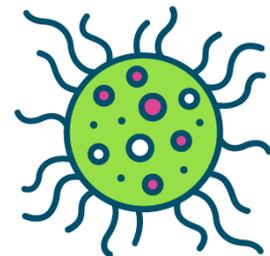




Welcome to our August update. During August, the Healthwatch Gloucestershire team have been helping people with enquires and complaints about accessing local health and social care services, we've continued to run our *Because we all care* survey about care during COVID-19, and we've been preparing for the important engagement work we have planned for the Autumn. Here are a few things we'd like you to know about this month...

How has your usual health and care been affected by COVID-19?

Are you living with a long-term condition? Has the way you access health and care services changed during Coronavirus? Has it been easier? Have you struggled to access some services?



If you can identify with these questions, then we want to hear from you.

We are researching experiences of non-COVID patients and service users during the pandemic. We want to hear how people have accessed their usual healthcare to identify the impact of coronavirus on ongoing health and care support to inform the future development of services.

Get in touch: Complete our [short online survey](#) or [contact us...](#)

Thanks for sharing and caring during COVID-19



Over the summer we talked to people who have been providing care for others during coronavirus, including unpaid carers and those working in social care. We want to say thank you to everyone who took part in our online focus groups and telephone interviews – your views and experiences will help to improve services in the future. Look out for the report on our findings in September.

Rules around wearing face masks

Although it is now mandatory to wear a face covering in shops and on public transport, some people are exempt. This includes children under the age of 11, and people who are unable to wear a face covering because of a disability or where it will cause severe distress. Find out more about the latest government advice: <http://orlo.uk/ZiADD>



Some supermarkets are providing lanyards to support customers who are exempt from wearing a mask, to help raise awareness and avoid misunderstandings. Do let us know if you are aware of any similar schemes. [Contact us...](#)



Share your views and get involved - help make health and social care better for you and your community

Healthwatch Gloucestershire is the county's independent health and social care champion. We exist to ensure that people are at the heart of care.

Our dedicated team of staff and volunteers listen to what people like about local health and care services, and what could be improved.

These views are then shared with the decision-making organisations in the county, so together we can make a real difference.

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