

Join our public Board meeting: Friday 5 November

If you would like to hear about the work we are doing and how we're making a difference to health and social care in Gloucestershire, join our public Board meeting on **5 November, 11am-12pm**. You can attend in person or online via Zoom. If you want to join us, [please get in touch](#) for more information.



Meet our new Volunteer Officer



We are delighted to introduce our new Volunteer Officer, Helen Esfandiarinia. Helen has a good understanding of the health and care sector as she has worked for Gloucestershire Health and Care NHS Foundation Trust for 19 years. She also has great experience of managing and supporting people in their work, as she was HR Manager at the Trust for 10 years.

"I'm looking forward to understanding health and social care from a different perspective and working with the team and volunteers to put local people at the heart of health and care in Gloucestershire. I'm enjoying getting to know our volunteers and developing my understanding of how they can support our work. I'm also keen to hear from new people who are interested in volunteering as there are plenty of opportunities to get involved, whether you're 18 or 80, whether you're looking for new skills and experience or to meet people and make a difference."

You can contact Helen via email:

volunteering@healthwatchgloucestershire.co.uk or call Freephone 0800 652 5193 or 01452 504989. You can find out more about volunteering opportunities on our website: [Volunteering with Healthwatch Gloucestershire](#).

Consultation: NICE guidelines on health and care for people experiencing homelessness

The National Institute for Health and Care Excellence (NICE) is consulting on draft guidelines around providing integrated health and care for people who are experiencing homelessness. The key areas covered are access and engagement, joining up health and social care, and views and experiences. [Find out more and have your say](#) by **Monday 2 November**.



Feedback about the South Western Ambulance Service

A poster for a Patient Participation Panel. At the top left, there is a hand holding a megaphone. The text 'YOUR VOICE MATTERS LET'S TALK' is written in large, bold, blue and red letters. Below this, it says 'Patient Participation Panel'. There is a QR code and contact information for Corrie Payne.

NHS
South Western
Ambulance Service
NHS Foundation Trust

**YOUR VOICE MATTERS
LET'S TALK**

Patient Participation Panel

This exciting new forum will enable us to gather important feedback from the people that matter most- you! We want to collect your views (positive and negative) to help influence informed changes and make better the services we offer.

**Join us for our first virtual event
12 November 2021, 1000-1100hrs**

You can read more by scanning the QR code

If you would like to attend please email - corrie.payne@swast.nhs.uk

A new NHS patient participation panel is seeking public feedback about the South Western Ambulance Service. The first event will take place virtually on **12 November 2021**, 10am – 11am. If you would like to attend [find out more and register your attendance](#).

NHS England plan to improve GP access informed by national Healthwatch insight

NHS England has published a plan for [improving access to GP appointments](#) for patients alongside supporting GPs and their teams. The NHS has acknowledged that the insight provided by Healthwatch helped them to recognise there was a problem around GP access. Thank you to everyone who shared feedback with us which we shared with Healthwatch England to inform their report on [GP access](#) earlier in the year.



Read our report: [Accessing GP Practices in Gloucestershire](#) (February 2021).

Ongoing work to help improve access to health and care



We have been working on two projects recently that are concerned with improving access to health care. We have completed a project for the Care Quality Commission, gathering feedback from the Deaf community about the challenges they face when accessing services (report due out shortly). And we are currently working on a project with Healthwatch England to review the use of digital health tech to improve patient accessibility to blood pressure monitoring. [Find out more about our work.](#)

Healthwatch calls for NHS dentistry recovery plan

Healthwatch England has joined the British Dental Association in calling for a recovery plan for NHS dentistry. In an open letter to the Chancellor, they have called for investment to underpin the recovery and the promised reform of NHS dentistry, highlighting the impact on patient care of a decade of cuts and over 30 million lost appointments since the first lockdown. [Read more from Healthwatch England.](#)



Over the course of the pandemic, Healthwatch Gloucestershire and Healthwatch from across England heard from patients unable to find dental care, and we have shared this feedback locally and nationally. Read our report: [**Dental services during Covid-19: difficulties and delays in accessing dental care in Gloucestershire**](#) (September 2020).

Get in touch and [**share your feedback**](#) about dental care in Gloucestershire.



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 are an independent statutory body with the power to make sure NHS leaders and other health and social care decision makers listen to public feedback and use this 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.



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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>