TEN THOUSAND **MORE** VOICES

Improving the Bereavement Experience

www.10000voices.info

HSC Bereavement Network

Patient and client experience is recognised as a key element in the delivery of quality healthcare. In line with this the Public Health Agency (PHA) is carrying out an extensive piece of work across all Health and Social Care Trusts (HSCTs), with the aim of introducing a more patient and client-focused approach to services and shaping future healthcare in Northern Ireland. This is called “10,000 More Voices”.

We want to invite families, carers and staff to share their experiences of bereavement so that we can better understand the impact of care delivered by health and social care staff at this time.

Sharing your experience will help us to determine whether our care before, at the time of, and after death is as supportive, safe and compassionate as it needs to be.

Before you decide to share your experience with us, please read the following information carefully.

Do I have to Take Part?

Participation in this survey is voluntary and we thank you for considering taking part. By completing and returning a questionnaire you are consenting to your anonymous information being used for research, statistical and analytical reports and staff education and training, for the purpose of developing and improving end of life and bereavement practices.

Will my personal information be kept confidential?

Yes if you agree to share your experience with us, all personal information will be kept confidential. We do not need to know your name. When telling your story, it is important that you do not record the names of any family members, carers or professionals.

All information will be handled and stored in accordance with the Data Protection Act 1998.

Please note we will not be able to follow up on individual stories. However in the interest of patient safety, if poor or dangerous practice is identified this will immediately be reported to the relevant Trust so that appropriate action can be taken.

How do I share my experience?

If you would like to share your experience with us, you can:

- Complete the survey at **www.10000voices.info** - (click on Experience of Bereavement Survey)
- Request a paper version of the survey of the Bereavement Coordinator in your area using the contact details on the back of this leaflet. This can then be returned free of charge in the envelope provided with the survey.

What happens to the information gathered through '10,000 More Voices'?

The information will be recorded and the main themes identified using a software package called Sensemaker. Reports and recommendations will be published on **www.publichealth.hscni.net** and **www.hscbereavementnetwork.hscni.net**.

What if I need support?

We understand that revisiting your experience may be difficult emotionally. Please contact the Bereavement Coordinator in your area, they can provide you with further information on taking part, and let you know what support is available afterwards should you need it.

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Belfast	Heather Russell	07920 186 935	heather.russell@belfasttrust.hscni.net
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HSC Health and Social Care

Designed by Communications Department, South Eastern HSC Trust