

## Bulletin - April 2018



### Our Work

#### Autism Spectrum Conditions Report Published

We have now published our report on the work we have carried out over the last 18 months, gathering feedback from people with Autism Spectrum Conditions and their carers. We have also been looking at current levels of awareness and understanding of Autism within GP practices, hospitals and other health services in Worcestershire.

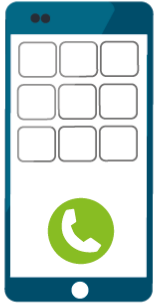
The report sets out recommendations in relation to the priorities within the Worcestershire All Age Autism Strategy. Recommendations include:

- ❖ **Access to health services** - suggestions about how GP practices and hospitals can make it easier for people with Autism to make appointments, wait to be seen and communicate at appointments.
- ❖ **Awareness of Autism Spectrum Conditions** - increasing awareness amongst health professionals by encouraging and promoting training and identifying Autism Champions.
- ❖ **Information** - providing comprehensive information about services and support available.
- ❖ **Support** - increasing the provision for local support groups.
- ❖ **Diagnosis** - reducing waiting times and providing better information.

We have asked those responsible for running health and care services for a response to our recommendations and how the actions will be implemented. We will continue to carry out work on Autism Spectrum Conditions looking at the implementation of the recommendations.

To read the full report and summary report, visit our website -

[HWW Autism Spectrum Conditions Report - March 2018](#)



## NHS 111 Report Published

We have also now published our report on NHS 111. We gathered feedback from over 500 people about their experiences and awareness of NHS 111, through a survey and group engagement.

Our findings suggest that there is a good overall awareness of the NHS 111 service and that the majority of people who have used NHS 111 feel they have received a good service.

However, there is not such a good understanding of the range of services NHS 111 provides and concerns have been raised about the quality of service received in some cases, particularly in relation to the time taken to respond and the questions asked.

We have made recommendations about how awareness of NHS 111 and the quality and effectiveness of NHS 111 can be improved from a patient perspective.

To read the full report, visit our website -

[HWW NHS 111 Report - March 2018](#)

### WAITING ROOM



## Going to the Dentist

Over the coming months we will be gathering feedback about their experiences of going to the dentist. Whether you visit the dentist regularly or hardly at all, we want to know what you think of Worcestershire's dentists.

What was your experience at the dentist like last time you went? Are you confident you understand which treatments are available on the NHS (either free or at a charge) and which treatments you pay privately for? If you are unhappy with your dentist do you know how to complain?

Our survey will be available to complete online very soon. Please do get in touch if you have any experiences you would like to share or if you would like us to visit a group to discuss experiences of going to the dentist and complete the survey.



## Health and Care Student Workshops

Over the last few months we have been running workshops attended by 172 students at colleges throughout Worcestershire and at the University of Worcester. A great opportunity to speak with Worcestershire's future health and care professionals.

As well as raising awareness of the role of Healthwatch Worcestershire, we have been talking to students about the importance of gathering patient feedback and co-production. We have been gathering their feedback about NHS 111, emotional well-being services for young people and going to the Dentist.



## Healthwatch Worcestershire Public Board Meetings

At our monthly Public Board Meetings everyone is very welcome to come along and hear about what we are currently working on and take part by raising an issue or question during the Public Participation.

In addition to updates and discussions about our specific business priority areas, at recent meetings we have been discussing -

- Changes to patient engagement within the new Clinical Commissioning Group structure in Worcestershire
- Our responses to local and national consultations on issues such as Sustainability and Transformation Partnerships, the Care Quality Commission's plans for regulation of independent healthcare and NICE guidelines for Community Pharmacy.
- Safeguarding of homeless adults in Worcestershire, following the death of rough sleeper Cardon Banfield.

For more information about dates, times and venues of future meetings, please see our website -

[Healthwatch Worcestershire Events Calendar](#)

**Meeting Agenda and papers will be available on our website in advance.**

**\*\*\* SAVE THE DATE \*\*\***

## Healthwatch Worcestershire Annual Conference



**Thursday 28<sup>th</sup> June 2018**

Sixways Stadium, Worcester

Booking will be essential

More information about how to book your place will be given nearer the date.

### Local News



#### Wyre Forest - Cancer Services Focus Groups

Macmillan are running focus groups in Wyre Forest from 1<sup>st</sup> to 3<sup>rd</sup> May to gather feedback from those affected by cancer or those with a family member or friend who has been affected by Cancer. They are especially interested in speaking to those over 75.

For more information please contact - Jean Garner, Macmillan Engagement Lead on 07531 310897 [jgarner@macmillan.org.uk](mailto:jgarner@macmillan.org.uk)

#### Community Transport Connections

If you know of anyone who may have difficulty travelling to either the Redditch Alexandra or Worcester Royal Hospital then Community Transport Connections may be able to help you. The service provides transport to either hospital for residents in Redditch, Droitwich, Worcester, Pershore and Evesham areas, who have NO access to any other forms of transport.

For further information please call 0300 3239965, email [info@ctconnections.org.uk](mailto:info@ctconnections.org.uk) or visit

[www.communitytravel.org.uk/community-transport-connections/](http://www.communitytravel.org.uk/community-transport-connections/)





## 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, please get in touch.



## Contact Us...

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



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



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