

New report highlights inconsistencies in the NHS 111 service in Somerset and Devon



Our new report (published 28 Jan) shows that, although the NHS 111 service in Somerset and Devon is rated highly by the public, there are inconsistencies in the quality of the service.

We worked with Healthwatch in Devon, Plymouth and Torbay to run a public survey about the NHS 111 service in the region. Feedback shows that the accuracy and quality of the service people have received has not been consistent, despite many people rating their experience highly.

Read the report to find out about our key findings, recommendations for change and improvement, and the response from Devon Doctors Ltd which operates NHS 111 in Somerset and Devon: [**NHS Out-of-hours service: Public feedback from Somerset, Devon, Plymouth and Torbay.**](#)

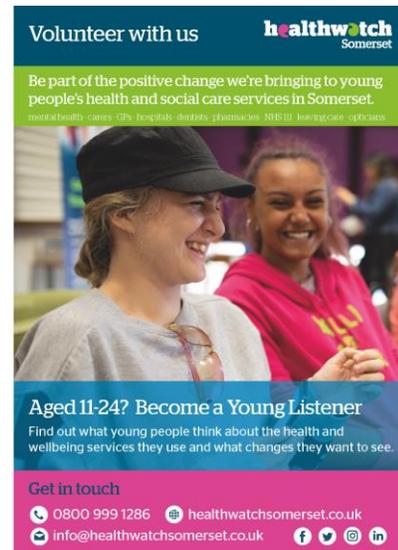
New 'Young Listeners' project gets underway

We launched our new Young Listeners project this month to help bring positive change to young people's health and social care services in Somerset. We're recruiting and training volunteer Young Listeners aged 11-24, to find out what young people think about the services they use and what changes they want to see.

Find our more, get involved and spread the word:

healthwatchesomerset.co.uk/project/young-listeners/

[Download and share our poster](#)



Covid-19 vaccinations: keeping you informed and learning from your feedback

In response to Covid-19, the NHS has launched one of the largest public vaccination programmes ever. We can help you find the latest official information and advice about the vaccine and other local health and social care services. [Visit our website](#) for useful information and links, and please [get in touch](#) if you have questions about vaccinations or any other services.

To help local services and national policymakers understand how they can improve the vaccination programme, we will soon be asking local people to feedback about their vaccination experiences. Look out for more information on our website and social media (see below).

We have a new Freephone number: 0800 999 1286

Healthwatch Somerset is the county's independent health and social 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. We serve the geographical area of Somerset County Council, which includes the districts of Mendip, Sedgemoor, South Somerset and Somerset West and Taunton.



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