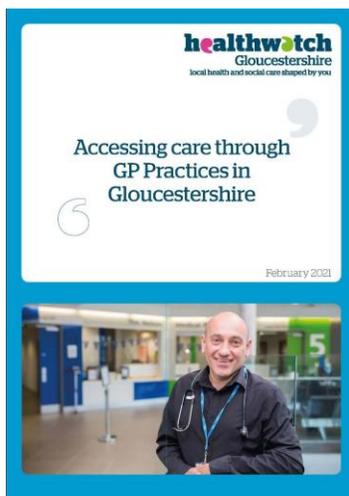# New report: Advising Gloucestershire's GPs how to improve access for their patients

Over 600 Gloucestershire residents have told us what they like and don't like about the way their GP Practice communicates and interacts with them. We found that while new ways of communicating and delivering care work well for some people, for many others they present new challenges and barriers.

In our new report, *Accessing GP Practices in Gloucestershire*, we present our findings around access to appointments, use of technology, staff attitude, and access to quality information. We are advising GP Practices to think more about the individual needs of their patients, and we make several recommendations to help them find the best approach to delivering care.

Read the full report: **Accessing GP Practices in Gloucestershire**

New project: What do people think about the hospital discharge process?

Our new project got underway this month to find out what people think about the way patients are discharged from hospitals in Gloucestershire and moved between health and care services. We regularly hear about the stress and delay people experience during hospital transitions, so we
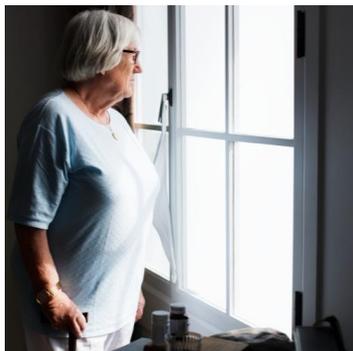
want to understand what needs to be improved to
deliver a more seamless service.

We are seeking feedback from patients who have been discharged from a Gloucestershire hospital in the last 12 months, and their carers. We are working closely with Gloucestershire's NHS Trusts to reach and engage with patients, and we are also gathering feedback via an online survey and one-to-one conversations.
Find out more and share your views and experiences by 28 March 2021.

New research: Understanding social isolation in Gloucestershire

Our new research project aims to build a better understanding of what social isolation means for people in Gloucestershire, particularly in the context of Covid-19. Previously, we have identified social isolation as an issue for many people in our communities. Gloucestershire's Health and Wellbeing Board has identified social isolation as an area that needs attention, and the NHS is working towards a locality-based approach that links services and communities and helps tackle social isolation.

We will review and build on the work already done, locally and nationally, looking for evidence of best practice in health and wellbeing and the impact this has on health and care services. We will consult with key groups of people who are socially isolated and consider what makes a difference in Gloucestershire and what more can be done.
If you would like to know more about this project or to get involved, please get in touch.

Covid-19 vaccination survey coming soon

We are finalising plans for a new public survey to be launched in March about the county's Covid-19 vaccination programme. We are working in partnership with Gloucestershire's health and care providers and voluntary and community sector organisations, who understand that public feedback will help maximise the effectiveness of vaccine delivery in Gloucestershire.

More information is coming soon, in the meantime, you can keep update to date by following us on social media (click icons below) and visiting our website: healthwatchgloucestershire.co.uk.

Healthwatch England welcomes Health and Care White Paper

Healthwatch England has welcomed plans to strengthen health and care legislation and make major changes to the way the NHS is organised. Responding to proposals in the Health and Care White Paper (published 11 Feb), Imelda Redmond CBE, national director at Healthwatch England (pictured left) said:

"The Covid-19 pandemic has demonstrated how crucial it is that health and social care services work well together and so we need to build on that. Proposals to strengthen collaboration between services is a step in the right direction and can bring real benefits for patients, address the wider factors of health, and support people to live better, healthier lives. We support hundreds of thousands of people across the country every year to share their experiences and views of health and social care. We know the focus on integrating services will be well received by the public who want a more joined

up and personalised experience. And so, we particularly welcome the commitment to strengthen and assess patient voice at every level of the system – a crucial step towards helping everyone get the care they need, regardless of age, ethnicity and health conditions…"

[Read more](#) and find out about the new proposals to join up health and care services.

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

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. We cover 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 4 Hampton Park West, Melksham, SN12 6LH.