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|  | **Easy Read:**  **What do you think about changes to health services during Covid-19?** |
|  | **Who we are:**  **We are the Nottingham and Nottinghamshire Clinical Commissioning Group or CCG.**  **We are the people at the NHS who plan and pay for health services.** |
|  | **What we would like you to do:**  **Tell us what it has been like for you to use health services during Covid-19** |
|  | **About the questions**  On the next page are questions we would like you to answer. |
|  | Please ask the person supporting you to write your answers down for you. |
|  | **Question 1:**  **Have you had a telephone or video consultation with a doctor or a nurse?** |
|  | **What did you think about using the phone or video instead of going to the surgery?** |
|  | **Was it good – why?** |
|  | **Was it bad – why?** |
|  | **What could make it better for you?** |
| **Answer to question 1** | | |

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|  | **Question 2**  **Have you left hospital (discharged) between March and July 2020?** | |
|  | | **How did it go?** |
|  | **Was it good?** | |
|  | **What is bad?** | |
|  | **What could have made it better for you?** | |
| **Answer to question 2** | | | |

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|  | | **Question 3:**  **Have you used any different health services to those you usually use during Covid-19?** | |
|  | | | **Which different services did you use?** |
|  | | | **How did it go?** |
|  | | **Was it good?** | |
|  | | **What is bad?** | |
|  | | **What could have made it better for you?** | |
|  | **Would you use those services again?** | | |

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| **Answer to question 3** |

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|  | **What you need to do next:**  When you have answered your questions, you need to send them back to us. |
|  | The person supporting you will help you to do this. |
|  | **We need your answers by:**  Friday 14 August 2020. |
|  | **You can email them to:**  [nnccg.team.engagement@nhs.net](mailto:nnccg.team.engagement@nhs.net) |
|  | **You can post them to:**  **Freepost RTGE-CRAT-BABH**  **NHS Nottingham & Nottinghamshire CCG**  **Birch House**  **Mansfield**  **NG21 0HJ** |
|  | | **If you have any questions you can talk to someone by phoning:** |
|  | | **Julie Andrews**  **Telephone:** 07802 6555511  **Email:** [nnccg.team.engagement@nhs.net](mailto:nnccg.team.engagement@nhs.net) |