



HEARING VOICES SUPPORT GROUP – 6 APRIL 2017

Healthwatch Somerset visited the Hearing Voices support group in Taunton to introduce Healthwatch Somerset and to listen to any issues or concerns the group wanted to discuss.



INTRODUCTION

The hearing voices group has been running now for several years, and has just received funding from the Somerset Partnership to run for a further year. There were only two people attending at the time of visiting, but we were told there are sometimes six or more people at the group.

You said

Finding Work

It is difficult to get work, or even volunteering opportunities. People discriminate against me because of my disability.

I don't know where to find help to get work.

I would like to volunteer for somewhere like the National Trust, but have problems filling in forms.

It is soul destroying filling out application forms year after year and never hearing back.

Those who come to the group walk as transport and parking are expensive.

It can be difficult for a new person to come to the group for the first time. They need support to come.

There is a need for a befriender service.

Hearing Voices Group

6 April 2017

“How can you get employment with this disability?”

“There are always transport costs to getting support”

** comments received

07 Negative



0 Mixed



0 Positive

The themes analysed from the feedback focusing on services, were:

- i. Not knowing where to find help to get a job
- ii. Needing support to access support

Conclusions

Those we spoke to said they felt isolated because of their disability and felt many people felt discriminated against. This made it difficult to find work opportunities, or to know where to turn for help.

Next steps

Healthwatch Somerset will.....

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 (www.healthwatchsomerset.co.uk) and circulated to our mailing lists via the monthly e-bulletin.

Healthwatch Somerset welcomes and encourages members of the hearing Voices Group 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.



Email us at info@healthwatchsomerset.co.uk



Call us: 01278 264405



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 find out more at: www.healthwatchsomerset.co.uk