

Agenda

1	Welcome and overview of Cheshire Chat	Matthew Cunningham
2	Face coverings	Dr Sinead Clarke
3	Engagement and Communications	Matthew Cunningham, Katy Brownbill & Chris Lynch
4	Closing comments and next steps	Matthew Cunningham



Using Twitter today? Make sure you use our #CheshireChat!

Welcome and Overview

- Our third virtual Cheshire Chat webinar
- Continuing our new way of sharing information and listening to you
- Webinar how-to guide:
 - You're all muted and we can't see or hear you
 - The question function is to the right of the screen- please add your question here and we will try and answer as many as possible
- We will collate some Frequently Asked Questions (FAQs) to share following the event with all questions and responses

Listening to You

Tell us about your Health and Wellbeing during Coronavirus (COVID-19)

Local NHS and care services in Cheshire are doing everything they can to keep us well during this crisis.

They still value your feedback on the services they provide - what has been good; what would improve your experience; and what lessons can be learned.

Take our short survey on your experiences of health and care services during the Coronavirus outbreak.

www.healthwatchcheshireeast.org.uk/coronavirus
www.healthwatchcheshirewest.org.uk/coronavirus



Engagement and Communications plan

Matthew Cunningham

Director of Governance and Corporate Development

Katy Brownbill

Head of Communications, Marketing and Engagement

Chris Lynch

Governing Body Co-opted Lay Member

What have we said we want to do?

**Cheshire
Chat**

Shaping the future of local healthcare



We will be open and honest
and explain decisions

We want to
shape our
services with
you

We want our
residents in
Cheshire to be
actively involved
as equal
partners

We want to set up a group that is a mix of
our residents and people who work in
different organisations and voluntary
groups across Cheshire to help shape our
work

Continually look at how we
engage and encourage our
residents to tell us how we
can do this in a way that
suits them

We will work with our
partners across
Cheshire to speak
with one voice

We want to hear from
people who have used our
services and have 'lived
experience'

Promote equality, diversity, human
rights and inclusion. No community
or group will be left behind in our
plans

Involve our
residents in
our work at the
earliest
opportunity

We will continue to
bring together our
Patient Participation
Groups to help them
connect and support
working together

We will continue to
host our Cheshire
Chat online

What you have told us so far

How you prefer to engage with us

81% want online surveys

75% want virtual events

56% want bulletins and updates

Young people, especially from LGBT community are often missed

Inclusion is at the heart of the plan

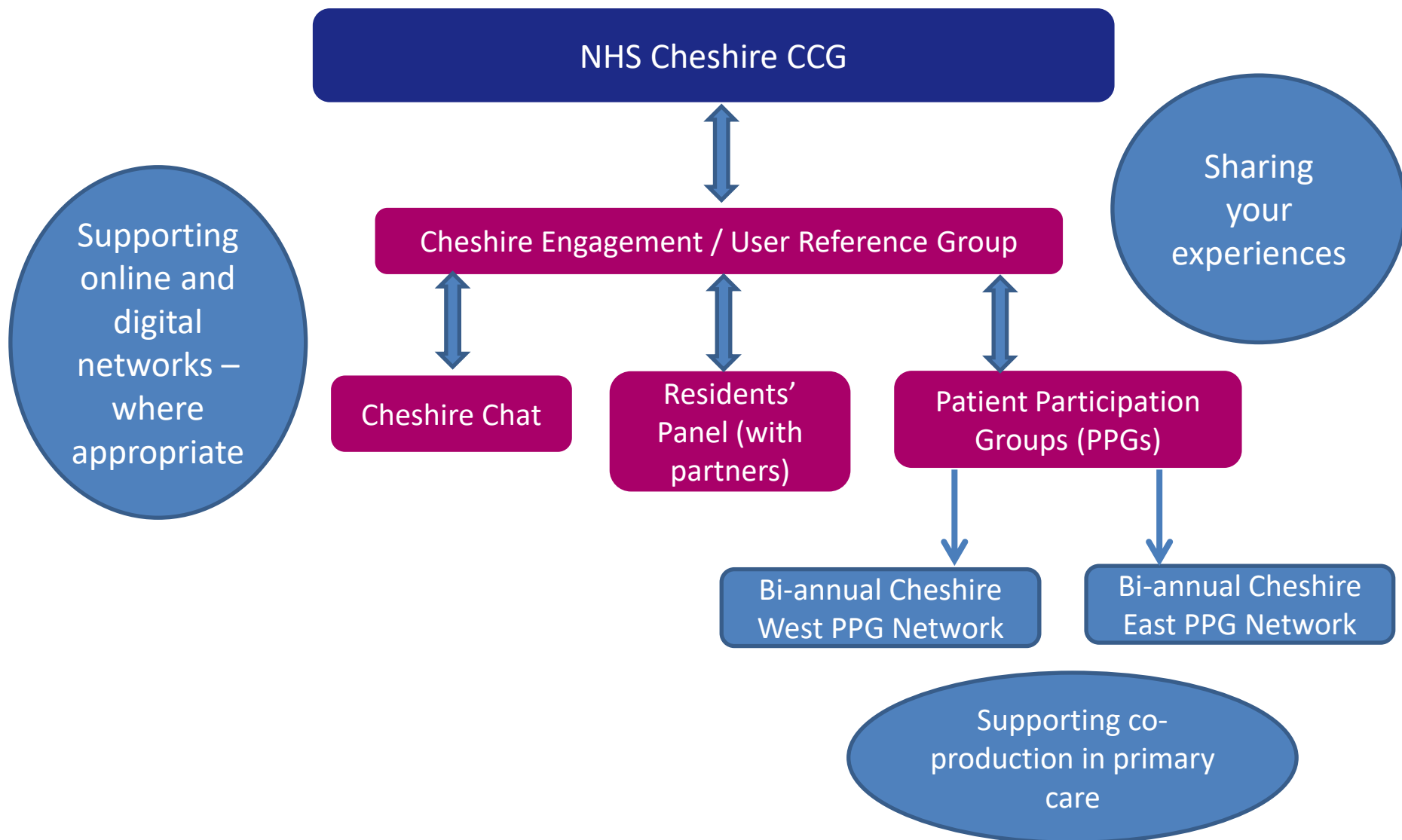
Over half of you told us that our plan is good

Engagement and co-production are key

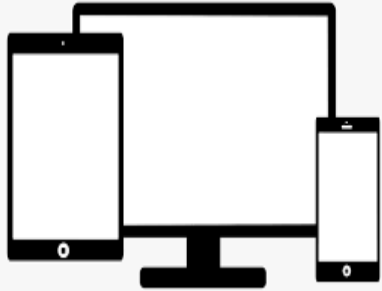
Keep it simple, its more effective

I am a member of my PPG and that's always been good, will that stay the same?

Engagement approach: How you'll be able to be involved



Let us know what you think



Visit
www.cheshireccg.nhs.uk
and complete our online
survey



You can call us to give us
your feedback



We can post you a copy of the
survey for you to complete

**Our survey is very short and
we want you to tell us**

How can we improve?

What have we missed?

**What would help you to engage and
to be involved with the CCG?**

**Cheshire
Chat**

Shaping the future of local healthcare



UK Government

NHS

CORONAVIRUS
STAY ALERT
TO STAY SAFE

Go to gov.uk/coronavirus

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

Thank you!