**Pandemic Response – guidance and communications**

**The guidance you use**

* What guidance do you use? If Scottish Government (SG) + Public Health Scotland (PHS) have guidance on webpages, do you use a particular one or both?
* If SG send letters but PHS guidance is not yet up to date, what do you follow?
* When you receive a letter from SG, what do you do with this? *(read, forward, print, check webpage)*

**Accessing and navigating guidance**

* How easy have you found it to access guidance?
* How easy is it to find updates?
* How easy it is to understand updates/guidance? – language used, how it’s communicated, finding changes
* Does highlighting key changes in email communications and guidance documents help?
* How easy are the webpages to navigate?
* How often and when do you check webpages?

**Contact**

* How do you and your suppliers like to be contacted? Emails from SG? Prefer to check webpages?
* Would you prefer updates to provider forums rather than separate SG emails/communications?
* What changes need communicated by SG?

**Going forward**

* Do we stop sending letters and keep webpages updated with changes?
* Do we wait for a fuller update (less frequent contact) or issue smaller updates (more frequent)?
* What do you and the service providers you are representing need?