



Healthwatch Somerset

healthwatch
Somerset

Who are Healthwatch ?

Healthwatch Somerset exists to speak up for local people on health and social care, to make sure that services in the county reflect the needs of the people and communities they serve.



Where did Healthwatch come from?

The Health and Social Care Act 2012 was introduced under the coalition Con/Lib Dem Government..

Healthwatch is an independent statutory member of the Health and Wellbeing Board and the Integrated Care Partnership



How are we funded?

The Department of Health and Social Care fund our work.

DHSC give money to local councils such as SCC so they can commission an effective local Healthwatch Service.





What we do

- We offer help, advice, and signposting
- We anonymously record your experiences and use these to represent your voice to those services, their commissioners, regulators, and funders.
- We visit services to see how they work.
- We go out in the community and work with other organisations.
- We focus on issues that are important to the residents of Somerset, through our workplan and reports.

www.healthwatchsomerset.co.uk

Advice, information and signposting

We will listen and can provide confidential, free information and guidance to help you understand your options and get the help you need. Whether it's finding a local service or discovering how to make a complain.

This year we helped people by:

- Providing up-to-date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



We take feedback about any of the following; Health and Social care services



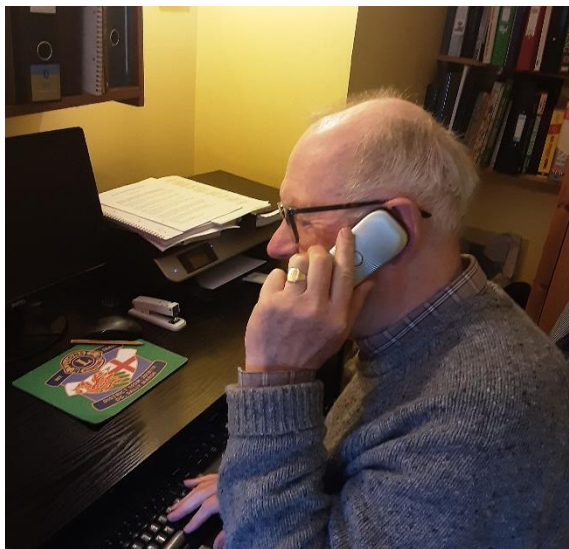


Our volunteers

Our Board



What our volunteers do



10 volunteers helped with our audit of GP websites

9 volunteers completed surveys with people attending A&E at Musgrove and Yeovil

12 volunteers carried out phone interviews for our District Nursing project

3 volunteers have been involved in the interview process for nursing degree apprentices



Enter and View





Healthwatch Somerset projects 2021-2022

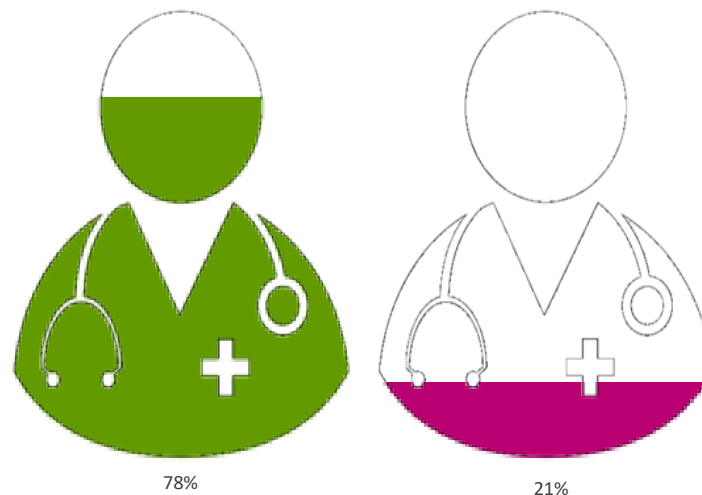
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The District Nursing Service

People's experiences of using the service in Somerset

Aims:

- Working jointly with district nursing teams in Somerset, we wanted to know the current strengths and weaknesses in the delivery of the DNS to patients in Somerset.
- We wanted to explore areas such as:
 - Ease of accessing the service out of hours.
 - People's views on extending routine visits into the weekends and after 5pm.
 - How patients feel about the use of digital technology, for example, video consultations.



