



New provider of out of hours GP care in Somerset

Healthwatch Somerset has welcomed an announcement that a new provider will run the out of hours GP services in the county.

Somerset Clinical Commissioning Group (CCG), the NHS organisation responsible for the planning and funding of local health services, announced a new provider would manage the county's GP out of hours service.

Emily Taylor, Healthwatch Somerset Manager, said: "We are pleased to hear that prompt action has been taken by Somerset CCG to address the ongoing concerns with Vocare's delivery of the out of hours services.

"We welcome the change to improve the out of hours service received by Somerset residents. We will be closely monitoring the public's experiences of the new service delivered by Devon

Doctors from April and invite local people to feedback to us about their experiences of using the service.”

[Read more.....](#)



Look out for email to confirm opt-in with Healthwatch

Healthwatch Somerset's parent company Evolving Communities will be asking all those on its mailing list to 'opt in' for marketing emails due to a new regulation on personal data (the General Data Protection Regulation - coming into force in May 2018).

The big changes in data protection laws mean you will have more say over who holds your personal details. Look out for the email from Evolving Communities, which will be sent early next week (it may appear in your junk box).

If you 'opt in' you will continue hearing all the latest news from Healthwatch Somerset. If you don't respond, you will be removed from the database for all communications.

[Read our privacy policy here.....](#)

New findings released on choosing care homes

Choosing adult social care in England is one of the biggest sources of stress compared to other key life events, according to a survey of 1,000 people carried out for the Care Quality Commission (CQC).



The findings come as the quality regulator is raising public awareness about how its inspection findings can help support people in making these important decisions.

The survey findings reveal that seven in ten (70%) adults who were responsible for choosing care in a care home or at home – either for themselves or a loved one – over the last three years have found it more stressful than choosing their child’s nursery or school, or a venue for their wedding or civil partnership.

[Read more...](#)



Welcome to our new volunteers!

A group of new volunteers have joined Healthwatch Somerset to help shape local health and care services.

The new recruits joined staff and other volunteers in an induction session in Bridgwater to learn more about their new roles.

Emily Taylor, Healthwatch Somerset Manager, said: "We would like to say welcome and a big thank you to all our new volunteers. They said the induction sessions were very informative and they felt very comfortable and welcome.

"We look forward to working with them all to help to make a real difference in our community."

If you are interested in volunteering with Healthwatch Somerset, then please call the team on 01278 264405 or visit www.healthwatchsomerset.co.uk.

Meet and greet us this month

Meet us this month in your local community and find out how you can shape local health and care services through volunteering with Healthwatch Somerset



Healthwatch Somerset will be raising awareness about volunteering opportunities on Tuesday 27 March from 10.30am to 2.30pm at [Langport Library](#) and on Wednesday 28 March from 10am to 12:00pm at [Ilminster Library](#).

For up to date details on where staff from Healthwatch Somerset will be this month, visit the [events calendar](#).

Healthwatch Somerset is the county's independent health and care champion. We exist to ensure that people are at the heart of care. Our dedicated team of staff and volunteers listen to what people like about local health and care services, and what could be improved. These views are then shared with the decision-making organisations in the county, so together we can make a real difference.



The Healthwatch Somerset service is run by Evolving Communities CIC, a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is at Unit 5 Hampton Park West, Melksham, SN12 6LH.

Copyright © 2018 Healthwatch Somerset, All rights reserved.

01278 264405
Woodlands House, Woodlands Business Park, Bristol Road, Bridgwater TA16 4FJ