



## OCTOBER NEWSLETTER

Welcome to the Healthwatch North Somerset October Newsletter. Please let us know if you would like this newsletter in an alternative format.

### *Current Projects*

#### ***Maternity Study***

We are currently assessing maternity services in North Somerset. If you have recently had a baby, or know somebody who has, we would like to hear your experiences. This could include ante-natal and post-natal care, health visits or children centres.

If you would like to share your story, please get in touch with us by post, phone or email or complete our Maternity Services Questionnaire on our website

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)

### *HWNS News*

#### ***AGM***

Our AGM attracted a good crowd on 13th October. An overview of what we've been up to over the last year and our upcoming plans was followed by a short presentation from one of our amazing volunteers, Tricia Godfrey, and an update on Community Building from Interim Director of Public Health for North Somerset, Natalie Field.

Our next Public Board Meeting will take place on 8th December at Yatton Methodist Church. We'll see you there!

## ***Patients in Control***

The Patients in Control pilot for people living with Fibromyalgia is well under way and going well. Evaluation of the effectiveness of the scheme will take place next month and positive results may lead to similar schemes being adopted for other long-term conditions.

## ***NSCP Appointed Community Healthcare Provider***

As you probably know North Somerset Clinical Commissioning Group (CCG), in partnership with NHS England and North Somerset Council, have appointed North Somerset Community Partnership (NSCP) Provider of Community Healthcare Services to North Somerset. What you may not know is that Healthwatch volunteers played a huge part in the procurement process. They provided a lay person perspective throughout several months of discussions and thanks to their valuable contribution the idea of including lay volunteers in the procurement process is now also being considered by Clinical Commissioning Groups in other areas.

## ***Other News***

### ***Self Care***

NHS staff, patients and carers are being urged to support and help raise awareness of Self Care Week next month. The theme for the week, running from 16 to 22 November, is 'Self Care for Life' and aims to help people understand what they can do to better look after their own health and that of their family, as well as living as healthily as possible. **Dr Martin McShane, NHS England's National Medical Director for Long Term Conditions** said: "Self Care for Life is a vital campaign that looks at health across the spectrum, from coughs, colds and flu to self care for long term conditions like type 2 diabetes, heart disease and lung conditions".

The national awareness campaign is run by the Self Care Forum. The aim for the week is for people-facing organisations such as GP surgeries, CCGs, pharmacies, dentists, local authorities and the voluntary and community sector, to use it as a focus to increase people's ability to self care and improve their levels of health literacy.

For more information and resources visit the Self Care Forum website or email [libby.whittaker@selfcareforum.org](mailto:libby.whittaker@selfcareforum.org) and sign up for Self Care Forum updates.

### ***Involvement Opportunity: Dementia Research Network***

The Alzheimer's Society is seeking people to join their Research Network. Possible tasks include helping to set research priorities, reviewing funding applications, sitting on grant funding panels or monitoring ongoing research projects.

The time commitment would be 2-3 hours a month, at home, and you can take a break at any time. Training is available to learn about research and acquire new skills.

For more information email [research@alzheimers.org.uk](mailto:research@alzheimers.org.uk) or call 020 74235153.

### ***HWNS Community Engagement***

#### ***Mothers Care at Mothercare***

We've been spending time at the Mothercare store in Weston Super Mare this month, chatting to both soon-to-be and new mums (and dads too!). They've been sharing their personal stories and telling us about their maternity healthcare experiences, both good and bad.

A big thank you to Emma, the Store Manager, her fantastic team of staff and all the customers who helped us to gather this information. All the data collected will be included in our final report which will be available later this year.

### ***Let's Meet Up***

Do you belong to a social club or group. If so, we'd love to come and talk to you all and gain your feedback about local health and social care services. If you'd like us to come along and give a short presentation to your group please email [tamar@healthwatchnorthsomerset.co.uk](mailto:tamar@healthwatchnorthsomerset.co.uk)

### ***Help Spread the Word***

Do you receive a local community newsletter or publication? If you do, please let us have their contact details. We are trying to find lots of ways to spread the word about Healthwatch so we can ensure as many people as possible get the chance to 'have their say' about their local health and social care services.

### ***Healthwatch Volunteers***

#### ***Volunteer Community Grows Stronger***

Our volunteer community is doing a great job spreading the word about Healthwatch North Somerset and gathering information from local people about their health and social care experiences. What's even better is that our volunteer community is growing! We'd like to say a big welcome to our newly recruited volunteers, and a thank you to all our volunteers who are committed to supporting our work. If you'd like to join our growing team of volunteers contact [sophia@healthwatchnorthsomerset.co.uk](mailto:sophia@healthwatchnorthsomerset.co.uk)

#### ***Community Contacts***

We are looking for a volunteer to represent each community in North Somerset. The role of a Community Contact will be to identify public places in your local area where Healthwatch publicity can be displayed/circulated and to then be responsible for making sure that information is up to date and available in those locations. You would begin with a small stock of leaflets and brochures and then replenish them as needed.

If you are interested in becoming a Community Contact, or would like to know more, please email [sophia@healthwatchnorthsomerset.co.uk](mailto:sophia@healthwatchnorthsomerset.co.uk) or call 01275 851400.

### ***Dates for Your Diary***

North Somerset CCG will be holding two consultation events for parents, carers, children and young people on Children and Young Peoples' Community Health Services in North Somerset. The period of consultation ends on 25th November and this is your opportunity to have your say. If you cannot attend either of these events you can let us know your views by emailing [contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)

#### **Wednesday 11th November**

7-9pm Castlewood, Tickenham Road, Clevedon

#### **Thursday 19th November**

10am-12pm Clevedon Community Centre, Princes Road, Clevedon

#### **Wednesday 4th November**

Talk by 1 in 4 Community Mental Health Centre (formerly known as Friend). At some time in our lives 1 in 4 of us will suffer some sort of mental illness. Speaker Bramwell Tout. Time:

7- 9pm. The Lighthouse, Weston Super Mare.

Charge of £3 to cover refreshments.

#### **Wednesday 18th November**

If you provide unpaid care for a relative, friend or neighbour you are warmly invited to the Carers Conference and AGM. Time:

10.30am-3.30pm. The Winter Gardens Pavilion, Weston Super Mare.

## **Wednesday 25th November**

Healthwatch North Somerset will be facilitating a half day public engagement conference about the future of Central Ward in Weston Super Mare and how Asset Based Community Development can be used to improve the health and wellbeing of residents living in the area. Anyone who lives or works in the area is welcome. Time: TBC. Victoria Methodist Church, Station Road, Weston Super Mare.

### ***Talk To Us – Your Voice Counts***

Have you recently used a health or social care service and would like to share your experience?

Do you have any problems or concerns about accessing health services in North Somerset?

Do you think a particular service can be improved in some way?

Would you like to praise a service and tell us how good your experience was?

**The voice of the public is at the heart of everything we do. We are here to ensure that your voice is heard and taken seriously at a local and national level.**

**Share your experiences with us and we can help improve services now, and for the future.**

We've all been on Social Media Training this month so we're even more keen for you to Like, Follow, Tweet and Share!

**Facebook: [Healthwatch North Somerset](#)**

**Twitter: [@healthwatchns](#)**

**Don't forget to visit our interactive Feedback Centre on our website too: [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)**

