

LEAVE
NO
ONE
BEHIND

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Regular and **open communication** with residents has been a really important part of our response to the pandemic.

Public Health Team, Kirklees



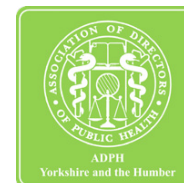
Regular and open communication with residents has been a really important part of our response to the pandemic.

We do a data update every single week and we have done since the early months of the pandemic. We also communicate regularly with elected members and tell them when outbreaks are happening in their area. Getting our communication protocols clear and trying to be as transparent as we can is really important. That lesson was learnt early on. When we had local outbreaks, people made it clear to us that they wanted as much information as possible, so that's what we gave them, backed up with the right help and guidance.

We regularly email residents with updates, advice and guidance and this has been a major success for us. The feedback we've received has overwhelmingly been positive and I think it's important that during such difficult and worrying times, people hear directly from me as their local Director of Public Health.

What are the key points in this story extract?

How does it resonate (or not) with your own experience of the COVID-19 pandemic?



IDEAS
ALLIANCE