



July 2020

Young volunteers wanted for mystery shop



We would like people aged 16-25 to take part in our mystery shop focusing on what's good and what could be improved about mental health support available locally for young people.

Julie Brown, Acting Manager, said: "We want young people to help us with this project so we can understand how well online mental health support works for them and what changes they would like to see."

"Sharing your views can make a real impact on how these services are developed, and even if you can only spare an hour or two, your feedback will be invaluable in ensuring young people's voices are heard."

More information and details of how to sign up are on our [website](#).

Sign up

Guided by You: Our year of highlights



Gathering thousands of your health and social care stories and championing what matters to you have been at the heart of our work over the past year.

Published at the end of June, [Guided by You](#) showcases how we've made a difference to your community and how we've helped you find the answers you need.

Read more about our work and what we'll be focusing on in the year ahead in our annual report.

Read more

What we're hearing from you during Covid-19



Our Covid-19 Insight Reports provide a snapshot of what you are telling us and about how services are responding to the outbreak.

In [our latest report](#), we've heard about people's experiences of accessing GP services and treatment, and found that people's mental health and wellbeing continues to be affected.

We've also seen that local voluntary groups and organisations are providing a range of services that people have found useful during the pandemic.

[Read more](#)

Advice and information on coronavirus

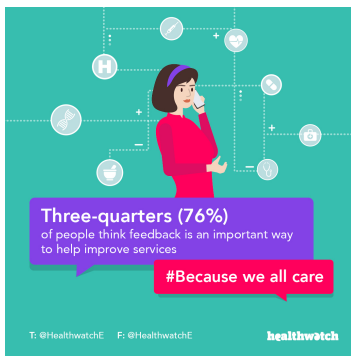


We continue to update [our website](#) with the latest advice and information around the pandemic.

Here you'll find new guidance on [shielding](#), advice on [getting and NHS dentist appointment](#) and where to get support for your [mental health](#).

[Read more](#)

Help services recover from Covid-19



[Healthwatch England](#) and the [Care Quality Commission](#) have launched #BecauseWeAllCare, a joint national campaign asking for the public's views on how health and social care services can respond and improve in the wake of Covid-19.

Take part in a short, confidential survey to share your experiences - big or small, good or bad.

[Read more](#)



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