

Share your feedback on NHS 111 to help the service improve



We launched a new public survey this month to find out about people's recent experiences of using the NHS 111 service in Somerset, Devon, Plymouth and Torbay.

This is a follow up investigation to find out if the service has improved since we [reported in January 2021](#) that the accuracy and quality of the service people received was not consistent, despite many people rating their experience highly. At the time, Devon Doctors, which runs the NHS 111 service in the South West, said it would use our recommendations to help shape an improvement plan to address public concerns.

You can share your feedback via our online survey until 24 October 2021: www.surveymonkey.co.uk/r/9T2SHS7 or call us on Freephone 0800 999 1286.

Last chance for young people to share their views



Our Young Listeners have been gathering feedback from young people in Somerset about the health and social care services they use and how they would like them to improve. Our online survey **closes on 30 September**, so this is a last call for young people to get involved and have their say.

[Find out more](https://smartsurvey.co.uk/s/hws-yl/) and complete the online survey: smartsurvey.co.uk/s/hws-yl/.

Volunteer recognised for services to the community

We are pleased to report that Steve Sharples, one of our volunteers, was awarded the British Empire Medal for services to the community in Stourbridge, West Midlands, where he lived for 30 years before coming to Somerset two years ago.

Steve (pictured right) was involved in the patient participation group at his local medical centre, he organised an annual flower show for local people with learning disabilities, and set-up a monthly 'tea party' event for elderly and lonely people to come together and socialise to improve their health and wellbeing. Steve said he was stunned when he was told about his award. We're delighted that his commitment to the community has been recognised in this way.



[Find out about volunteering](#) opportunities with Healthwatch Somerset.

Has your treatment been cancelled or delayed?

We have been investigating how waiting for surgery is affecting people in Somerset, so that we can advise the NHS on how they can better support people while they are waiting for treatment. Our survey closed in mid-September, and we will be reporting on our findings in November.



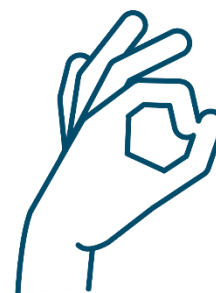
The latest data shows that the number of people waiting for routine operations and procedures in England is at its highest level since 2007 – currently at 5.45 million. And new research out this week from the Kings Fund shows that people living in the poorest areas are waiting longer for hospital treatment. The King’s Fund and Healthwatch England are jointly calling for urgent action to address hospital waiting lists and improve patients’ experience of delays to treatment. [Read more...](#)

We will share our report with Healthwatch England, but if you haven’t yet shared your feedback about waiting for treatment, you can still do so by [completing the Healthwatch England survey](#) or [contact us](#).

Accessible information survey – British Sign Language

SignHealth has launched a survey to find out if the ‘Accessible Information Standard’ is benefiting people whose preferred language is British Sign Language (BSL). They want to hear from patients and health professionals, so please share your feedback and share the survey:

www.surveymonkey.co.uk/r/6FJWD7F



Know Dementia, Know Alzheimer’s

September was World Alzheimer’s Month, and the theme this year was about the power of knowledge. By learning more about dementia and understanding the changes in memory and behaviour, people are more likely to seek the help and support they need. Being diagnosed with dementia can be a big shock, and it can be hard to know what to do next. Find out more about what should happen when you're diagnosed with dementia and the support you should receive. [Read more...](#)



Find out more about dementia and local dementia support from [Dementia Somerset](#), an informal partnership between: Somerset County Council, Somerset NHS Clinical Commissioning Group, Alzheimer’s Society, and Somerset NHS Partnership Foundation Trust.

Maternity records are going digital – have your say

Maternity records in Somerset are going digital. If you are currently receiving maternity care in Somerset or have in the last 12 months, you can join an online event on Monday 18 October, 1.30-2.30pm, to let Somerset Maternity Voices Partnership know what you want or need from your maternity health records. For more information email: somersetmvp@healthwatchsomerset.co.uk or message WhatsApp 07796951047.



Somerset Maternity Voices Partnership is recruiting



SOMERSET
Maternity Voices

Working in partnership to improve maternity services

We're recruiting

- Vice Chair x 2 (remunerated)
- Service user rep (volunteer)
- Social media/service user rep (volunteer)

Help us find out how local people want to improve Somerset's maternity and neonatal services, and work with us to make change happen.

Apply by: 25 October 2021 | Interviews: 1-5 November 2021

Find out more

- healthwatchsomerset.co.uk/somerset-mvp/recruitment/
- SomersetMVP@healthwatchsomerset.co.uk



Moving to university? Register with a GP

If you have a son, daughter or family member who is moving away from home to university, make sure you remind them to register with a local GP. They can find out more about how to do this here: [Registering with your GP, understanding your rights](#).



Share your feedback

[Get in touch](#) to share your feedback and help make health and social care better for you and your community.



Share our news

If you know someone who would be interested in keeping up to date with our news or getting involved with our work, please share this bulletin and the [sign-up link](#).

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

Healthwatch Somerset is the county's health and social care champion. We are an independent statutory body with the power to make sure NHS leaders and other health and social care decision makers listen to public feedback and use this to improve standards of care. Healthwatch Somerset covers the geographical area of Somerset County Council, which includes the districts of Mendip, Sedgemoor, South Somerset and Somerset West and Taunton.



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 2 Hampton Park West, Melksham, SN12 6LH.



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