



Mental health campaign launches in Gloucestershire

Healthwatch Gloucestershire has launched a campaign to find out about people's experiences of mental health services in the county in a bid to help improve support for patients.

Over 25% of all feedback given to Healthwatch Gloucestershire is about accessing or using mental health services and now the independent champion has launched a three-month engagement campaign to gather more feedback.

All Gloucestershire residents can take part but Healthwatch Gloucestershire are keen to hear from people who currently use or have used mental health services in the last two years; relatives or unpaid carers of those using, or have used mental health services or support. [Have your say](#) or [find out more](#).



Research published around end of life care

Patients and their families in Gloucestershire say better information needs to be provided for local people around end of life care, according to the latest findings from Healthwatch Gloucestershire.

Healthwatch Gloucestershire's '[End of life report: Evaluation of non-clinical support](#)' - published this month - is based on findings from over 50 responses to a survey of the public's experiences on accessing information around end of life care in the county.

Julia Butler-Hunt, Healthwatch Gloucestershire's Manager, said: "The aims of the project were to understand and explore in more depth what non-clinical support is available locally and nationally and identify gaps in information provision."

The findings from the survey will now go to the End of Life Care Clinical Programme Group - a group of partners including the NHS Gloucestershire Clinical Commissioning Group (CCG) set up to ensure all people and their families at the end of their life receive high quality care. [Read more...](#)

Share your reasons for missed appointments

Patients are being encouraged to share with Healthwatch Gloucestershire the reasons why they miss hospital appointments after NHS Digital figures revealed that Gloucestershire Hospitals Foundation Trust has the highest percentage (7.7%) of missed hospital appointments in the West.



Julia Butler-Hunt, Manager at Healthwatch Gloucestershire, said: "Our role as a local Healthwatch is to listen to people's experiences of health and care services and find out what's working and what can be improved.

"We would encourage people to let us know why they are missing appointments, what barriers do they face? This could be transport issues or inconvenient timings – but it's important we gather this feedback which we can

then share with the hospital trust to help improve on these missed appointments figures.”

People can get in touch by calling Healthwatch Gloucestershire on 01452 504989, emailing info@healthwatchgloucestershire.co.uk or visit www.healthwatchgloucestershire.co.uk



Help us make a difference: become a member

Have your say in shaping the direction and priorities of Healthwatch Gloucestershire - join today as a member and be as involved as you want to be.

As a member, you will be kept up to date with changes that are happening in Gloucestershire that affect you and ask for your feedback when decisions to change services are made.

Being a member means you will also be able to give your views to us so that we can act on your behalf to influence local services. Find out more by calling 01452 504989 or emailing info@healthwatchgloucestershire.co.uk

Office opening hours at Christmas

The Healthwatch Gloucestershire office will be closed from Monday 24 December for a Christmas break and staff will be back in the office on Wednesday 2 January.

Thank you for all your support over the last year.
Season's greetings from all the staff at
Healthwatch Gloucestershire!



Healthwatch Gloucestershire is the county's independent health and 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.



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.



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