

February 2019 e-bulletin

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**healthwatch**  
Somerset



## Share your experiences of Health Visiting Services in Somerset

Parents of young children in Somerset are being asked to share their views and experiences about the health visiting services they have received in the County, to help shape the service going forward.

The county's independent health and social care champion Healthwatch Somerset wants to find out about parents of under 5s experience of the Health Visiting service, as well as how they currently get information and support on child health and development, to inform their parenting.

An online questionnaire [<https://www.smartsurvey.co.uk/s/earlyyears Somerset/>] has been created for parents to take part in and share their views and experiences. Staff and volunteers from Healthwatch Somerset will also visit a variety of settings across the county to listen to parents and carers and note their experiences. [More details...](#)

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## We welcome Becky to the team

On 28 January we welcomed our new Engagement Officer, Becky Angle.

Becky joins us from Contact Associates (part of the Capita group) where she was a Student Engagement Officer, covering the whole of the UK engaging with further education institutions.

Becky will be leading our NHS long Term Plan engagement and Young Healthwatch work initially as well as familiarising herself with our voluntary and community sector partners.

When asked about what she is most looking forward to about joining Healthwatch, Becky said “I am looking forward to making an impact on the Healthwatch strategies to engage with a wider audience of NHS and social care service users.” [Read more about our team...](#)

## Campervan and Comments Tour

We want to hear about your experiences of health and social care in Somerset. We are aiming to speak to at least 1,000 people from all corners of the county in just one week: 15-22 March 2019. More details will follow in next month's e-bulletin.



## Enter and View Report published

Staff and volunteers carried out an Enter and View visit at Able2Achieve in Yeovil.

The report found the services to be welcoming and vibrant. All the learners that we spoke to enjoyed coming to the centre. They were all happy and commented on how much they enjoyed the activities that they took part in. It was clear that they were all proud of their achievements as part of their work preparation placements and that they were offered variety in their daily schedules.

[The full report can be viewed here](#)





## Volunteers making the call

Healthwatch Somerset staff and volunteers have been working with the Somerset Safeguarding Team to speak to service users about the referral process.

Healthwatch Somerset volunteers have made over 20 telephone calls since October to speak to adults at risk, their family, friends or advocates about how they feel following an adult safeguarding intervention.

Local volunteer Hilary Bartrum (pictured) said: “As a Healthwatch Somerset volunteer, it was a privilege to be given the opportunity to assist in the telephone interviews of the Adult Social Care Safeguarding Service users, in order to obtain feedback on behalf of the Service. The interviewees provided honest and meaningful responses for the Service to evaluate.”

Healthwatch Somerset will be releasing the report in early March.

## Local Offer Live Events



Somerset Parent Carer Forum are working with Somerset County Council and Somerset Clinical Commissioning Group to run a series of Local Offer Live events.

Each event will comprise of three elements:

1. **Information stands** will provide opportunities for local families to see what is on offer and the various ways to feedback on local services and help shape provision moving forward.
2. **Workshops** will offer opportunities for discussions on focused pieces of work and to share what work is currently taking place.
3. **Feedback** from the event will go directly to commissioners and service providers to help improve practice. Feedback will also be used to help quality assure the local area self-evaluation framework and identify gaps in local provision.

Staff and Volunteers from Healthwatch Somerset will be at the Local Offer Live Road Shows to listen to your feedback about health and social care.

The events remaining events will run in **Compton Dundon** on 11th February and **Wincanton** 15th February.

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Further information please contact Ruth:  
[help@somersetparentcarerforum.org.uk](mailto:help@somersetparentcarerforum.org.uk) or phone 07543 680365.



## #FeedbackFebruary 2019

Somerset Partnership and Musgrove Park Hospital are focusing on patient and carer feedback for #FeedbackFebruary. Feedback is welcome from patients who are using their services: everything from minor injuries units, A&E, district nursing, mental health and many other services across Somerset.

They will respond to all feedback posted on the Care Opinion website at [careopinion.org.uk](http://careopinion.org.uk) or you can feedback via their PALS Service, telephone 01278 432022, or text or call on 079 202 666 92.

They are also welcoming feedback via [Facebook](#) and [Twitter](#). Please do get in touch if you would like to feedback your experiences, tell your story, make suggestions or say 'thank you' to a member of staff! They look forward to hearing from you.

## CEO vacancy at Evolving Communities

Do you want to put people at the heart of health and social care delivery?

Evolving Communities is looking for a Chief Executive Officer to lead its small head office and external teams, and move the organisation into the next phase of growth.

The successful candidate will have a proven track record in strong leadership, financial awareness, strategic and lateral thinking, planning, problem solving and highly developed communication skills. [More details...](#)

## Project associates and consultants sought

Are you an experienced engagement and/or research specialist with an interest in making a difference in the health, social care and community sector? Then Evolving Communities would like to hear from you.



Evolving Communities are looking for Research and Engagement Associates to work on ad-hoc projects. You will need to demonstrate an excellent flair for

research, public engagement, have good attention to detail, excellent interpersonal and project management skills.



## Out and about in February

Share your experiences of health and social care services with our volunteers and staff this month at:

### **Langport**

4, 11, 18, 21 and 25 February from 10am - 12noon

Talking Cafe, The Angel Community Café, Bow Street

### **Taunton**

14 February from 10am - 12noon

Taunton Library, Paul Street

### **Wincanton**

15 February from 10am - 1pm

Local Offer Live Roadshow, Wincanton Memorial Hall

### **Bridgwater**

21 February 10.30am-12.30am

Talking Cafe, Bridgwater Arts Centre

[Find out more...](#)

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**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.

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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