

October 2018 e-bulletin

[View this email in your browser](#)

healthwatch
Somerset



Hundreds reveal their experiences of 111 service

Healthwatch Somerset is calling for the area's NHS non-emergency phone line to provide better communication with the public in a new report out today

Long waiting times, repetitive assessment questions and 'robotic' phone operatives were just some of the issues raised by members of the public when asked about Somerset's 111 non-emergency phone service in a recent survey.

The survey revealed that despite two thirds of respondents saying they felt the 111 service did not meet their needs, 90 per cent said they felt they were treated with compassion, dignity and respect and a high proportion rated their experience as very good or good. [Read more](#) and also read the [full report](#).



New members on board

Healthwatch Somerset welcomes new board members Virginia Roberts (pictured) and Alan Briggs to the organisation.

The recent appointments also include Judith Goodchild as permanent chair of the board.

Freelance improvement advisor Virginia said: "The role of board member will enable me to use the experience, knowledge and skills that I have built up over my long career in children's services to contribute to Healthwatch's important and valuable work."

Retired Royal Airforce nurse Alan from Burnham-on-Sea believes his background in nursing fits well with his new role. He said: "As a relatively new arrival to this area, I can see the issues that affect an ageing population, and recent reports that put Somerset in a high position on the young adult mental health issues league table." [Read more](#) about our new board members.

Can you help us reach more people on social media?



Are you on Facebook, Twitter, Instagram or Linked In? If you are – can you help raise our profile with your own followers, friends or network?

Karen Ball, Information, Marketing and Signposting Officer from Healthwatch Somerset, said: "The posts with the most engagement – that's the number of likes, comments and shares – usually are seen as the more relevant and will appear higher in a news feed.

"Social media plays a vital part in helping Healthwatch Somerset to reach people across the county. We don't have a huge following on our social media accounts, so that's why it's really important for our current followers to engage with what we post, so that hopefully we can reach new people!"

Please like or follow our pages: [Facebook](#), [Twitter](#), [Instagram](#) and [Linked In](#).

Share your views this autumn

It's a busy month ahead for Healthwatch Somerset as we visit the county to listen to the health and social care experiences of local people.



Staff and volunteers will be at:

- **Talk to the Memory Café** St James Church Hall, St James Street, Taunton TA1 1JS, on Tuesday, 2 October from 10.30am to 12.30pm.
- **Compass Disability - Community Drop In** on Thursday 4 October from 10am to 2pm at The Oaktree Arena, Bristol Road, Edithmead, Highbridge, Somerset TA9 4HA.
- **Chard Library**, Holyrood Lace Mill, Holyrood Street, Chard TA20 2YA on Friday 5 October from 10am to 1pm.
- **Yeovil Library** on Friday 12 October from 10am to 1pm in the 'Wellbeing Zone' on the 1st floor, King George Street, Yeovil BA20 1PY.
- **Talking Café** on Monday 15 October at Chard Baptist Church, 9 Holyrood Street, Chard TA20 2AH from 10.30am until 1pm.
- **Taunton Disability Discussion Group** on Wednesday 17 October at the Compass Wellbeing Centre, Compass Disability Unit 11 - 12, Belvedere Trading Estate, Taunton TA1 1BH from 12.30 to 1.30pm.
- **Talking Café** at Bridgwater Arts Centre on Thursday 18 October from 10am to 12.30pm.
- **Taunton Library** on Friday 26 October in the Wellbeing Area, Paul Street, Taunton, Somerset TA1 3XZ, from 10am until 1pm.

For more details visit our [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.



01278 264405

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

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 4 Hampton Park West, Melksham, SN12 6LH.

Copyright © 2018 Healthwatch Somerset. All rights reserved.

