



**healthwatch**  
Somerset



## **FROME & DISTRICT DAY CENTRE**

### **FROME TOWN FOOTBALL CLUB, FROME**

On 9 May 2016, Healthwatch Somerset engaged with Frome and District Day Centre to hear their experiences of accessing health and social care services in the area.

## **INTRODUCTION**

The Frome and District Day Centre is for people 50 years plus for meals, friendship, companionship and activities.

Meetings are every Monday and Thursday to provide hot lunches for members. An average 120 people attend each week.

The project is run by volunteers.

## **Background**

In February Healthwatch Somerset briefed the Frome Mendip Community Support Forum about its services. Following this we were invited to brief the members of the Frome and District Day Centre on what we do.

A date was arranged and in May when Healthwatch Somerset staff and volunteers attended one of the twice-weekly luncheon meetings.

A presentation was given about Healthwatch services and members of the group were asked about their experiences of health and social care in their area.

## **What we did**

After a short talk to members of the Frome lunch club about Healthwatch Somerset, Healthwatch staff and volunteers talked to people in small groups to hear their issues and concerns and to help with filling in forms.

## **You said**

### **Members expressed:**

- **Dissatisfaction with the way in which appointments are managed at the new medical centre in Frome.**
- **Difficulties with the way in which repeat medication is sometimes managed by GPs.**

## Themes

### Management of GP appointments

## Next steps

Healthwatch Somerset will contact the organiser of the luncheon club to discuss further opportunities to visit the group and explore the value of providing a more regular drop in facility to the group so that those members who may not have felt comfortable speaking to us on the day can have an individual conversation with a member of the Healthwatch Team.

All the feedback provided through this engagement project has been inputted to Healthwatch Somerset's Feedback Feed Forward database and will be included in the Healthwatch Somerset quarterly report. Healthwatch Somerset will be sharing this report with Healthwatch Somerset partners including Somerset Clinical Commissioning Group, the Health and Wellbeing Board, Somerset County Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Somerset Executive Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Somerset website and circulated to our mailing lists via the monthly e-bulletin.

## Looking forward....

### **Plans for future work between Healthwatch Somerset and members of the Frome and District Day Centre members.**

Healthwatch Somerset welcomes and encourages members of the Frome and District Day Centre community or those who support them to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch Somerset also supports people to become volunteer champions so that they can represent the experiences and needs of their community. If you would like to find out more about volunteering with Healthwatch Somerset, please contact us using the details below.

## Tell us your story...

Healthwatch Somerset want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text somerset followed by your message to: 07860 021 603



Email us: [info@healthwatchsomerset.co.uk](mailto:info@healthwatchsomerset.co.uk)



Call us: 01823 751 403



Write to us at: Healthwatch Somerset,  
c/o Somerset Rural Youth Project,  
Unit 2, Suprema Estate,  
Edington, Bridgwater, TA7 9LF

Or visit our website to see more at: [www.healthwatchsomerset.co.uk](http://www.healthwatchsomerset.co.uk)