

Healthwatch Derbyshire  
Suite 14, Riverside Business Centre  
Foundry Lane, Milford, BELPER  
Derbyshire, DE56 0RN  
Tel 01773 880786  
enquiries@healthwatchderbyshire.co.uk  
www.healthwatchderbyshire.co.uk



13 August 2020

Healthwatch Derbyshire is currently conducting a project and invites you to get involved.

The project is looking into why people **may not** have accessed virtual appointments - this is when a doctor, nurse or carer provides support over the phone or via video rather than in person.

The aim is to gain an understanding of the knock-on effects of COVID-19 on Derbyshire residents unable to access virtual appointments as well as those who chose not to. This includes people whose appointments had been cancelled or postponed.

During the Covid pandemic there has been a significant rise in the use of digital services, such as telephone appointments, video consultations, text messaging and others. This project aims to highlight where virtual appointments may not have met the needs of patients and help to provide understanding for the reasons why people had not engaged with services in a virtual format.

Your feedback will be fed through to decision-makers to help shape how health services are delivered in the future.

### **What would you have to do?**

We anticipate the telephone interviews will take approximately 15-30 minutes and will take place up until 18<sup>th</sup> September 2020.

Alternatively, you can contact us via post and we will reply with a printed document for you to complete and return.

### **Get in touch**

To be part of this project by sharing your views please contact Healthwatch Derbyshire:

Telephone: 01773 880786

Post: Healthwatch Derbyshire, Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

**We store all personal information securely and will never, without your consent, pass on any of your personal details to any other organisation.**

Thank you in anticipation of your help and support at this time.

Yours sincerely

Healthwatch Derbyshire



A Company Limited by Guarantee.  
Registered in England No.8413881 Charity No. 1154278

