

# Provider Forum Feedback

**Question 1: What challenges do you anticipate over winter and how will your organisation prepare for these pressures?**

Staff Shortages and Sickness  
Increased Demand and Pressure  
Infection Control, Access to PPE and Vaccinations  
Transport and Accessibility  
Cost and Financial Pressures  
Communication and Coordination  
Preparedness and Planning  
Support for Staff and Clients  
Community and Social Support  
Quality and Safety

- Online tools – Bulletin, Provider Hub site & Frontline
- Extended Employee Assistance Programme
- Care sector uplifts to support staff retention

**Question 2: What support and communication do you need from ECC, NHS and the Key Partners?**

Effective Communication and Improved Coordination  
Support and Resources  
Streamlining Discharge Processes  
Training and Education  
Infrastructure and Logistics

- Closer links with TOCH / D2A colleagues
- Provider voice at forums
- ECL Sensory Service and other stalls available