

Bulletin - August 2018

WAITING ROOM

Going to the Dentist



We have been making the most of the lovely weather and have been out and about talking to people at events across Worcestershire. We have been talking to adults and children about their experiences of going to the dentist.

We are keen to hear from as many people as possible. 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 can be completed on line via the following link -

[Going to the Dentist - Online Survey](#)

Alternatively do get in touch if you would like paper copies of the survey or would like us to visit your group or event to bring copies of the survey and chat to people about their experiences.



Healthwatch Worcestershire on Facebook and on the radio!

Over the coming months we will be working with Youthcomm Radio 106.7fm, to increase awareness of our role and tell people how to get involved.

There will be regular adverts, interviews about different aspects of our work and Youthcomm will be providing some great prize draw prizes!

To coincide with our work with Youthcomm we have set up a [Facebook page](#). Please like our page and share it with your friends, to find out more about what we are up to, how you can get involved and enter the prize draws.

Our Work - Reports Published



Care in the Corridor at Worcestershire Royal Hospital

This report follows on from our original work, which took place during February and March 2017, when we spoke with 119 patients about their experiences of being cared for in the corridor at the Worcestershire Royal Hospital.

Worcestershire Acute Hospitals Trust welcomed the report and produced an Action Plan. During April 2018 we carried out unannounced visits to follow up on the implementation of our recommendations as set out in the Action Plan.



People's Experiences of Social Care

This piece of work aimed to capture the experiences of a group of people we do not hear from regularly. We spoke in depth with 16 people about their experience of social work services.

A key message was the importance of the approach and attributes of the social worker. The people we spoke with valued social workers who are caring, listen well, are well informed, responsive, do what they say they will do and let people know what is happening. The importance of continuity was also highlighted, having contact with the same person rather than being passed on or referred back into “the system”.

We have also reported the experience of the carers that we spoke with. These conversations highlighted a lack of information about the support available to them. The report raises 17 points for consideration by Worcestershire County Council, relating to the Provision of Information, Interaction with the Social Worker, Carers and Finance and Budget Pressures. The Report has been sent to the Council for their response.

Both of these reports can be found on our website -

[Healthwatch Worcestershire Reports and Responses](#)

Annual Conference - Thank you



Thanks you to everyone who attended our 5th Annual Conference on Thursday 28th June at Sixways Stadium. In addition to sharing information about the work we have been doing over the last year, we held a question and answer session with local leaders from the NHS, Public Health and Social Care. Members of the public attending were able to pose questions directly to the panel and we had some challenging questions, including those about the future use of hospitals across Worcestershire and improving outcomes for those in hot spots of poor health and wellbeing in the County.



Our Annual Report is now available on our website

[Healthwatch Worcestershire Annual Report](#)

Have your say - National consultations and surveys



Hospital care for patients with Dementia

The National Audit of Dementia assesses the quality of care provided to patients with dementia when they are in hospital.

If you are visiting someone with dementia in hospital in England or Wales between 4th June and 21st September, please complete their survey about your experiences at www.CarerQ.org.uk or ask a member of hospital staff for a paper copy. From your responses, the audit team will be able to highlight areas of improvement, which hospitals need to focus on.



The Patient Association

Is a national patient voice organisation. Their website and newsletters provide information about opportunities to have your say about health and care services at a national level. Visit their website for more information www.patients-association.org.uk

Local News

News from the Worcestershire Clinical Commissioning Groups

To read about the news and activities from the three Worcestershire Clinical Commissioning Groups, including updates about Community Transport, Worcestershire Involvement Network and changes to their Governing Board meetings - see the August edition of their Commissioning For You newsletter -

[Commissioning For You - August 2018](#)



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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