



Enter and View Report
Portishead Medical Group
9th January 2018



Contents

Details of the Visit 3

Acknowledgements..... 4

Purpose of the Visit..... 4

Description of the Service 4

Planning for the visit..... 5

How were the findings recorded?..... 5

Communication with the Manager 5

Observations and Findings..... 7

 External Building Condition..... 7

 Internal Decoration, Cleanliness and Furnishings 7

 Outside Portishead Medical Group Surgery 7

 Reception Area 8

 Waiting Room..... 8

 Information Boards/Leaflets 9

 Patient Contact 9

Communication with the Practice Manager 9

Good Practice 10

Out of Hours..... 11

Review of the Practice Website 11

Recommendations 12

Provider Response 12

Enter and View 13

Key Benefits of Enter and View 14

Appendix 1 - Summary of patient feedback..... 15



Details of the Visit

Location

Portishead Medical Group,
Victoria Square, Portishead BS20 6AQ

Date and Time of Visit

9 January 2018 8.15am -10.15am

Enter and View Representative

David Campbell

Registered Provider

Portishead Medical Group

Type of Service

GP Surgery

Specialisms

n/a

Manager

Kath Payne, Management Partner/Practice Manager
Mark Henalla, Assistant Manager

Acknowledgements

Healthwatch North Somerset Authorised Enter and View Representatives wish to thank Portishead Medical Group and in particular the staff and patients at the surgery.

Purpose of the Visit

Healthwatch North Somerset is carrying out a series of visits to GP Practices in North Somerset to ascertain the experience and opinions of local patients. Portishead Medical Group was selected as part of our series of North Somerset GP Enter and Views of GP Practices in North Somerset.

Healthwatch North Somerset made the decision to visit GP Practices in North Somerset to observe the patient experience of using the services. Feedback gathered from local people provides a lot of positive feedback and there are numerous examples of good practice. Access to primary care is a theme frequently identified in the intelligence gathered by Healthwatch North Somerset and Enter and View visits allow observation of the patient environment.

The purpose of this enter and view visit was aimed at outlining what was observed and recognising, highlighting and sharing of good practice and making any suitable suggestions for improvement to the service concerned.

The report may also make recommendations for commissioners, regulators or for Healthwatch North Somerset to explore particular issues in more detail. Unless stated otherwise, Enter and View visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification.

This report relates only to this specific visit and feedback received directly by Healthwatch North Somerset during the two hours of the Enter and View visit. It is not representative of all service users, only those who contributed within the restricted time available, through interviews or other feedback.

Description of the Service

Portishead Medical Group is situated in the town of Portishead at Victoria Square. The patients at this Practice can access a comprehensive range of services, these include:

- Chronic Disease Management Programme
- Child Health Surveillance
- Positive Steps (counselling)
- New Patient Health Checks
- NHS Health Checks (patients aged 40 - 74)
- 24-hour ECG Monitoring
- Warfarin Monitoring
- Maternity Care
- Treatment Room services
- Liquid Nitrogen
- Cervical Screening
- 24-hour Blood Pressure Monitoring
- Blood Pressure Checks
- Spirometry

The Practice is open Monday, Thursday and Friday between 8.00am to 6.30pm and on Tuesday and Wednesday between 8.00am and 8.30 pm when the extended hours are for pre-booked appointments only.

The number of patients registered with the practice is approximately 18,290.

Planning for the visit

The visit was an announced visit with Portishead Medical Group Practice Manager being given two weeks; notice. We sent a confirmation of visit letter, a Practice Manager questionnaire, poster and leaflets to the practice to inform patients, relatives, carers and staff about the Enter and View visit and about the role of Healthwatch North Somerset. The Enter and View visit at 8.15am to observe the practice during a busy period of their day. The timings of the visit were at the request of the Practice but the Enter and View Representative found that during our visit the surgery was very quiet.

As part of the planning, the Enter and View Representative did some background research - online and out of hours.

How was the Enter and View Conducted?

One Enter and View Representative carried out the visit. The Enter and View Representative met with the Assistant Manager at the start and at the end of the visit.

The Enter and View Representative observed the condition of the premises and the interaction between the staff and patients.

The Enter and View Representative was able to speak, with permission from practice, to 15 patients during the visit, (a summary of these conversations can be seen in the Appendix).

The information and evidence detailed in this report is collated from speaking to Practice Management, staff and patients and the Enter and View Representative's own observations.

