



COMPASS CARERS SUPPORT GROUP – MARTOCK

10/05/2017

Healthwatch Somerset engaged with members of the carers support group who meet monthly at the GP Medical Centre in Martock. Healthwatch Somerset informed the group about the work and role of Healthwatch, and listened to their queries and concerns about the health and social care services that they use. We also introduced our survey on 'How Connected are You?'.



Compass Carers Support Group

Healthwatch Somerset

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community - children, young people and adults and needs people to tell it what's going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Somerset is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Somerset is provided by The Care Forum.

W: www.healthwatchsomerset.co.uk

W: www.thecareforum.org

Healthwatch visited the Carers support group to:

- inform the group members about Healthwatch Somerset
- gather feedback about the group members' experiences of health and social care services

The engagement

Healthwatch did a presentation about Healthwatch Somerset and the work they are currently doing.

COMPASS CARERS SUPPORT GROUP - MARTOCK

Compass Disability

describe their carers
support services as...

'Offering carers the benefit
of meeting other carers
who are in the same
position. It brings together
people who share the
same problems,
frustrations and rewards.'

You Said.....

- It can be difficult to get through to the GP Surgery at South Petherton.
- One member of the group commented that they had felt unwell and called the surgery and described her symptoms as being headache, muscle spasms and weakness, which are symptoms of a stroke. She had to wait two hours for an appointment with GP. The GP asked for an ambulance to be called immediately once he had seen her. However the phones at the GP were not working and a further delay was incurred while he had to get reception staff to contact 999.
- Husband has ongoing health needs and his care plan states that if he needs an ambulance from home he must be taken to Musgrove Park Hospital. Despite this an ambulance took him to Yeovil District Hospital. The care plan was not followed and the commentator asked why was the ambulance service not notified of the care plan and the need for her husband to be taken to Musgrove. Delays at Yeovil District Hospital were then incurred while transport was arranged.
- A group member commented that they had driven to Dorchester Hospital for an operation, but once they arrived she was informed that they could not do the operation as Musgrove Park Hospital had not sent her records or medical notes.
- A group member said that their partner was discharged from Yeovil District Hospital being told that they would need a weekly ECG at their GP surgery in South Petherton. This was not communicated with GP surgery.
- A member of the group was pleased that the heart failure team at Musgrove Park Hospital telephoned them regularly to monitor and advise on their partner's heart condition.
- Two members of the group said that Healthwatch Somerset were always very good at getting back to them and had understood their concerns and provided useful information about signposting.
- One group member reported that while their partner was being treated at Musgrove Hospital recently there was only one shower for 24 patients and staff were too busy to assist her partner into the shower.

** comments received



Healthwatch will.....

All the feedback Healthwatch Somerset gathers is analysed and used to inform the Healthwatch Somerset's quarterly reports, which are shared with

Healthwatch Somerset partners including Somerset Clinical Commissioning Group, the Somerset Health and Wellbeing Board, Somerset County Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Somerset's Executive Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Somerset's website (www.healthwatchsomerset.co.uk) and circulated to our mailing list via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Somerset and the carers support group in Martock.

Healthwatch welcomes and encourages members of the carers support group to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch also supports members of community groups to become Volunteer Champions so that they can represent the experiences and needs of their community group. If you would like to find out more about volunteering with Healthwatch, please contact us using the details below.

Tell Us Your Story...

Healthwatch Somerset wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



Email us at info@healthwatchsomerset.co.uk



Call us: 01278 264405



Write to us at: Healthwatch Somerset, c/o Somerset Rural Youth Project, Unit 2 Suprema Estate, Edington, Bridgwater, TA7 9LF

Or visit our website to find out more at: www.healthwatchsomerset.co.uk