

Health and Well-Being Board 20th October 2021

HealthWatch Croydon Presentation

How do we gather people's views of local health and care services?

Presented by:

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Staff: Robyn Bone, Volunteer Coordinator,


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Methods of Gathering Information

- Face to Face interviewing
 - Focus Groups
 - Meetings with Speaker
 - Online Surveys
 - Paper Copy Surveys
 - Telephone interviews
 - Text messaged questions
 - Examining websites
 - Secondary data from other websites
 - Self reported experience on HWC website
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Impact of Covid Pandemic

- Staff working from home
 - No face to face work
 - Online communication
 - Surveys
 - Newsletters
 - Online meetings
 - Currently re-establishing a physical presence in Croydon, but staff still mainly working from home
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Why do we ask people to tell us about their experience of using services?

How do we use this information?


What if what someone tells us about their experience is not how the service is meant to work?



CUH Signage Project and involvement of Volunteers

- Pre-Covid, patients and visitors had problems finding their way around the hospital
 - Range of volunteers tested 19 different actual hospital letters and reported their experience
 - Our report was used by CUH when designing their digital signposting system, they also asked us to test it and report back
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Working with Croydon College T-level students

- Last year worked with 3 students, guided by them on what issues to explore
 - Advised and gave them the tools to carry out research even though the pandemic changed the plans and presented challenges
 - Good opportunity to empower students and enable them to gain skills and confidence
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Any questions?

