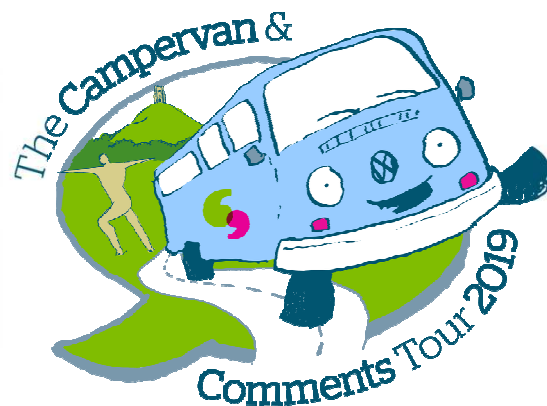




Healthwatch Somerset
2018/19 Impact Report

What we did in 2018/19

- Jun - Aug 18 NHS 111 Survey -662 responses
- Oct - Nov 18 Fit For My Future Engagement
- Oct - Feb 19 Adult Safeguarding - telephone interviews
- Jan - Feb 19 Young Carers - You Said, We Listened
- Feb - April 2019 Health Visitor Survey - 445 responses
- Mar 2019 Campervan and Comments Tour, 408 comments
- Mar - Apr 2019 NHS Long Term Plan, 212 responses



Evaluation of Somerset Safeguarding Service: User feedback process

- Service user feedback was not being received in sufficient quantities.
- New method tested - telephone interviews.
- 7 recommendations made - all of which have been accepted by both the team and SSAB. These included:
 - § Information gathered being used system wide
 - § Key questions being asked throughout the process
 - § Review information available about staying safe in the future
- New way of hearing service user feedback has been adopted,
- Key Performance Indicators set around this, and quarterly reports will be provided to the SSAB.



Health Visiting Service Report

- 445 people completed the survey
- Two thirds of people were satisfied, or extremely satisfied
- Recommendations were:
 - Improved Communication with Families
 - Strong Links with Primary Care
 - People want continuity of care
 - People value drop in clinics/ groups and would like to see more
 - Improved feeding support
 - Where there are specific situations, the service processes need to adapt



Thank you for your time

If you have any further questions or
comments you can email
info@healthwatchsomerset.co.uk or call
01278 264405.