The Enter and View Representative sought background information and reviewed the website to note the information available to patients and made a call out of hours to note the recorded information given to patients.

How were the findings recorded?

Comments and quotes were recorded by the Enter and View Representative whilst observing the Practice and engaging with the Practice Manager and Assistant Manager. Observation and prompt record templates were used to make notes; these were typed up after the visit by the Enter and View Representative. The report was compiled and written based on the notes and records of the visit.

Communication with the Manager

Three prompt questions were used to establish instances of good practice, evidence change occurring because of patient feedback and identify potential improvements. Due to annual leave the Practice Manager was unable to complete the questions prior to the visit however Enter and View Representative met with the Assistant Manager immediately before the Enter and View.

The three questions and responses are recorded below.

Q1. Are there any examples of good practice that you would wish to share with the rest of the primary care community?

- We host two to three patient information evenings every year. These are held on Monday evenings at Gordano School and are open to the entire population of Portishead. We advertise these in the local press and by posters, emails and text messages. Our patient group choose the topic for each meeting and provide on-site support. The presenters are our own GPs and Advanced Nurse Practitioners and we invite local organisations/support groups and the CCG to come along to provide additional information. Healthwatch North Somerset have been involved in the sessions, both from Healthwatch North Somerset members within our patient group and also by attending during the evening to provide information to patients and collect feedback from them.
- We offer drop in blood pressure clinics every Thursday afternoon. These provide the opportunity for patients to drop in and have their blood pressure checked and to ask any questions/receive health advice. We also suggest to new patients that they could drop into one of these afternoon sessions for a new patient health check.
- We have an active Patient Participation Group, meeting 3 times a year and discussing items such as hot topics, communications, clinical services, feedback from patients and the patient information evenings.
- We are one of the highest users of online services in the country, enabling patients to book appointments, view their clinical record and request repeat prescriptions online or via the Patient Access app. We also hold an email communication list which allows us to send general information (such as our newsletter) to patients.
- We hold monthly multidisciplinary team meetings, involving district nurses, midwives and the community matron - this provides an opportunity to discuss frail patients or those that need some extra support.
- We offer weekend appointments once a month - these are booked via reception. We also have access to other community appointments - both other surgeries and community wound clinics at weekends.
- We have a dedicated visiting GP every day which enables us to get out and see sick patients early in the morning, rather than having to wait until the end of morning clinic.
- We have an information screen in the waiting room which provides health advice and information for patients. We also review the content of this with our patient group as a standing item in patient group meetings.
- We have a children's area in the waiting room with Duplo which is washed every day to keep it clean.

Q2. Do you have any examples of how the Practice made changes following feedback from patients?

- The topics for our information evenings are chosen by patients and our patient group, using feedback forms from prior information evenings and discussions in the patient group meetings.
- We also discussed matters of organisation with our patient group, for example, we have recently reviewed online booking, the promotion of online services and management of appointment DNAs.
- We log all compliments, grumbles and complaints received and monitor these in regular meetings. Clinical concerns and complaints are reviewed with GPs and a monthly clinical meeting and all others are reviewed quarterly in a management team meeting. In addition, we discuss all feedback received from friends and family test feedback forms and information evening feedback forms with our patient group.

- As mentioned above, content for our waiting room information screen is reviewed and suggested by our patient group
- We have recently completed an "improving practice questionnaire" which has provided us with a practice level report. We are planning a meeting in January with volunteers from our patient group to review this in detail and identify actions and changes accordingly.
- Other examples of changes following patient feedback:
 - We changed our ear syringing policy in response to complaints from patients that they had to wait too long between assessment and the procedure. We now book patients in for the procedure and do a quick assessment at the start of that appointment.
 - We discussed the organisation of our drop-in blood pressure clinic with the patient group; our proposal was to introduce timed appointments to aid planning but the patient group felt that it should stay as a drop-in clinic.
 - Following a complaint that a patient was uncomfortable due to being unable to sit on the chairs in the waiting room, we have ordered to chairs with raised seats for patients with mobility problems.

Q3. From the surgery's perspective, are there any changes or recommendations you would make to improve access to services at the practice for patients?

- The size of our building constrains us - in order to obtain a bank loan to increase the size we would need a commitment from NHS England that they would pay notional rent for the increased footprint. We are unable to get this commitment.
- The other issue that we grapple with is the availability of GPs - we currently have a vacancy for a GP but have had no applications. We are doing our best to monitor demand and find other ways to provide care.

