



Bulletin - December 2017

Our Work

People's experience of social work services



We have been speaking with people in Redditch and Pershore about their experience of social work services. We would like to thank everyone who replied to the invitation to speak with us. We will be writing up what we learnt and providing this information to the County Council who are responsible for providing social work services in Worcestershire.

NHS 111



In recent weeks we have continued visiting groups across the County to find out about their awareness and experiences of NHS 111 including Redditch Mosque, University of Worcester, a Simply Limitless family event, extra care setting Berrington Court, and a drop-in session at Church Street Surgery in Kidderminster. We attended the SpeakEasy N.O.W. Forum Meeting to hear all the feedback they had gathered from their Self Advocacy Groups for people with a learning disability.

We have also been getting feedback from college students as part of the workshops we have been running with students at HOW College in Redditch, Worcester Sixth Form College and Evesham College.

The survey is now closed and we will be reporting our findings early in the New Year.

Pharmaceutical Needs Assessment



The Health and Wellbeing Board (WHWB) of Worcestershire County Council have produced a Draft Pharmaceutical Needs Assessment (PNA), which will help ensure residents have good access to local pharmacy services. The draft PNA provides an assessment of the current provision of pharmaceutical services across Worcestershire and whether this meets the needs of the population, identifying any potential gaps in service delivery. The PNA will also be used by NHS England to consider

applications to open new pharmacies, or to commission additional services from pharmacies.

Healthwatch Worcestershire was a participant observer on the Working Group that produced the PNA and we have been asked for our views on the Draft. We are pleased to see that the draft recommendations highlight the issue of the provision of clear information to the public about pharmacy opening times, alternative provision when pharmacies are not open, the range of services available through pharmacy and the availability of confidential consulting space.



Autism Spectrum Conditions

Final chance to take part

We want to hear what people with Autism Spectrum Conditions and their carers think about going to the doctors, going to hospital, information, support and getting a diagnosis. Surveys can be completed on line via these links -

[Autism Spectrum Conditions - Survey for people with ASC](#)

[Autism Spectrum Conditions - Carer Survey](#)

Surveys will be closing at the beginning of January.



We now have an Easy Read version of the survey - please get in touch if you would like us to send you a copy or download from our website here -

[Easy Read Autism Questionnaire](#)



National Consultation

Transforming children and young people's mental health provision: a green paper

The Government has issued proposals to improve mental health services for children and young people, including increasing community based support and reducing waiting times.

Visit their website via the link below to find out more about the green paper and how you can give your feedback -

[Consultation - Children and Young People's Mental Health Green Paper](#)

Healthwatch Worcestershire Public Board Meeting

Come along and take part in our next Public Board Meeting



Friday 12th January 2017 @ 10am

**Civic Centre
Queen Elizabeth Drive
Pershore
WR10 1PT**

More information and agenda will be available nearer the time on our website.

Thank you!



We were very sorry to have to postpone our Volunteer Update Event this week due to the snow and travelling conditions, but will be rearranging this for early in the New Year. This was to be an opportunity to say thank you to our volunteers for all their support this year.

We would like to extend this thanks to all of those who have supported us with our work this year, those who have helped us to promote and share opportunities to get involved with our work and those who have shared their experiences and feedback about health and care services in Worcestershire.



**Merry Christmas and a Happy New Year from
everyone at Healthwatch Worcestershire**



We want to hear from you...

As always we want to hear from you about your experiences of using local health and care services. If you would like to share your experience or require information about services please contact us.

We can also visit your group or organisation to do a survey in the form of a quiz. If you would like us to visit your group call us now on 01386 550 264.



Contact Us...

Tell us about your experiences of using local health and care services



01386 550 264



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