

July 2019 e-bulletin

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healthwatch
Gloucestershire



Our 2018-19 Impact Report now available

More than 3000 people have shared their views on the county's GP surgeries, hospitals and social care over the last year with Healthwatch Gloucestershire - helping to shape and improve those services for all.

In its latest Impact Report, Healthwatch Gloucestershire highlights how it has worked with communities across the county to make a difference to the way health and social care services are run.

The year in numbers

- Healthwatch Gloucestershire heard from over 3000 people who shared their views.
- The top services receiving comments were mental health, children and young people's health and older people's health.
- The team at Healthwatch Gloucestershire visited 168 services and 34 community events to understand people's experiences of health and social care.

- Its dedicated team of 42 volunteers gave up 1250 hours of their time to help carry out engagement work.
- More than 176 people accessed health advice and support thanks to being pointed in the right direction by Healthwatch Gloucestershire.
- The most popular things people needed help with were community transport, how to make a complaint and community dentists.

Healthwatch Gloucestershire will set out its priorities for the year ahead based on findings. To read the full report, visit: www.healthwatchgloucestershire.co.uk/reports-publications



New CEO pledges to ensure local voices are heard by those who have the power to change and deliver

The community interest company which runs the Healthwatch services in Gloucestershire, Somerset and Dorset has announced the appointment of a new Chief Executive Officer.

Lynda Williams takes over from Mary Curran who was Evolving Communities CEO from April 2018 to February 2019.

Lynda comes to Evolving Communities with extensive experience in developing and managing organisations. She has spent the majority of her career in the charity sector working across many service areas ranging from community action and capacity building to youth homelessness and the criminal justice system. She has also run women's domestic abuse services and refuge accommodation. [Read more...](#)

Three reasons you should become a Healthwatch volunteer:



Join our local board and make a difference

Healthwatch Gloucestershire is now seeking additional Local Board members. We welcome interest from all sections of the local community.

Board members will oversee and contribute to the work programme and play a crucial role in monitoring its delivery. They also play a part supporting the organisation to adhere to its principles, purpose and vision and ensuring that it operates in a moral and ethical way.

We're looking for local people with a passionate interest in helping the local community shape the way their health and social care services are run. Although not essential, if you have knowledge or experience in social care, children and young people, mental health, equalities and diversity this would be beneficial.

[Read more...](#)

Annual Members' Meeting 2019


Gloucestershire Hospitals
NHS Foundation Trust

Gloucestershire Hospitals NHS Foundation Trust is holding its Annual Members' Meeting at Sandford Education Centre on Thursday 12 September 2019.

Join them in their market place between 5pm - 6pm where you can meet consultants, nurses and support staff and learn first-hand about the work that they do at the Trust's hospitals. The members' meeting starts at 6pm until 7.30pm. Tea and coffee will be served.

[Register here...](#)

What you have been saying this month



Patients have been telling Healthwatch Gloucestershire what's good and what's not so good about local health and social care services this month.

"I have had a hip and knee replacement over the past year in Cheltenham General and spent 6 weeks there. The nurses were lovely and I now feel like a different person."

"I have to wait three weeks for an appointment with any GP, so goodness knows how long it would take if I wanted to see my named GP."

"I had a fall a few months ago and was initially taken into GRH, but then transferred to Cheltenham and then after a few weeks I was transferred to Lydney for rehabilitation. All three hospitals treated me with dignity and respect, although I have a long way to go before I am fully recovered."

Have your say by calling Healthwatch Gloucestershire on 01452 504989 or emailing info@healthwatchgloucestersire.co.uk. All feedback is collated anonymously and the most common themes are presented to the decision making organisations in the county, so that your voice is heard.



Out and About in July

Share your experiences of health and social care services with our volunteers and staff this month:

13 July: 2-4pm

Chapel Care Centre Fete, Horton Road, Gloucester

11 July: 7-8.30pm

Forest of Dean MS Group, Great Oaks Hospice

19 July: 10am-12pm

PPG Network Meeting

4 August: 2-4pm

Jamaica Day, Gloucester

8 August: 2-4pm

Lungs 4 life group

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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01452 504989 | 0800 652 5193

**Healthwatch Gloucestershire - 13 Wheatstone Court, Davy Way - Waterwells Business Park -
Quedgeley, GL2 2AQ - United Kingdom**

<https://www.healthwatchgloucestershire.co.uk>