Observations and Findings

The Enter and View representative observed the following:

External Building Condition

- Portishead Medical Group is housed in a low rise, purpose-built building.
- The building is modern in appearance.
- Attached to the building is a pharmacy run by Lloyds Chemist.

Internal Decoration, Cleanliness and Furnishings

- The decoration and furnishings were satisfactory, however some chairs in the waiting room were showing their age.
- The level of cleanliness in the communal area was good.

Outside Portishead Medical Group Surgery

- Although the address for the Practice is Victoria Square, access by car is via the A369 Wyndham Way. There is a large sign at this entrance, which is before the

retail park. There appears to be no direct vehicular access from Victoria Square (residential street has bollards) however this does provide pedestrian access.

- The Practice has a designated car park with disabled spaces; it was also observed that there was a space allocated for ambulances.
- It was noted that there was extensive car parking in the retail units close to the Practice.
- There was no bus stop outside the Practice. However, although not visible it is located 100 yards away.
- Signage to the Practice is clear.
- The entrance doors were automated and easy to use. Access to the building for wheelchair/pushchairs was good.

Reception Area

- The Reception desk design is low and open.
- On the day of the visit, two staff were on duty and when the queue developed, it was dealt with quickly.
- The staff on duty had their name badges on display, the reception staff were friendly and approachable.
- There is clear guidance for patients on how to inform the Practice that they had arrived for their appointment.
- Patients can book in automatically by using the electronic sign in. Located close to this was a hand gel dispenser.
- Although waiting times are not on display to all, the patients signing in automatically would have the number of patients waiting to be seen.
- People in the queue nearby could overhear conversations.
- No hearing loop signs were visible.
- The names of the GPs/staff were visible; however, there were no photos of staff visible.

Waiting Room

- The seating in the waiting room is arranged both in rows and around the room.
- The chairs were plastic and at the time of the visit, it was observed that there was enough seating. Some of the chairs were observed to be well worn.
- Some of the chairs had arms to help those who required leverage to get up from their seat.
- There was room to manoeuvre a pushchair/wheelchair around the waiting room and through the doorways.
- There are signs for toilets, disabled toilets and baby changing facilities. All toilets were checked.
- In the waiting room, the lino flooring was in good order.
- Water is not accessible in the waiting room; however, the receptionist will fetch some if asked.
- The noise level in the waiting room was low and conversational.
- Within the waiting room, patients can watch a TV screen which delivers several health messages.
- Patients are called for their appointments through a ticker tape style board that also beeps for next in line.

- Comments were received from parents of young children that the play section of the waiting area is much smaller than it used to be with fewer items. However, toys were available in treatment rooms when it is a parent, accompanied by their children, need to be seen.

Information Boards/Leaflets

- The Practice Mission Statement is on display at the Practice and on the website.
- The information on display was relevant to health and social care and up to date.
- Information about the PPG was on the “ticker tape” display used to call patients through to their consultation.
- No information about Family and Friends or Healthwatch North Somerset was seen.
- There is a comment box for patients.
- There was information available for patients if they needed to make a complaint.
- Translation services are available however this is not advertised.
- There is a carers’ board.
- Other information for patients included details about Patient Access (Patient on-line) and that information is available in other formats.
- A “you said, we did” information board for patients was not visible.

Patient Contact

Fifteen patients spoke with the Enter and View Representative during the visit. The themes and information captured from these conversations can be seen in full in Appendix 1.

Overall, the patients who spoke to the Enter and View Representative were positive about the Practice, staff and services.

Patients were asked about how they would be able to provide feedback to the Practice. The ideas put forward were on-line and a comment form and box.

Other comments made:

“They could open earlier (7am) for people going to work early (NB: Open to 8.30pm on Tuesday and Wednesdays - closed weekends).

“Very impressed with a call for urgent appointment, just before Christmas 2017 - no vacancies but GP rang back within 2 minutes and wrote a prescription”.

“You can always find somewhere to park nearby”.

“Rang for appointment that day at 8.30am for toddler daughter - given appointment for 10.30am. Very impressed - but they do their best to accommodate you here.

“Children’s play area and playthings much more restricted that previously - but if the mother is the patient each GP or Nurse has toys for the child in their rooms”.

