

## Message from Liz Davenport, Chief Executive

This summer we took the opportunity to ask you to tell us what you thought about our newsletter, *Health and Care Insights*. The newsletter was originally designed to give people living in our communities information about how our care model changes are being put in place, and what difference the changes were making for local people.

We wanted to make sure that this was still meeting your needs so we decided to ask for your views. Thank you to all those people who took the time to reply.

This is what you told us:

- There is a need to focus on both health and social care
- Local news that relates to individual services and communities (for example, the recent public engagement/consultation in Teignmouth/Dartmouth) needs to be balanced with general changes in health and care services, such as the introduction of the NHS Quicker app, or our work to expand our community health and care teams.
- We need to remember to talk about both acute and community services.
- You have questions that our existing engagement channels are not always answering or addressing.
- We need to highlight the successes of all staff, and feature teams/departments and individuals from across the Trust
- We are to describe the impact of the changes that are made in a way that makes sense for the people reading the newsletter.
- Keep it short – ideally two pages.
- Frequency is about right.

You may see the full set of survey results and comments by clicking [here](#).

In response to your feedback we are going to try out a new format starting in November, which will include:

**The Headlines** – a summary of what is new and up and coming across our health and care community.

**Your Questions** – we invite you to send in your questions and each month we will publish a sample of these, focusing on a particular theme.

**Let's Celebrate** – we want to share all our successes whether from individual staff, teams, departments or the people we care for, or both. This section will feature patient/client/service user and staff stories from across all our services.

**How we are making a difference** – here we will share with you the impacts of the changes we are making, so that you can see where and how our changes are making a positive difference.

Please keep your thoughts coming (email [tsdft.communications@nhs.net](mailto:tsdft.communications@nhs.net) ) and we will continue to develop our offer to meet your needs.

Thank you again for taking the time to give us your feedback.

A handwritten signature in black ink, appearing to read 'Liz Davenport'. The signature is fluid and cursive, with a large loop at the end.

Liz Davenport  
**Chief Executive**