

Advertisement feature

Healthwatch Gloucestershire is making difference in the county



Celebrating HWG's 1,000th member



HWG Community Engagement lead visiting Cheltenham General Hospital

GLOUCESTERSHIRE residents are being given a stronger voice by an independent health and social care watchdog organisation which aims to make local services better for everyone.

Healthwatch represents residents of all ages and communities, particularly those who are often unable to share their experiences because of circumstance or lack of confidence.

Healthwatch Gloucestershire is part of a powerful network of local Healthwatch organisations in every local authority area in England who receive support and guidance from Healthwatch England. The organisation's mission is to ensure that people can access accurate, good quality information and signposting to help them make informed choices about their care as well as

healthwatch Gloucestershire

using their views to help drive service improvement in health and social care locally.

Every Healthwatch has the same functions:

- Provide local people with the information they need to help them make the right choices about their care.
- Use local people's views and experiences of health and social care to help influence or improve the way services are planned and delivered in the county.

- Provide local people with access to the Independent Health Complaints Advocacy Service, seAp (Support, Empower, Advocate and Promote) for help to make a complaint about NHS Services they have received

Healthwatch also has an additional statutory power to 'Enter and View' provider premises to see how well they are working.

Key Achievements

Healthwatch Gloucestershire recently published its third annual report before its AGM in July.

During the last year, the team attended 197 events and collected 2,463 individual views and experiences of health and social care from patients and the public.

Membership hit 1,050 at the end of March with many involved in HWG activity. Around 150 members are actively involved with the organisation, contributing over 4,500 hours of their time and 27 have trained to become 'Enter and View' representatives.

The organisation has published three major task group reports with recommendations on hospital discharge, patient transport and access

to podiatry and foot care.

Almost a third of all feedback collected was positive and while compliments were received about all services, the three areas attracting most were GP services, Integrated Community Teams and the acute hospitals.

Concerns around hospital discharge continued as well as issues relating to access to mental health services, GP access and capacity, pharmacies, Non-Emergency Patient Transport and domiciliary care.

So why should you get involved with Healthwatch?

Joining Healthwatch Gloucestershire would enable you to keep up to date on changes to health and social care in the county; changes that will affect you and your family, but it also provides you with an opportunity to contribute to the work of the organisation ensuring that the patient voice remains at the heart of planning and delivery.

Sharing your experiences

You don't have to be a member to share your experiences (good or bad) with Healthwatch.

You can get in touch via the website, free phone number or by visiting the team at a Healthwatch stand when they travel around Gloucestershire talking to local people. All feedback received is taken anonymously unless a response is required or people would like to share their details. If you would like to join, it is quick and easy through the website, via email or by giving the team a call on 0800 652 5193. Membership is free to individuals who live in Gloucestershire and use health and social care services locally or elsewhere.

For further information on the work of Healthwatch Gloucestershire, a copy of the Annual Report or to get involved, contact the team on 0800 652 5193, email at info@healthwatchgloucestershire.co.uk or visit healthwatchgloucestershire.co.uk



HWG member registering for the AGM

your voice counts



HWG AGM 2016