Communication with the Practice Manager

During the Enter and View visit, the Representative met with the Assistant Practice Manager to clarify any issues and discuss changes at the Practice. During these discussions further observations were made

- The practice started a trial of a new appointment system (week commencing 8th January 2018) to cope with busy Mondays. Instead of a 50/50 split between appointments available on the day or those which were able to be booked in advance, the practice was now trying 75 appointments available on the day and 25 slots booked in advance.
- Repeat offenders for missing appointments get a strong letter. GPs are unwilling to remove patients from the list altogether. On display in the Practice, there is the number of monthly DNA shown and this includes an analysis of wasted hours.
- Patients who have booked appointments get a text reminder 24 hours before the appointment. This system also provides the facility for those patients taking the options of text messages to cancel immediately.
- There are no particular problems filling staff vacancies - "we pride ourselves on a very good team spirit".
- The Enter and View Representative commented that there was no water dispenser in the waiting room and was informed that Reception will fetch some if required.

Good Practice

- Hosting patient information evenings every year. Held at a local school and are open to the entire population of Portishead. Details advertised in local press and through social media. The PPG choose the topic for each meeting and provide on-site support. Presenters are Practise GPs and Advanced Nurse Practitioners. Local organisations/support groups are invited. The CCG attend to provide additional information. Healthwatch North Somerset members within the Practice Patient Group attend during the evening to provide information to patients and collect feedback from them.
- Weekly drop-in blood pressure clinics are available on a Thursday afternoon. Patients can drop in and have their blood pressure checked and to ask any questions/receive health advice. The Practice also suggests to new patients that they could drop into one of these afternoon sessions for a new patient health check.
- There is an active Patient Participation Group, meeting 3 times a year and discussing items such as hot topics, communications, clinical services, feedback from patients and the patient information evenings.
- The Practice has one of the highest users of online services in the country, enabling patients to book appointments, view their clinical record and request repeat prescriptions online or via the Patient Access app. We also hold an email communication list, which allows them to send general information (such as the newsletter) to patients.
- The Practice holds monthly multidisciplinary team meetings, involving district nurses, midwives and the community matron - this provides an opportunity to discuss frail patients or those that need some extra support.
- Weekend appointments are offered once a month - these are booked via reception. The Practice also has access to other community appointments - both other surgeries and community wound clinics at weekends.
- There is a dedicated visiting GP every day, which enables the practice to get out and see sick patients early in the morning, rather than having to wait until the end of morning clinic.

- There is an information screen in the waiting room, which provides health advice and information for patients. They also review the content of this with the patient group as a standing item in patient group meetings.

Out of Hours

As part of the background research, the Enter and View Representative noted the following details when they phoned the surgery out of hours:

- The surgery name was not given; it was announced that ‘this surgery is now closed’.
- The opening hours are mentioned as Monday to Friday, however it does not reflect the two days when the Practice is open until 8.30 pm.
- Information is provided on who to call ie NHS 111 or 999
- Patients are informed that the calls to 111 are free from a landline or mobile.
- The system does not terminate the call, it continues in a loop.

Review of the Practice Website

As part of the background research, the Enter and View representative noted the following details when researching the website: -

- The Practice website is accessible in full from both a laptop/PC and iPad/Smartphone
- For out-of-hours information patients must look at the tabs on the home page. The link was observed when clicking onto Appointments, drop down is third on the list “out of hours”
- Information on this page states if you have urgent medical problems to phone NHS 111, there is also confirmation that the number is free. Patients are reminded to phone 999 if there is a genuine emergency
- The 111 icon/logo if clicked does not take the patient to the NHS 111 website. A patient must move the cursor to the bottom of the page. This icon/logo takes you to the full NHS 111 website
- If a patient wished to make a complaint, the Practice has good information on their webpages. Although no direct route was observed, patients can click onto the Practice Policies icon on the home page or use the search facility, also an icon on the home page.
- There is a complaint information leaflet and complaint/consent form available to download
- There is an explanation of the process on the webpage and external numbers given on who can help - PALS, SEAP and Healthwatch North Somerset.
- Patients are also informed that they can go to NHS England to make a complaint, should the complainant not wish to deal directly with the practice.
- The downloadable patient leaflet gives the contact details, however the details on what each of these organisations can do does not reflect the information from the web page
- If someone wished to register as a new patient with the Practice, there is a map of the catchment area. However, it is not interactive and is very difficult to view as there are no distinguishable points on the map

- On searching to locate details so a patient could register, it took several clicks on the icons on the home page before was able to locate information relating to new patient registration. The other option would be to use the search function
- It was not possible to locate a direct dial number for the Practice Manager
- Feedback was encouraged
- Overall, the Enter and View Representative found that the website was comprehensive, readable and translatable.

