



**HOSP meeting**

**12<sup>th</sup> October 2023**

**healthwatch**  
North Somerset

# Annual Report 2022/23

## Healthwatch North Somerset

**131** people shared their experience of health and care services with us. We collated them into themed and sub-themed **Local Voices** reports and live via PowerBi.

**1033** people came to us for information and guidance, and many received signposting so that they could make informed choices about their care

We published 1 equality report '**Unheard carers from minority ethnic groups in North Somerset**



# North Somerset equality project;

This research informed the NS Carers Strategy and the NSC anti-racism action plan

The engagement heard about the needs of carers from the Syrian refugee community, Asian Carers, carers from the Traveller community and carers coping with a disability themselves.



**Funding;** our funding comes from the Department of Health via the Local Authority.

In 22/23 this was **£54,284.00**

Capacity; **2 FTE staff**

**8 outstanding volunteers** gave up 39 days-worth of hours, to make care better for our community by their participation in;

- 🕒 our priority setting panel
- 🕒 providing Information and Guidance
- 🕒 representing us at meetings with acute providers, regional teams and with Patient Participation Group Chairs
- 🕒 Enter and View visits
- 🕒 Engagement/ data inputting
- 🕒 Helped us achieve '**Investors in Volunteers**' accreditation



# HealthClick - older adults supported to use health apps to improve access to GPs and build digital health knowledge



- A one-year project funded by the Ageing Well Programme ICB
- 1023 Learners were reached at 47 events across BNSSG
- Held public events within For All Healthy Living Centre & 168 Medical Centre, Tyntesfield PCN at surgeries Brockway, Tower House, Long Ashton, Backwell
- It trained staff in GP practices and care homes
- We created and provided easy-to-follow guides



# North Somerset Enter and Views

Our team of volunteers made sixteen recommendations on how to improve public, patient and carer services at 2 practices in the Pier Health Group PCN including buying chairs with arms for the waiting areas, informing residents their askmyGP opening hours, and making it easier to make an appointment.





**NHS Dental feedback** –Healthwatch Bristol, North Somerset and South Gloucestershire contributed to the national call for evidence about NHS dental services in 2023.

The government report of August 2023 reflects the issues Healthwatch have raised over the last three years.

<https://committees.parliament.uk/publications/40901/documents/199172>

Last year many hundreds of people contacted us in the BNSSG area with harrowing feedback about access to care. There were 80,000 clicks on the digital Dental Information Guide we put up our social media sites

We are bringing public experiences of care to meetings where they will inform design of services at a local level