



## Feedback on NHS 111 service

We have launched a new public survey, in partnership with Healthwatch Devon, Plymouth and Torbay, to find out about people's experiences of using the region's NHS 111 service in the past year. Our findings will help the Care Quality Commission decide what to look at when they inspect services in the future. All responses will be anonymous. [Read more...](#)

People can complete the survey online until **20 November 2020**:

[www.surveymonkey.co.uk/r/NHS111HW](http://www.surveymonkey.co.uk/r/NHS111HW) or call us to share feedback: 01278 264405 (Mon – Fri 8.30am-4pm).

[Download and share our poster to promote the survey](#)

## Meet our new Youth Engagement Officer



Max Popham joined Healthwatch Somerset this month to lead our exciting new Young Listeners project. He will be working with young people from across the county, supporting them to speak up about their health and social care needs to help improve services. We will tell you more about this project in coming months, but for now a word from Max:

*"I'm really looking forward to bringing young people together to share their concerns and thoughts about health and wellbeing without feeling judged or unheard, and to supporting them to share their views with those responsible for local services to help drive positive change. I will also be helping young people find out where they can go to get accurate and useful information about health and social care issues and services - fake news is rife and easily found through social media, so it's important young people feel safe and trust the services available to them. If you work with young people and are interested in getting involved, please do [get in touch](#)."*

## 111 Think First campaign: improving urgent care this winter

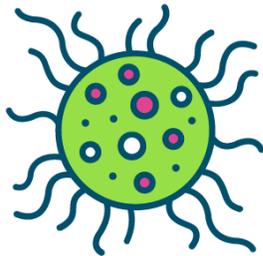
This winter, a new way of accessing urgent healthcare services will be launched across the country. The *Think 111 First* national campaign aims to ensure that patients safely receive the right care, in the most appropriate setting, while reducing the risk of spreading Covid-19 and relieving pressure on hospital emergency departments. People will be encouraged to contact 111 for clinical assessment before attending an emergency



department, so that they can be advised of the most appropriate healthcare service for their needs.

In coming weeks, Somerset's Clinical Commissioning Group will be exploring ways to improve the urgent care system to meet the needs of the community and to support healthcare providers to manage winter pressures, alongside the ongoing pandemic. Feedback will be sought from key stakeholders and communities, and there will be a series of a series of webinars to share the latest developments. If you would like to register your interest, email [somccg.communications@nhs.net](mailto:somccg.communications@nhs.net)

## Latest Covid-19 information and advice



For the latest information and advice on coronavirus from Somerset County Council and the NHS in Somerset [look online](#) or, if you can't find the help you need online or are in need of urgent information and support, call the **Somerset Coronavirus Helpline** on: **0300 790 6275** (8am to 6pm every day, including weekends).

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

**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.

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