

July 2019 e-bulletin

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**healthwatch**  
Somerset



## Families share experiences of Somerset's health visiting service

Parents of young children still prefer to ask their health visitor or GP surgery for health advice and support rather than go to Facebook or consult their Red Book – according to the findings of a survey published today by Healthwatch Somerset.

More than 440 people with children under the age of five shared their views and experiences about Somerset's health visiting service with the county's independent health and care champion.

Around 60 per cent of those who took part in the survey said they accessed information about their child's health and development through their health visiting service and GP surgery staff (58%). The next popular point of call was friends and family (54%), followed by looking in the NHS Red Book (48%) and Facebook (40%). [Read more...](#)

## Impact report highlights difference you have made

More than 1800 people have shared their views on the county's GP surgeries, hospitals and social care over the last year with Healthwatch Somerset – helping to shape and improve those services for all.



In its latest Impact Report, published today, Healthwatch Somerset highlights how it has worked with communities across the county to make a difference to the way health and care services are run.

Based on the feedback from the public and information from 26 strategic meetings over the last year, Healthwatch Somerset will now focus its work around access to Child and Adolescent Mental Health Services; access to Primary Care appointments such as GPs and the availability of community support. [Read the report...](#)



### Farewell to Emily!

Manager Emily Taylor (pictured) will continue to help make the public voice heard as she leaves Healthwatch Somerset this month.

Emily will take up the position of Lead Engagement Officer at Somerset Clinical Commissioning Group, overseeing the engagement work to ensure the patient voice is heard throughout the commissioning process. A new Manager is currently being recruited and is planned to be in place by next month.

Emily said: "I will miss the Healthwatch Somerset staff and volunteer team the most. We have all been on a journey together and have made significant inroads in raising the profile of Healthwatch Somerset across the county." [Read more...](#)

## Share your views on new primary care network

As 13 new 'Primary Care Networks' start working this month, Healthwatch Somerset is keen to hear from patients about their experiences.



Somerset Clinical Commissioning Group have announced the networks will help patients see over time a wider range of clinical services available in their local GP surgery along with a greater variety of health and care practitioners.

[Find out more](#) about the networks or [share your views](#) with Healthwatch Somerset...



## New volunteer in the community

New Healthwatch Somerset volunteer Anne Clark (pictured) is keen to get into her local community and hear what people have to say about health and social care services.

Anne will set up a Healthwatch Somerset stand at Taunton Library (the next date will be Monday 5 August) to listen to people's experiences of local health and social care services.

Julie Draper, Volunteer Officer, said: "If you could spare a couple of hours every month to listen to, and share people's feedback with us please get in touch. We provide full training and expenses." Contact Julie on 01278 264405 or email [Julie.draper@healthwatchsomerset.co.uk](mailto:Julie.draper@healthwatchsomerset.co.uk)

## Spotlight on Somerset Children's Trust

Have you ever wondered what Healthwatch Somerset does with the feedback it gathers from the public? As part of our monthly focus, we will share some key facts about the strategic meetings we attend each month – this month's focus is on Somerset Children's Trust meeting.



Somerset Children's Trust is a local area partnership, led by Somerset County Council, and it brings together the key agencies responsible for commissioning and delivering services to children, young people and their families in Somerset.

Healthwatch Somerset's role on the Board is to act as an independent voice, representing the views of the public and the users of services. Healthwatch Somerset is represented by Virginia Roberts, who is a Healthwatch Somerset Volunteer. [More details...](#)



## Out and about this summer

Share your views on local health and care services and make a difference.

Come and meet us at the following locations this month:

- **Wednesday 17 July**, 12 noon-2pm: Connect Centre drop-in, Wells.
- **Monday 22 July**, 10am-3pm: Gateway Community Church drop in, Yeovil
- **Tuesday 23 July**, 10am-12noon: Talking Café at Williton Pavilion.
- **Thursday 25 July**, 10am-12noon: Talking Café at Bridgwater Arts Centre.

For an up to date list of events and meeting we will be at, take a look at our [events calendar](#).



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