

## We're recruiting: Healthwatch Somerset Manager

We're looking for an experienced manager with a genuine commitment to involving local people in the development and improvement of health and social care services. You will lead and inspire our staff and volunteers, be a confident ambassador for Healthwatch Somerset, and build excellent and productive partnerships with a wide range of stakeholders, including the public, health and care commissioners, and service providers. If this sounds like you or someone you know, [find out more](#) and apply by 25 April.

**We're recruiting**

**healthwatch**  
Somerset

### Manager

Full-time £32,145 (part-time considered)

**We're looking for an experienced manager to lead our team and deliver our public engagement work to put local people at the heart of health and social care in Somerset.**

You need a genuine commitment to involving local people, you will inspire and manage staff and volunteers, and be a confident ambassador for Healthwatch Somerset.



**Find out more**  
Closing date: 25 April 2021

 [healthwatchsomerset.co.uk/about/vacancies/](https://healthwatchsomerset.co.uk/about/vacancies/)

 0800 999 1286 (freephone)

## Final call for feedback on Somerset's District Nursing Service



People who have been supported by Somerset's District Nursing Service in the past sixth months, have until **Sunday 11 April** to tell us about their experiences. We want to hear from patients, family members and carers, about what works well and what could be improved. The District Nursing Service will use your feedback to understand how to develop and improve to meet people's needs and expectations.

[Find our more and complete our survey](#) or call us on 0800 999 1286 (freephone).

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## Somerset's NHS 111 provider placed in special measures

In December, the Care Quality Commission (CQC) inspected Somerset and Devon's NHS 111 Out of Hours service, which is provided by Devon Doctors. This month the CQC downgraded the service from Good to Inadequate and placed it in special measures.



Some of the CQC findings and concerns echo those from members of the public highlighted in our own report into the service, published in January. The CQC had asked us to help them understand people's recent experiences of using the service. We found that although it was rated highly by the public, there were inconsistencies in quality. We welcome the CQC working with Devon Doctors to ensure the provider gets the support it needs to make improvements, and we will continue to monitor the situation.

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- Read our report: [NHS 111 Out-of-hours service - Public feedback from Somerset, Devon, Plymouth and Torbay](#) (January 2021).
- Read about the [CQC inspection report](#).
- [Get in touch](#) and let us know your experiences of using the NHS 111 service.

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## Help improve maternal mental health services in Somerset



Do you, your partner, or someone you know, have experience of birth trauma, pregnancy or baby loss, fear of childbirth, or other mental health worries during or after pregnancy?

The Somerset Maternity Voices Partnership is looking for people to join a small focus group to help design a new maternal mental health service in Somerset – you will be paid for your time and involvement. **Applications by 24 April.** Get in touch for an informal chat and to find out more: phone 07796951047, email [somersetmvp@healthwatchsomerset.co.uk](mailto:somersetmvp@healthwatchsomerset.co.uk).

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## Great support for our Young Listeners project

We've had a great response to our recruitment campaign for volunteer Young Listeners and we now have an enthusiastic group of nine young people on board. We are beginning our training programme and will be going through a range of topics including communication, teambuilding, mental health, and wellbeing, and linking these with AQA UAS accredited certifications. This will give our Young Listeners all the tools they need carry out a series of

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'Listenings' this summer, to gather feedback from their peers on the health and care services they use, from the school nurse to GP visits.

If you work with young people in a school, college, sports or youth club, for example, it would be great if you could help connect our Young Listeners with other young people.

[Find out more and get in touch](#)



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## Healthwatch calls for national review of access to GP care



Following analysis of feedback from 200,000 people about access to GP care, Healthwatch England is calling for a national review of access to GPs to be part of NHS COVID-19 recovery. Many of the issues raised in the national report are reflected in local feedback we have received and reported on, including the benefits and barriers caused by a shift to digital care.

Read the [Healthwatch England report](#).

Read the Healthwatch Somerset report: [Accessing health and care during COVID-19 – A Somerset perspective](#) (November 2020).

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# Government consultation on new Women's Health Strategy

A new Government consultation is asking women to share their experiences of the health and care system to inform a new Women's Health Strategy. Make your voice count and help improve the health and wellbeing of women across England. Deadline is Sunday 30 May.



Individuals can respond via the [online survey](#). Individuals or organisations with expertise in women's health can also send written submissions by [email](#).

Speak up and help make health and social care better  
for you and your community



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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