Would you be willing to have a routine visit by the District Nurse after 17:00 on weekdays?

The District Nursing Service

People's experiences of using the service in Somerset

- **What people told us:**
- 161 (94%) of 172 respondents rated the DNS as 'Very good'.
- 137 (79%) of 173 respondents would be able to manage a routine visit after 17:00 on weekdays
- 159 (92%) of 173 responses would be able to manage a routine visit on a Saturday or Sunday.
- Most people liked the DNS because they are friendly and helpful.

The District Nursing Service

People's experiences of using the service in Somerset

A couple of our recommendations included:

- Maintaining and building on the level of service should be at the heart of any proposed changes to the DNS.
- Increasing the hours of service, so that routine visits can take place during weekends and evenings where appropriate.

The Young Listeners

Young people's feedback to improve health & social care services

Aims:

To include young people at every stage of the Young Listeners project:

- What training they felt would help them.
- Choosing areas of focus.
- Developing a questionnaire
- Promoting the survey and recording young peoples feedback.



The Young Listeners

Young people's feedback to improve health & social care services

What young people told us:

- There is a lack of communication between services about young people's health and wellbeing.
- Services are not communicating effectively with young people, and they often feel left in the dark.
- There is not enough information or education about health and social care in schools, so young people have to find information online.
- Many services do not promote themselves in a way that is accessible or inclusive of young people.

The Young Listeners

Young people's feedback to improve health & social care services

Recommendations:

- Evaluate and improve how they communicate, with each other and their young patients.
- Provide more training to help schools direct young people to the right services.
- Promote services in ways that are appropriate and accessible to young people.
- Regularly involve young people in planning and decision making.

Referrals for treatment

The impact of waiting for NHS surgery in Somerset

Aims:

- We wanted to see how the Covid19 pandemic may have affected:
 - The length of time people waited for surgery.
 - The quality of the referrals and consultants service.
 - The health and wellbeing of people waiting for surgery.

Your local health and social care champion

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How has waiting for surgery affected you?

Waiting for surgery can have an impact on your independence, work and relationships, as well as your mental or physical health.

Share your experience to help the NHS understand your health and care needs while waiting for treatment.

Complete our online survey
www.smartsurvey.co.uk/s/RFT-HWS/
or scan this QR code
Survey closes 6 September 2021

If you prefer, get in touch

- ☎ 0800 999 1286 (Freephone)
- ✉ info@healthwatchesomerset.co.uk
- 🌐 healthwatchesomerset.co.uk



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Referrals for treatment

The impact of waiting for NHS surgery in Somerset

What people told us:

- Many people indicated a lack, or absence, of communication from their specialist during their wait.
- A large proportion of people told us they had experienced one or more of the following due to waiting for surgery:
 - Their condition had deteriorated.
 - Their mobility had reduced which impacted their ability to carry out everyday tasks. And they had to rely more on family and friends.
 - They had experienced changes in their daily mood.
- Many people indicated that they did not know how much longer they would have to wait for their surgery

Referrals for treatment

The impact of waiting for NHS surgery in Somerset

Some of the Recommendations we made were :

- Frequent communication and provision of information to all patients waiting for surgery should be delivered by the specialist and/or their team.
- Provide a 'package' of printable information which would include useful advice about who to contact for specific needs/information and useful telephone numbers to external support.
- Regular welfare checks for health and wellbeing should be carried out to help identify changing needs.

21-22 Outcomes

Changes to services;

District Nursing Service

Young People

Waiting for Surgery

NHS111 service

Same day urgent care services

Emergency Department

Our current priorities 22/23

- Reducing the barriers people face when accessing services – particularly digital access.
- Looking at people's experiences of being discharged from hospital to intermediate care or back to their own home.
- Championing the voices of those who often go unheard – including young people in need of mental health support.

In addition to this we have done some engagement work on behalf of the Foundation Trusts around the proposed merger in 2023 and we have resumed our Enter and View visits.



What should we focus on for 23/24?



Workplan short list for 23/24?

Does anyone have questions?

For more information

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