Job vacancy - apply by 28 February

Today (28 Feb) is the last day to apply for this important new role. We're looking for someone to help local people influence and improve how Gloucestershire's new Integrated Care System (ICS) delivers public health, health care, and social care. Find our more: Vacancies - Healthwatch Gloucestershire.

Get involved: One Gloucestershire Integrated Care System (ICS)

Those leading the ICS in Gloucestershire will be taking a fresh look at how the ICS works with people and communities in the future and developing an ongoing programme of opportunities for people to get involved to help shape priorities. Find our more: An Integrated Care System (ICS) for Gloucestershire | Get Involved In Gloucestershire.
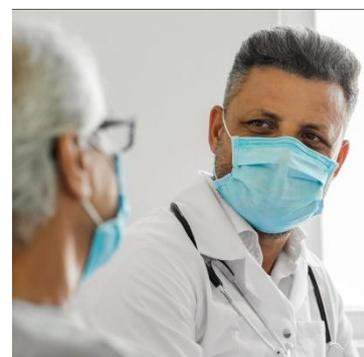
Share your feedback to help improve Care at Home

We want to know about your experiences of receiving care at home, or if you're an unpaid carer for a friend or family member, we want to know what you think about the care your loved one has received at home. Everything you tell us will be confidential and anonymous.

Call our Freephone number **0800 6525193, by 14 March**, and you could be one of six people to receive a **£25 gift voucher** in our prize draw. Calls shouldn't take longer than 20 minutes. You can also feedback via the online survey on our website.

## Your Care, Your Way: Accessible healthcare information for everyone

Healthwatch England's new campaign, *Your Care, Your Way*, aims to make sure that everyone is given healthcare information in the way they need it, so that they can make informed decisions about their health and care and get the most out of services.

To launch the campaign last week, Healthwatch England published new research showing that many publicly funded health and social care providers are not fully complying with the Accessible Information Standard (AIS), which requires services to make sure people are given information in accessible formats. As the NHS is now reviewing the AIS, Healthwatch is calling for improved accountability and implementation.

Healthwatch will also be investigating people's experiences to understand how the AIS could be developed to better meet their needs. Find out more about the Your Care, Your Way campaign.

Join the Healthwatch England webinar
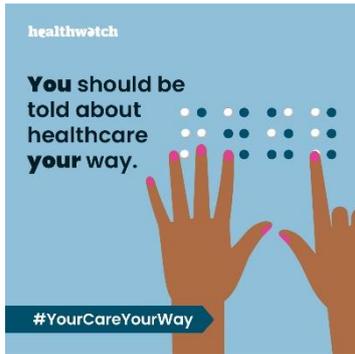
If you work in health and social care, you are invited to join the Healthwatch England webinar on **2 March, 3.00-4.30pm**, to find out more about improving delivery of the Accessible Information Standard and Healthwatch England's latest research. Find out more and book your place.

Volunteer with us and help make care better

We're looking for new people to join our committed group of volunteers. Volunteers are at the heart of what we do. They help us reach out into our community, raising awareness of our work and listening to people's stories and feedback. They carry out research and help us identify health and social care issues that need to be addressed by those responsible for improving services in Gloucestershire.

Whatever your background, your time, experience, and knowledge can help us make sure that the public voice is at the heart of health and social care in Gloucestershire. Read more about our volunteering opportunities and find out what our volunteers have been doing recently. If you're interested, please email our Volunteer Officer, Helen Esfandiarinia (pictured right): volunteering@healthwatchgloucestershire.co.uk or get in touch via our website: Volunteering with Healthwatch Gloucestershire.

Healthwatch England annual report 2020-21: Listening leads to better care

Healthwatch England published its annual report this month, highlighting to Parliament how public feedback has helped NHS and social care services improve care during a time of enormous challenge.

A record two million people turned to Healthwatch across England last year, to have their say on care or to get the right advice and information. Healthwatch used their feedback to alert decision-makers to the pressing issues in health and care, identifying what's working well and suggesting improvements, ultimately leading to better care.

Read more and watch the video to see How we've made a difference this year.

Healthwatch England - How we've made a difference this year

New report:
Post-COVID syndrome care and support

Our new report *Post-COVID syndrome, people's experiences of health care and support in Gloucestershire*, will be published **next week**. If you can't wait until next month's ebulletin, you will be able to read the full report on our website: [Reports & Publications - Healthwatch Gloucestershire](#).

Share your feedback

[Get in touch](#) to share your feedback and help make health and social care better for you and your community.

Share our news

If you know someone who would be interested in keeping up to date with our news or getting involved with our work, please share this bulletin and the [sign-up link](#).

Speak up and help make health and social care better for you and your community

Healthwatch Gloucestershire is the county's health and social care champion. We listen to your experiences of using local health and care services and hear about the issues that really matter to you. We are independent and impartial, and your feedback is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need. As statutory body, we have with the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care.

Healthwatch Gloucestershire covers the geographical area of Gloucestershire County Council, which includes the districts and boroughs of Cheltenham, Cotswold, Forest of Dean, Gloucester, Stroud, and Tewkesbury.

The **Healthwatch Gloucestershire** service is run by [Evolving Communities CIC](#), a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is at Unit 2 Hampton Park West, Melksham, SN12 6LH.