



HEALTHWATCH INFORMATION STAND AT MUSGROVE PARK 30/05/2017

Members of the Healthwatch Somerset Enter and View Team engaged with members of public at Musgrove Park Hospital. We spoke to people and recorded their comments about health and social care services, and we gave out dozens of leaflets, and 'How Connected Are You?' Surveys.

Healthwatch Somerset Information Stand

The stand was run by Jonathon Yelland (Development Officer), and volunteers Alan Kitch and Claire Pennack from the Enter and View Team. The stand was held at the M&S Concourse area of the hospital, and was well located to meet with members of the public. Many leaflets and surveys were given out and a few people shared their concerns and experiences with us which are recorded below.

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 is 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
INFORMATION
STAND AT
MUSGROVE
PARK HOSPITAL,
TAUNTON**



Healthwatch Somerset held the stand at Musgrove Park Hospital to:

- inform people about Healthwatch Somerset
- gather feedback about people's experiences of health and social care services

You Said....

All the main themes discussed are bulleted below:

- Commentator said that they had suffered with mental ill health, and had recently been treated at Rydon. Despite being a condition that needs hospital input they informed us they had been discharged by West Somerset CMHT this year, and had to go back to the GP for a new referral to Somerset Partnership when they next become unwell with this condition. This takes time to process. The commentator felt they had been discharged as the care co-ordinator had left and had not been re-recruited, and that they had not been discharged based on assessment of clinical need but rather by internal vacancies. The commentator had heard that the service use an orange card system which acts as a fast track back to help with mental health from the Somerset Partnership, however they were not offered this.
- Commentator told us they had nothing but praise for the Beacon Centre and the staff who work there. Their partner had been efficiently diagnosed referred and treated.
- Commentator said that they are visiting their husband daily, as he is critically ill and the parking charges are over £80 per week. Commentator thought this was awful.
- Commentator told us that they had observed poor cleaning and handwashing from staff on Dunkery Ward when moving between patients. Commentator said the floors did not seem to be mopped for days.
- Commentator said his father had a stroke, but symptoms were not picked up by the GP, only later when he took him to A&E.
- Commentator said that his relative's needs were not addressed and that they had not been treated with dignity and respect while currently being treated on Dunkery Ward. Staff had hurried him to eat and not taken advice from relatives about things that distress the patient. The commentator had raised concerns with ward staff and found their response hostile. The commentator was advised to talk to PALS and given information about SWAN Advocacy.

** 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 lists via the monthly e-bulletin.

Looking forward....

Plans for future work between Healthwatch Somerset and Musgrove Hospital

Healthwatch welcomes and encourages members of the public who use services at Musgrove Park Hospital to continue to contribute their feedback to us using the communication methods included at the end of this report.

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

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