

## Dental reform



Since we published our report on accessing dental care in Gloucestershire (September 2020), we have continued to hear about difficulties accessing dentistry. A new report from Healthwatch England (24 May), shows that access to NHS dental care continues to be a problem for people across the country, with Healthwatch recording a 22% rise in calls and complaints about dentistry between January and March 2021. [Read more from Healthwatch England.](#)

We will be presenting at a series of workshops run by the NHS to urgently look at how dental services can be improved. If you have an experience of dentistry, good or bad, please get in touch and tell us about it, so that we can keep the key decision makers up to date on dental provision as we gradually move out of COVID-19 restrictions. [Share your feedback.](#)

Read our report: [Dental services during Covid-19: Difficulties and delays in accessing dental care in Gloucestershire](#)

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## Accessing your GP

We looked at access to GP services at the end of last year and found that people were struggling to see a GP face to face. This has been an issue across the country and the guidance for GPs has now changed. The Royal College of Physicians and Healthwatch England have issued guidance about what patients can now expect. Read the guidance here: [NHS appointments and remote care: Knowing your choices](#).



Read our report: [Accessing care through GP Practices in Gloucestershire](#)

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## Have your say on specialised services...



Apply to become a Patient and Public Voice partner today.



NHS England and NHS Improvement is recruiting to a range of Patient Public Voice (PPV) partner roles on groups with responsibility for commissioning specialised services. This includes, for example, services treating complex conditions like rare cancers and genetic disorders, and other rare medical conditions or surgical procedures. The closing date for applications is 20 June.

[Find out about the roles and how to apply.](#)

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## Beware - Covid health scams!

The Citizens Advice Bureau will be running a scam awareness campaign in mid-June. They told us about some of the scams that use Covid as a pretext to prey on people.

**Scammers posing as NHS contact tracers** - Bogus calls and messages ask for money to cover the cost of coronavirus testing kits. Official tracers will never ask for payment or bank details.

**Health scams** - Phishing emails are sent claiming that the recipient has been in contact with someone diagnosed with Covid-19, taking people to fake websites that steal personal and financial information or infect devices with malware. Fake adverts are also being used to sell non-existent Covid-related products.

Look out for the campaign and [go to their website for more information](#) and to find your local Citizens Advice.

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## Deadline approaching:

### EU Settled Status and Access to NHS services

Following Brexit, all EU, EEA and Swiss citizens who were resident in the UK by 31 December 2020, need to apply to the EU Settlement Scheme (EUSS) by 30 June 2021. Those who don't apply risk losing their right to live, work and study in the UK, and they could lose access to public funds and benefits such as attendance allowance, pensions and some NHS treatments.



People who have lived in the UK for five or more years will receive Settled Status, those who have lived in the UK for less than five years will receive Pre-Settled

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Status. People particularly at risk are those over the age of 65, who may not realise that they need to apply to the scheme. Even if they have lived in the UK for most of their life, they need to apply.

**If you are not sure whether you or someone you know needs to apply**, or you want help with your application, contact Jennie Watts at Citizens Advice: email [jennie.watts@gloscab.org.uk](mailto:jennie.watts@gloscab.org.uk) or call 01452 527202 (ext. 262).

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## Coming next month



June is set to be a busy month for us with the publication of our Annual Report and our report on the hospital discharge process, as well as an announcement about our annual work programme.

If you know anyone who would be interested in keeping up to date with our news, please share this bulletin and the sign-up link below. <https://mailchi.mp/ac5e11f721b/gloucestershire>

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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.

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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.



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