



**healthwatch**  
Somerset



## **PARKINSON'S UK – BURNHAM**

**CATHOLIC CHURCH HALL, BURNHAM ON SEA**

On 11 July 2016, Healthwatch Somerset engaged with Parkinson's UK – Burnham on Sea Support Group to hear their experiences of accessing health and social care services in the area.

## **INTRODUCTION**

The Parkinson's UK Burnham on Sea Support Group offers information, friendship and support to local people in Burnham on Sea and the surrounding area with Parkinson's, their families and carers.

Meetings are every second Monday of the month. An average 25 people attend each month.

The group is run by volunteers.

## **Background**

In June, the leader of the Support Group contacted Healthwatch Somerset to make us aware that the CCG are currently considering withdrawing funding for the area's Parkinson's Support Nurse, which will reduce the number of PD nurses in Somerset to two. (As a comparison, there are nine in Devon). We were invited to brief the members of Support Group on what we do.

## **What we did**

On Monday 11 July 2016 Healthwatch Somerset attended the Group to talk about our service.

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.

## **You said**

### **Group members expressed:**

- **Concern at the imminent removal of the area's Parkinson Support nurse which will leave only two PD nurses to provide support across the whole of Somerset.**
- **Frustration that the information and support available to them is not consistently or clearly marketed. One member told us that it was 18 months (after diagnosis) before they discovered PD nurse support was available to them.**

- **Frustration the lack of doctors at Burnham and Berrow Medical Centre. Healthwatch Somerset was told that a sixth doctor is about to leave the Centre (retirement) and that none of the five doctors who have left previously have been replaced. The shortage of doctors is impacting on local residents – group members told us that they have to wait at least 2-3 weeks and even longer if they need to see a named doctor.**

## **Themes**

**Difficulties in accessing PD nurse support for Parkinson's**

**Difficulties in accessing doctor appointments for patients registered with Burnham and Berrow Medical Centre.**

## **Next steps**

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....**

Healthwatch Somerset welcomes and encourages members of the Parkinsons UK Burnham On Sea 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,  
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Edington, Bridgwater, TA7 9LF**

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