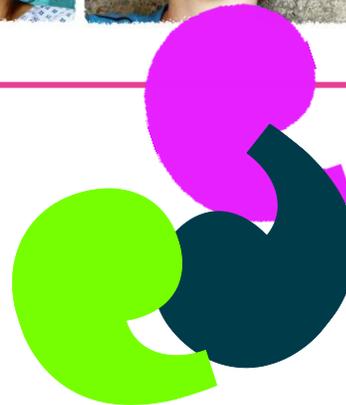




**healthwatch**  
Somerset



# RE-THINK ADVICE DAY. 6 JULY 2016

Healthwatch Somerset held a stand and gave a presentation on patient and public engagement at this advice day hosted by Rethink.. We spoke with members of the public and networked with other agencies including the Fire Brigade, Rethink and the Alzheimer's Society.

## Context or background

Participation in the network of networks meetings had highlighted a need for Rethink staff, service users and their carers to be made more aware of Healthwatch Somerset and its work in order that they can bring issues to the project.

We were invited by Rethink Connect to participate in an Advice day that they were organising for Service Users

## What we did

Two members of the Healthwatch Somerset team, including a development worker and the project coordinator attended the Advice day. They gave a presentation about Healthwatch and its work and heard issues from Service users of Rethink Connect.

## You said

- **Concerns about poor discharge management from Western General Hospital. Commentator has early stages of dementia and lives on their own with no family or friends they can call on. They were discharged late at night from General western Hospital and struggled to cope with settling in back home.**
- **The Red Cross at Western general Hospital had been involved in a successful discharge experience by supporting the patient to settle in**

# RETHINK CONNECT ADVICE DAY – 6 JULY 2016

- Hospital discharge
- Hospital inpatient experience
- Services and support available

back home ensuring the patient bathroom was clean and that they even picked up some essential shopping.

- We heard about a poor experience at Musgrove Park Hospital, Gynaecology department; the patient felt ignored by the consultant and was given information about their results while still woozy from the anaesthetic, with no opportunity to discuss them later.
- We also heard from members of the public who asked questions about the different ways that people can give feedback about services.

## **Next steps**

### **Healthwatch Somerset will.....**

Record the issues and analyse the issues data to examine whether themes exist which can inform our workplan.

### **Looking forward....**

A member of the Healthwatch staff team will attend a Rethink Connect staff team meeting to explore the services involvement in our work generally and in particular in the pieces of work being planned around Loneliness and Isolation and the Accessible Information Standards.

## 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)