



Views wanted to help improve 111 service

People in Somerset are being asked for their views on using the county's 111 non-emergency phone line.

Healthwatch Somerset is asking people to share their experiences of using the service - so that the public voice can be fed into any decisions made by the commissioners later this year.

Emily Taylor, Manager at Healthwatch Somerset, said: "We have seen no evidence that patient feedback is being collected about the service and therefore the views of the users are not being considered in decision making.

“Going forward, we want to be in a position to let Somerset Clinical Commissioning Group know where the issues are and actively encourage changes to be made.” [Read more](#) and take part in the survey [here](#).



Volunteers celebrated nationally

Healthwatch Somerset's amazing volunteers were featured in a national campaign by Healthwatch England to encourage others to join as part of Volunteers Week.

"I volunteer to encourage the local authority and health bodies to see the value and benefit of working together to shape local health and care services," says volunteer and Healthwatch Somerset Steering Group member Rachel Mason.

The end of Volunteers Week was marked with a cream tea at Maunsel Lock Tea Rooms in North Newton (pictured). [Read more...](#)

Priorities for next year revealed in new Impact Report

Healthwatch Somerset has set out how it will ensure the public's voice is heard over the next year in its latest Impact Report.

The report also highlights the impact the organisation has had over the last year and shares how the independent health and care champion operates.



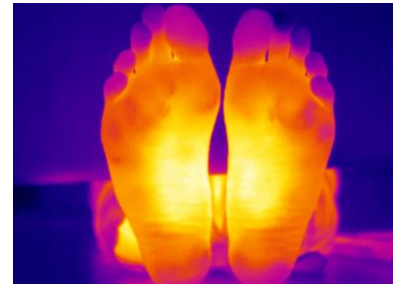
Priorities include:

- Ensuring the wards at Chard, Dene Barton and Shepton Mallet Community Hospitals re-open and that public consultation takes place ahead of any planned closures in winter 2018
- Making sure the public voice is heard over the 111 service
- Monitoring the Out of Hours services run by Devon Doctors
- Working with key stakeholders to ensure improvements in out of county placements for those with Learning Difficulties (LD).

[Read the full report here.](#)

Help develop an innovative device for diabetics

People living with diabetes in Somerset are being asked to help develop an innovative device which could improve the lives of thousands of people living with the same condition across the country.



The National Physical Laboratory (NPL) is developing a heat mapping device which detects diabetic foot ulcers before they develop, and the world-leading measurement institute now wants the views of those living with the condition to better understand how diabetes patients interact with technology.

[Read more](#) and take part in the [survey](#).

Come and meet us this month!

Staff and volunteers will be out and about in Somerset over the next month to hear your views on local health and care services and to share volunteering opportunities:



- Yeovil Talking Café – on Wednesday 27 June at 2:-4pm at The Coffee #1, Middle Street, Yeovil.
- Somerset Community Connect Talking Café in Bridgwater – 21 June from 10am-1pm at the Bridgwater Arts Centre, Castle Street, Bridgwater.
- Coffee Morning in aid of Weston Hospice Care – Saturday 30 June at Highbridge Community Hall, Highbridge from 10am-12noon.
- Orchard Shopping Centre, Taunton on Saturday 14 July from 10am to 4pm.

Visit the [events calendar](#) for more details.

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.

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