New report: How would young people in Gloucestershire improve the health and care services they use?

This week, in a new report from our Young Listeners, young people from Gloucestershire speak up about the improvements they want to see in the health and care services they use, particularly around mental health, relationships, and GP care. Read more...

As we say goodbye and thank you to **Jess, our Youth Engagement Officer,** for her wonderful work leading the project, she shares her reflections: "The Young Listeners project has been an amazing journey. It has been extremely gratifying to see how eager young people are to speak up about what matters to them, and their drive to improve experiences not only for themselves but also for others is heartening. I want to extend a huge well done to the Young Listeners who dedicated their free time to seek out this feedback. It has been a joy to work alongside such an incredible team who encouraged those they

interacted with to speak with confidence. The Young Listeners report provides valuable insight on young people's views about health and care services within Gloucestershire and their recommendations for change will help services make care better for young people."

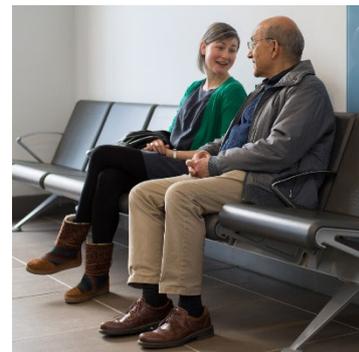## New report: post-COVID syndrome care and support in Gloucestershire

This month, as more and more people are being diagnosed with post-COVID syndrome (long COVID), we published a new report highlighting the need for better communication about the condition and the care and support that's available in Gloucestershire.

Gloucestershire Health and Care NHS Foundation Trust supported the project by promoting our research to patients using the county's Post-COVID Syndrome Assessment Service. Our findings will be used by local services to understand how to provide patients with the best possible care from diagnosis to treatment. Read more…

Volunteers wanted: visit services and record people's experiences

As part of our work, we have the power to visit publicly funded health and social care services, such as GP surgeries and care homes, to see them in action. During these Enter and View visits, our team of authorised representatives ask people about their experiences of the service to understand what works well and what could be improved. We might speak to patients, residents, members of the public, staff, and family members. We report our findings to those who provide the services and make recommendations to inform change and improvement.

Due to the pandemic we were not able to carry out Enter and View visits, but we are planning to restart in the second half of 2022. We are now recruiting volunteers, with a range of backgrounds and experiences, to support this important part of our work. You will be fully supported and receive training to carry out these visits confidently and as part of a team.

If you are interested, or you know someone who would be, or you want to know more, please email our Volunteer Officer, Helen Esfandiarinia: volunteering@healthwatchgloucestershire.co.uk.

Improving access to healthcare for ethnic minority communities: Healthwatch England research

Healthwatch England's latest research shows that people who speak little or no English struggle at all points of their healthcare journey. This includes some of the most vulnerable in our society, for example, refugees and asylum seekers.

They find it difficult to register with a GP, access urgent care, navigate large healthcare premises, explain their problems, or understand what the doctor says. Lack of interpreting support further compounds their struggles. They may not know they can ask for professional interpreters, find it difficult to access one when needed, or even understand them if interpreters don't speak their dialect. As a result, they face significant barriers and delays in receiving care, putting them at a disadvantage and contributing to health inequalities.

[Read more about the research](#) and recommendations for change, and get involved with the [#YourCareYourWay](#) campaign, calling for equal access for all.

Share your feedback: Have you or anyone you know had problems accessing healthcare information because of a language barrier or any other communication barrier? You can [share your experience via the Healthwatch](#)

England survey, which is also available in Bengali, Gujarati, Polish, Punjabi, and Urdu.

Your experiences of Care at Home services

Thanks to everyone who took part in our social care project this month and to everyone who helped to promote it. We have gathered some rich insight into people's experiences of Care at Home services and will report on our findings later in the Spring. Find out more...

CQC's urgent and emergency care system review in Gloucestershire

This review, which took place in November and early December 2021, was part of a new national pilot approach to looking at all the key parts of the urgent and emergency care system and how they work together. Find out more…

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.