



Helping to protect the county's vulnerable

Healthwatch Somerset is planning to capture feedback from patients and their families who have used the county's Adults Safeguarding service as part of a new feedback campaign.

The Somerset Adults Safeguarding service, which protects an adult's right to live free from abuse and neglect, dealt with 1830 concerns last year but only received feedback from six people.

Over the coming months, Healthwatch Somerset staff and volunteers aim to increase that number to better understand people's views of the service.

Emma Lawton, Safeguarding Locality Lead at Somerset County Council, said: "Getting feedback on peoples experiences of the safeguarding service has been a challenge for us, so we are really pleased to be working with Healthwatch Somerset to ensure that the voice of the adults we work with is heard and used to shape services going forward." [Contact us](#) to find out more...



Survey findings revealed on TV

The findings of a report into the county's 111 non-emergency phone service were widely reported last month, with regional news programmes BBC Points West and BBC Radio Somerset interviewing Healthwatch Somerset Manager Emily Taylor (pictured).

The [report](#) will now be shared with Somerset Clinical Commissioning Group ahead of the move to the new Integrated Urgent Care Service in February 2019. It has also been shared with Healthwatch England and the Care Quality Commission.

Healthwatch Somerset plan to repeat the survey in 2020 to see whether people think the new integrated service has improved.

Fit for my future - here's where you can share your experience

There is still time to have your say on the future of health and social care in Somerset by attending drop-in sessions in the county this month.



Somerset Clinical Commissioning Group and Somerset County Council are working together to develop a 10-year strategy and they want to hear what people think about their plans. For more information:

<https://www.fitformyfuture.org.uk/get-involved/>.

Healthwatch volunteers have already attended events in Langport, Axbridge, Frome and Wellington. Staff and volunteers will be at events in Bridgwater, Chard, Taunton, Minehead, Glastonbury and Yeovil this month. See the [events calendar](#) for a full list of venues and dates.

Out and about

If you live in Bridgwater - pop by this month and find out about volunteering with Healthwatch Somerset.

Our volunteer officer Julie Draper (picture) will be at the Talking Café, Bridgwater Arts Centre on Thursday 15 November from 10am to 12.30pm.

For more events 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 4 Hampton Park West, Melksham, SN12 6LH.



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01278 264405

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