**Because we all care**

*Template website news story*

**News story title**

**Help health and social care services recover from COVID-19 #BecauseWeAllCare**

**Intro**

Two-thirds of people in England say they are more likely to act to improve health and social care services since the outbreak of COVID-19. You can help improve care in [insert local area] by joining our campaign #BecauseWeAllCare.

**Main body text**

While NHS and social care services are doing everything that they can to support you and your loved ones, they need our help to know how they can improve.

Two-thirds (67%) of people in England say they are more likely to act to improve health and social care services since the outbreak of COVID-19. Is that person you?

Help us encourage people in [insert local area] to share their experiences of care by joining us and the Care Quality Commission in our new campaign #BecauseWeAllCare.

**Call to action box out** [for local Healthwatch using the new website, choose the grey block type]:

**Join the campaign: #BecauseWeAllCare**

Our new campaign aims to help services identify and, more importantly, address issues people are experiencing with their care. You can get involved with #BecauseWeAllCare by telling us your views about how health and social care support can be improved.

* Take part in our short, confidential [online survey](https://www.healthwatch.co.uk/because-we-all-care) [if you are running your own survey, replace the link to the Healthwatch England form] or via the [Care Quality Commission](https://www.cqc.org.uk/give-feedback-on-care)
* Contact us [insert the link of your contact us page] by phone or by email to share your experience, or for information about local services and support
* Share your experience, and encourage others to do so, on social media with #BecauseWeAllCare. Follow us on Twitter or Facebook [insert link to your social media accounts].

**Main body text continued**

**How do people feel about services since COVID-19?**

Our recent polling shows that people are more grateful for the health and care services they receive - particularly GP and hospital services - since the outbreak.

It also revealed that:

* Three-quarters (76%) of people surveyed said that feedback is an important way to improve services, yet despite greater public willingness to contribute, some barriers still remain.
* A third of respondents (36%) said they would be reluctant to provide negative feedback in case it increases pressure on services or staff.
* A fifth (18%) of people now consider themselves even less likely to provide negative feedback on care. Among the key reasons cited were a recognition of the challenging circumstances health care staff face (56%) and not wanting to cause further issues for services to deal with (42%).

People aged 18-34 have had the greatest change in attitudes towards care during the pandemic. The polling suggests that as well as supporting health causes, this age groups is now significantly more likely to feedback on care (72%), and to donate to or fundraise for a relevant health cause (52%).

[Tell us your experience](https://www.healthwatch.co.uk/because-we-all-care) [if you are running your own survey, replace the link to the Healthwatch England form]

**Quote**

[Insert quote from your Chair or Chief Executive. If you do not have one, use the following quote from Healthwatch England Chair, Sir Robert Francis.]

Sir Robert Francis QC, Chair of Healthwatch England said:

“These findings are good news. As the UK looks to the future after COVID-19, it’s never been more important for people to share their experiences of care.

“Services won’t bounce back overnight. There’ll be problems to tackle but also opportunities to make care better.

“You can help doctors, nurses and care workers find ways to improve support by sharing your experience.”

**Call to action box out** [for local Healthwatch using the new website, choose the grey block type]:

**Tell us your experiences #BecauseWeAllCare**

NHS staff are doing everything they can to support people through this pandemic, but services can’t improve unless we tell them how.

Have you had an experience of an online GP appointment, changes into support as a carer, or any other type of care or support from a health or social care service during COVID-19? No matter how big or how small, we want to hear how you think services in [insert local area] can improve in our short, confidential survey.