

You said, we did



Last time we looked at COVID-19. We found people didn't have internet access, or understand the messages

## You said, we did

Our consultation in June was about COVID-19 and isolation.

We found out people needed:

- better access to the internet, and
- better communication



We shared our report with lots of people and groups

## We wrote a report

- It included recommendations for how internet access could be improved.
- We shared our report with lots of people and groups who we hope can help to make a difference, including:
  - CCC Commissioners and assistants for LD, autism and 0-25
  - Foundation for People with Learning Disabilities
  - LDP and Physical Disability Boards
  - Adult Social Care Forum
  - Autism Spectrum Consortium
  - Healthwatch Forums
  - Cambridgeshire and Peterborough CCG
  - VoiceAbility Policy team who share our findings with groups such as the Health and Wellbeing Alliance, Complex Needs Consortium and politicians



## Making a difference

Tracey Bingham, Co-Production Lead

Children and Young People's Health Services  
Cambridgeshire and Peterborough told us:

“The report has been read by the Team Leads in the School Nursing service and the Children's Therapy Services (Occupational Therapy, Physiotherapy, Community Paediatricians and Speech and Language).

**We are particularly looking at the IT issues for young people during Covid** as we intend to keep video appointments for at least until the end of the year and then into the future as an optional way of having a consultation with a clinician.

The information around conflicting messages and how we communicate information is **helping us redesign how we write letters and also in the structure of our current website** and in the future for a completely new design late next year.”

People read our report and are now

- looking at IT issues for young people, and
- re-designing letters & websites



## Making a difference

Our colleagues in VoiceAbility's policy team told us:

“On the two main points around communication and digital access, we fed those into a **discussion with the Department of Health** today for a piece of work they are doing on **recovering from Covid and health inequalities.**”

VoiceAbility fed our results into the Department of Health's report (on COVID-19 and health inequalities)



Department of Health & Social Care

Anyone else?



We decided to look at communication this time

## You said, we did

And also choose “Communication” for our current consultation. We’d like to help make communication easier to understand.

VoiceAbility

**What do we think this all means?**



- Some people have been really cut off during isolation
  - We think many of them would benefit from having access to the internet

VoiceAbility

**What do we think this all means?**



- Some people have been really confused by the Covid-19 messages
  - We think having clear communication about how and when people can return to normal (college, day services, volunteering etc) would help people