



Annual Report 2019/20

Last year, more than 1,400 people shared their views with us about health and social care services in Somerset, helping to make care better for local people. And over 2,000 people sought information, advice, and support on how to get the care they need.

Guided by you, our annual report 2019/20, shows how we have worked with communities across Somerset to make a difference to the way health and care services are run, and to raise awareness of important health and social care issues. The report also identifies the most common health and social care concerns raised by local people and looks forward to our work for in 2020/21.

Read the full [Healthwatch Somerset Annual Report 2019/20](#).

Help spread the word: the impact of coronavirus on care

We are continuing to investigate how people's access to local health and social care services has been affected by coronavirus.



NHS and social care staff have had to adapt to a lot of change over the last few months, and there will be things that can be improved in how they provide care, now and in the future.

Please raise awareness of our survey and encourage people to give feedback on all aspects of health and social care, to help services spot the issues and understand how to respond.

People can complete our survey online: smartsurvey.co.uk/s/CoronavirusHWS or [get in touch](#) with us to share their stories.



Bob's story of caring for over 30 years

During national Carers Week (8-14 June) we shared the story of Somerset resident Bob, who has spent the past 30 years looking after his late wife and in recent years, his three adult children, following a stroke, a cancer diagnosis, and a road accident.

He is full of praise for the levels of service she has received from his daughter's GP during the virus outbreak.

[Read Bob's story](#)

We're here to help make health and care better for local people.

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