

Dear East of England resident

I am writing to you on behalf of regional NHS organisations and local authorities to seek your help in understanding how health and care services have changed during the Covid-19 pandemic. I am Chief Executive of the Eastern Academic Health Science Network, an independent organisation, funded by the NHS, which supports innovation and transformation across the health and care sector in the East of England. We are seeking to collect your insights into any health and care innovations and transformations that you have witnessed during this period. We are keen to understand what has worked, what has not worked, and what you think the health and care sector could do differently for a better citizen/patient experience.

I am asking you to complete the attached survey as someone who is eligible to use health and/or care services in the East of England. This is entirely anonymous and does not collect any data that could identify you; all data is managed according to the General Data Protection Regulations (GDPR) and will not be retained for any purpose. We have partnered with RAND Europe in Cambridge to analyse the data and will make our report available across the region to help improve future service provision.

As we move from managing Covid-19 to the gradual recovery and transformation of our services, we are seeking your input to guide us in what should form part of our recovery and future programme. We want to understand what has been happening across the region over the past few months and identify any best practice that can be shared. We are particularly keen to hear from you as someone who may have used our services, for yourself or a loved one.

Please consider completing the attached survey and letting us know about your thoughts and experiences. Please pass this letter and attached survey on to anyone else that you think may be interested in submitting a response. Thank you for your time.



Piers Ricketts (Chief Executive of Eastern AHSN & Chair of the AHSN Network)

on behalf of East of England local authorities/local government and regional NHS working together in partnership