Share your experience of Care at Home services

What's your experience of Care at Home services in Gloucestershire?

Share your feedback to help improve care
- Complete our online survey
- Join a focus group
- Talk one-to-one

healthwatch
Gloucestershire

healthwatchgloucestershire.co.uk
Freephone 0800 652 5193

During February we will be investigating people's experiences of social care, specifically Care at Home services. We want to understand what home care services are available in Gloucestershire, how people find out about them, and what they think about the quality of care they or their loved ones have received. We also want care providers and paid care workers to share their experiences of scheduling and providing home care, to help us understand the challenges they face and the changes that could make a difference.

Share your feedback to help improve care, via our online survey, by joining a small discussion group, or talking to us over the phone. Find out more: Care at Home services - Healthwatch Gloucestershire.

Work with us to help Gloucestershire's ICS provide excellent care

We're recruiting

ICS Officer
37.5 hours a week, £21,972 pa

Help Gloucestershire's new Integrated Care System (ICS) provide excellent care.
- Engage with patients and the public
- Investigate how well integrated services are working
- Influence service design and improvements

Find out more

healthwatchgloucestershire.co.uk/about/vacancies

0800 652 5193 | Closing date: 6 Feb 2022

healthwatch Gloucestershire

From April 2022, Gloucestershire's Integrated Care System (ICS) will be responsible for improving and joining up public health, health care, and social care. This is an exciting and important opportunity to work with people and communities from across the county to influence and improve health and care services. Find out more and **apply by 6 February**, or share with someone who would be great in the role: Vacancies - Healthwatch Gloucestershire.

Post Covid Syndrome (Long Covid) – still time to have your say

Thanks to everyone who took part in our survey last month about Post Covid Syndrome support in Gloucestershire. If you didn't get the chance to share your feedback – good or bad - it's not too late to talk to us, and your story could be included in our report (anonymously). We are currently reviewing survey findings and considering what recommendations we
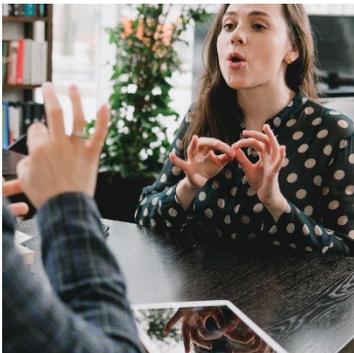
can make to services to amplify the voice of people living with the condition. If you want to have your say, please get in touch: Contact Us - Healthwatch Gloucestershire.

#grabajab

Recent stats show that 90% of people over 16 in Gloucestershire have had at least one dose of the COVID-19 vaccines. While this is great news, the NHS continues to encourage people to get their jabs as soon possible. If you haven't got yours yet, you can find the full list of upcoming clinics at: Covid-19 Portal | NHS Gloucestershire CCG or see the #GrabAJab campaign on social media. You can also arrange your vaccination by appointment at a community pharmacy or the JabVan through the national booking system by calling 119 or visiting: Book or manage a coronavirus (COVID-19) vaccination - NHS.

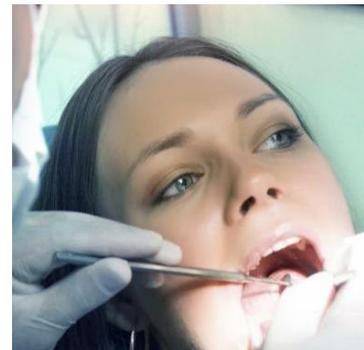## We're asking young people about health and care

Our volunteer Young Listeners are still out and about in Gloucestershire, gathering young people's views of health and social care services. They're particularly interested in understanding experiences and opinions on mental health, relationships, access to GP services and Covid anxiety. If you're age 16-24 and you want to tell us your story, or

you are involved in groups or services working with young people in Gloucestershire, find out more and get in touch: [Young Listeners - Healthwatch Gloucestershire](#).

£50 million for NHS dental care, but ongoing need for reform

This week the Government announced [£50 million for 350,000 extra NHS dental appointments](#) in England by the end of March. This funding is welcome and we are pleased that children, people with learning disabilities, autism, or severe mental health problems will be prioritised. However, review and reform of dental care is still needed.

Access to NHS dentistry has been one of the most significant issues raised with Healthwatch across England over the last 18 months. We have seen an increase in the volume of feedback and the amount of negative sentiment. We will continue to share public feedback about dental care in Gloucestershire and to support Healthwatch England's call for wider reform due to the "deeper and more systemic challenges in the dental sector that have been laid bare over the last two years... after this dreadful pandemic." (Read Healthwatch England's Dec 2021 report: [Recovery of NHS dental care too slow to help thousands left in pain | Healthwatch](#)).

NHSEI launches new mental health campaign

NHS England and NHS Improvement launched a new campaign in January to promote NHS mental health services. They are encouraging anyone experiencing anxiety, depression or other common mental health concerns to seek help through NHS Talking Therapies (also known as IAPT- Improved Access to Psychological Therapies). Find out more about Talking Therapies in Gloucestershire: Let's Talk 2gether.

If you have used mental health services in Gloucestershire, share your feedback with us to help improve care: Your views and experiences - Healthwatch Gloucestershire.

CQC and Healthwatch campaign #BecauseWeAllCare

Healthwatch is once again working with the Care Quality Commission (CQC) and The Patients Association to encourage people to speak up about the care they or their loved ones receive. The Because We All Care campaign has already resulted in over 50,000 people sharing their experiences. This feedback has helped inform how CQC regulates services, and guided Healthwatch recommendations at a national and local level to drive service improvements.

You can get involved by using the hashtag #BecauseWeAllCare on social media and by encouraging people to share feedback to help improve health and care in Gloucestershire.

Share your feedback

Get in touch to share your feedback and help make health and social care better for you and your community.
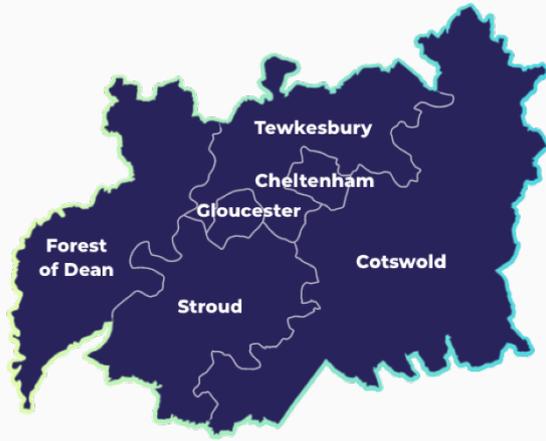
Share our news

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.