



Welcome to our monthly update. It's the end of May and we're heading into an unusual summer. Normally, at this time of year, we would be out and about talking to people in the community. While we may not be able to meet you in person, we are still working hard to gather and share public feedback about health and social care in Gloucestershire, to help services develop and improve.



Spotlight on social care – join a focus group

It's clear that the impact of Covid-19 on social care has been particularly severe. We are running a number of online focus groups at the start of June to explore people's experiences more fully.

We would like to hear from people who receive care and from those who provide care for a family member or friend who cannot cope without your support. We also want to hear from professional carers, including those who

work in care homes and those who deliver care in people's own homes and in the community. All participants can be anonymous.

If you would like to take part, please [get in touch](#). We want to make your voice heard by those responsible for delivering social care in Gloucestershire.

Has your health and care been affected by coronavirus?

Through our online survey, we are continuing to gather feedback from local people about their health and care experiences during the virus outbreak.



We are using this valuable insight to help local NHS and social care providers understand how to adapt and improve services right now and, in the longer term, this feedback will help to build a picture of the overall impact of COVID-19 to inform future decisions about services.

If you, or someone you know, has a story to share about accessing health and care during the coronavirus, please [complete our short online survey](#), or [contact us](#). No matter how big or small, every experience can help to improve care for you and your community.



Helping you find the care you need

In recent weeks, as health and social care providers have had to introduce emergency and social distancing measures, we've made it our mission to keep up to date with changes to local services and support.

We're here to help with information, advice and guidance to make sure that people from across the county can access the health and care they need. Whatever your question or concern, do [get in touch](#).

Community Help Hub

If you, or someone you know, needs extra support during COVID-19, contact the [Community Help Hub](#).



Helping those who are alone

Through befriending calls and welfare checks, we are supporting local people who are alone and who may be isolated and vulnerable.

Social isolation is one of our main areas for investigation this year, and these conversations are starting to give us real insight into what this means to people in Gloucestershire. If you have experienced social isolation, before or during COVID-19, please [get in touch](#) and tell us your story.

Shaping Gloucestershire's mental health services

During Mental Health Awareness Week (18-24 May), we highlighted the importance of understanding people's experiences of mental health services in order to improve care and support.



We raised awareness of three studies we conducted during 2019-2020 to identify the care and support needs of mental health patients, including the needs of those who care for people with a mental health condition, and the needs of people who have mental health and substance misuse issues. [Read more...](#)

We're here to help make health and care better for local people, so please get in touch, share your stories, and share our news.

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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