



Join us on 25 March 2020
Health and social care in
Gloucestershire, what works and
what doesn't?



We are holding a public event to raise awareness about health and social care services in the county, particularly primary care; to announce our new priorities and projects for the year ahead; and to gather people's views and experiences to help improve local services.

- Find out where to get the care you need.
- Put your questions to a panel of health and social care professionals.
- Share your views about using local health and social care services.
- Hear how Healthwatch Gloucestershire uses public feedback to improve services and how you can get involved in our new projects.
- Find out about other services and voluntary groups providing support and care in Gloucestershire.

Date: Wednesday 25 March 2020

Time: 10.30am - 3.00pm

Venue: University of Gloucestershire, Oxstalls Campus, Gloucester

Booking is required to hear the speakers and the panel discussion, or you can turn up to visit the exhibitions and feedback area.

[Find out more and book your place...](#)



Job vacancy: Lead our exciting new 'Young Listeners' project

Application deadline extended - apply by 8 March to become our new Youth Engagement Officer (12-month contract or secondment opportunity).

If you are experienced in youth engagement work and passionate about empowering young people to have their voices heard, this is an exciting opportunity to join our small and dynamic team.

Full details are available on our [website](#) and Helen Webb, Healthwatch Gloucestershire Manager, would love to talk to you about the role, call 01452 504989.

New project: Gloucestershire A&E care for people with a mental health condition



Recent figures* show that A&E attendance from patients in mental health crisis is rising nationally. More locally, issues around mental health support, particularly crisis care, feature in a lot of the feedback we receive. (**NHS Digital, Hospital Accident and Emergency Activity, 2017-18*)

In response, we have launched a new project with our parent organisation Evolving Communities, to learn more about the experiences of people who

access mental health support through A&E departments at Gloucestershire Royal Hospital and Cheltenham General Hospital.

We want to hear from people who have a mental health condition or issue, who have used A&E in the past year at either of these hospitals, and their family, carers and supporters. Staff and volunteers from voluntary and community organisations in Gloucestershire who work with people who have mental health issues are also invited to take part in this project.

How can you get involved?

- Complete our online survey to share your experiences: smartsurvey.co.uk/s/GlosMHAE/
- Take part in an interview over the phone or in person - visit our [website](#) to find out more
- Email research@evolvingcommunities.co.uk or call 01225 701888.

All information will be anonymised.



Where to find us in March

We regularly visit community events, venues and meetings to talk to people and gather feedback about health and social care services.

We have the following events planned for March but check our [website](#) for updates.

Tuesday 3 March

Talk to Cheltenham Rotary Club

Thursday 5 March

Talk to Cheltenham Carers Group

Wednesday 25 March, 10.30am – 3pm

Healthwatch Gloucestershire public event

University of Gloucestershire, Oxstalls Campus, Gloucester

Tell us about your health and social care experiences



Your views and experiences of health and care services are important because they can help services to become more effective or highlight where things are done well. You can share your views with us by talking to us when we are out and about in your community, or by contacting us in the following ways:

- Phone: 01452 504989 or 0800 6525193 (freephone)
- Email: info@healthwatchgloucestershire.co.uk
- Website: [healthwatchgloucestershire.co.uk](https://www.healthwatchgloucestershire.co.uk)
- Social media: click on the icons at the bottom of this bulletin

Healthwatch Gloucestershire is the county's independent health and social care champion. We exist to ensure that people are at the heart of care. Our dedicated team of staff and volunteers listen to what people like about local health and care services, and what could be improved. These views are then shared with the decision-making organisations in the county, so together we can make a real difference.



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