth, Sid Valley



Calling all Community Groups!

We're looking for community groups & centres to join our Healthwatch Assist network & become part of our vital network of information!

Email hwassist@hwdevon-plymouth-torbay.org or call 0800 520 0640 to find out more

healthwatch
In Devon, Plymouth and Torbay



Sign up for our weekly e-newsletter to receive updates on local news, our latest reports, and consultations

healthwatch Torbay newsletter

“We know this is an extremely difficult time for all, particularly for local healthcare services and the NHS, who are working tremendously hard. Even though essential services are facing unprecedented challenges, it is really important that we as the consumer champion for health and social care services continue to listen to the community and share feedback with our stakeholders on what is working well or not so well and what may need addressing.”

Pat Harris, strategic lead for Healthwatch in Devon, Plymouth and Torbay

