

Annual report 2020-21



Our new annual report (published this week) highlights how we worked throughout the pandemic to understand people's health and care needs, and how we used this insight to guide NHS and social care services to develop and improve how they cared for people during COVID-19.

Last year (April 2020-March 2021), 2,364 Gloucestershire residents shared feedback with us about the county's health and care services or sought information and advice on how to access the care and support they needed. [Read more](#) about our work, the issues people raised with us, and our recommendations for how services could improve.

Our priorities for 2021-22

When planning our work for the year ahead, we analyse public feedback to identify common issues and concerns, and we consult with local health and care partners about national and local priorities. In the coming year, we will focus on the following broad areas of health and social care:



- Young people's health and social care services
- Social care
- Digital health care

[Read more about our work plans.](#)

Deaf people's experiences of health and care

We are working with the Care Quality Commission to understand the experiences of the Deaf community. We will be finding out about the barriers and frustrations that people experience as well as what is needed to make sure all services and communications are accessible.



If you would like to take part in our focus group on Tuesday 20 July, please email us for more information and to let us know your access requirements:

info@healthwatchgloucestershire.co.uk (We are hoping the focus group will be face-to-face, but it may be virtual.)

Digital health care – share your feedback

The pandemic has seen a huge increase in the use of technology in health and care. This may be as simple as a telephone appointment, or it may be a digital tool for a specific health condition. We are currently working with Healthwatch England to explore the experiences of clinicians and patients who have used remote blood pressure monitoring equipment, but we want to widen the debate.



If you have encountered digital tools in your health and care services then we would love to hear about it, so please [get in touch](#).

Young Listeners – still time to volunteer



We've already recruited 10 young volunteers to our new Young Listeners project, but if you're aged 16-24, there's still time to get involved. Whether you want to help shape and improve young people's health and care services, gain volunteering experience and new skills, or get to know other young people, this is a great opportunity.

Our Young Listeners will soon be meeting as a group to begin training and to create an engagement plan for the project. So, if you're interested and want to

know more, email Jess, our Youth Engagement Officer, on Jessica.bush@healthwatchgloucestershire.co.uk or [visit our website](#).

Healthwatch Gloucestershire poster campaign

We want to raise awareness of Healthwatch Gloucestershire among all our communities, across the whole county. The more people who know about us and the more feedback we get, the stronger the public voice will be in helping health and care services become the best that they can be. So, we are on a mission to get our posters displayed in as many health, care and community settings as possible.



If you know of somewhere we could display our poster to help us to reach people, please let us know. [Contact us](#)

New NHS system for GP data sharing

Patient data held in GP medical records is used by the NHS to support health and care planning and research in England. NHS Digital has developed a new way to collect patient data. The government has announced that the new system which was due to start in July will be delayed until 1 September, due to concerns from doctors' organisations about privacy and lack of public awareness. [Find out more](#) about the government's plans for data sharing and how to opt out if you do not want your data to be shared.



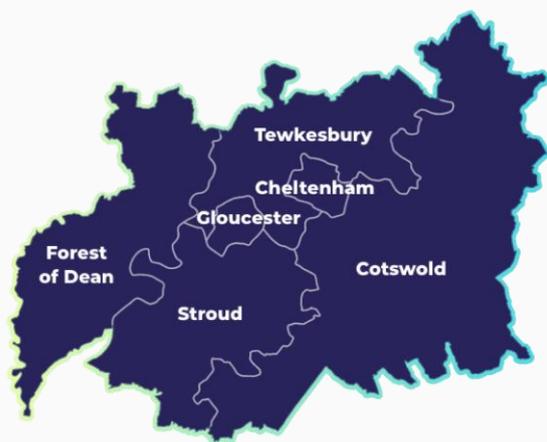
Share our news

If you know someone who would be interested in keeping up to date with our news, 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 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.



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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