Recommendations

Healthwatch regulations stipulate that service providers and commissioners have a duty to respond to local Healthwatch reports and recommendations within 20 working days, in writing, to acknowledge receipt and to explain what action they intend to take; or if they do not intend to take action, they must explain why. (Health and Social Care Act 2012: Addendum to summary report: issues relating to local Healthwatch regulations).

Healthwatch North Somerset recommends the following based on the Enter and View Representative's observations and feedback received by the public in North Somerset.

We believe the following recommendations to be achievable, affordable and evidence based:

- Improve privacy in the reception area by a sign asking patients waiting to stand back from the patient talking to reception
- Provision of water for patients
- It was noted the seats in the waiting room were well used and would benefit from renewal
- Review the available play space for young children in the waiting room
- Check website and patient information leaflet in relation to complaints to ensure details are the same as website.
- Provide a Board for PPG and "*you said we did*" information

Provider Response

- There was no response received from the Practice to the content of this report

About Healthwatch North Somerset

Healthwatch North Somerset is the local independent voice for health and social care services. We work with local people to improve services for people who live, or access services in North Somerset, gathering local views and experiences and acting on them to make local services better, now and in the future.

Healthwatch North Somerset's statutory function and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:

Influencing

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions - including having a representative on the Health and Wellbeing Board (People and Communities Board in North Somerset)
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

Enter and View

To enable Healthwatch North Somerset to gather the information it needs about services, there are times when it is appropriate for Healthwatch North Somerset staff and volunteers to see and hear for themselves how those services are provided. That is why the government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorised Healthwatch North Somerset representatives to enter premises that service providers own or control to observe the nature and quality of those services.

Healthwatch North Somerset Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch North Somerset to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch North Somerset Enter and View Authorised Representatives are not required to have any prior in-depth knowledge about a service before they visit. Their role is to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report.

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or persons:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities

- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

Key Benefits of Enter and View

- To encourage, support, recommend and influence service improvement by:
- Capturing and reflecting the views of service users who often go unheard, e.g. care home residents
- Offering service users an independent, trusted party (lay person) with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice', e.g. activities that work well
- Keeping 'quality of life' matters firmly on the agenda
- Encouraging providers to engage with local Healthwatch as a 'critical friend', outside of formal inspection
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the local Healthwatch remit to help ensure that the views and feedback from service users and carers play an integral part in local commissioning.

Relevant Legislation

- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).
- The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).
- The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).

Appendix 1 - Summary of patient feedback

During the Enter and View observation, 15 patients spoke with the Enter and View Representative. These conversations were structured to ensure key themes were being collected.

The patients were asked about appointments, GP appointment preferences and booking in. Patients were asked about their experience of the staff and their relationship with the Practice. Patients also gave information about their experience of giving feedback to the Practice and their knowledge of the PPG.

The following is an analysis of these conversations:

Question		Result		
How easy is it to make an urgent appointment?	Scale: 1 Not easy to 5 very easy	Not easy - 1 Ok - 4 Easy - 3 Very easy - 7		
How easy is it to make a routine appointment?	Scale: 1 Not easy to 5 very easy	Not easy - 0 Fairly Easy - 5 Ok - 7 Easy - 3 Very easy - 0		
How do you usually make your appointments? (multiple choice)	Phone	9		
	On line	5		
	In person	4		
	Email	0		
	Other	0		
Preference named GP: When you make an appointment to see a GP? (multiple choice)	Not worried who I see	8		
	Never get to see my own GP even when I have requested it	1		
	Never see the same GP twice	3		
	I can see a GP of my choice	3		
How do you usually let the Practice know that you have arrived for your appointment? (multiple choice) <i>NB: no response from 3 patients</i>	Sign in electronically	10		
	Speak to the receptionist	3		
	Other	0		
Which members of staff do you find approachable, knowledgeable and caring?	Approachable	Receptionists	4	3 = Excellent 1 = No complaints 2 = Brilliant
		Doctors	3	
		Nurses	3	

Question		Result		
Patients were asked to tick these statements, however several only added comments for all the staff groups	Knowledgeable	Receptionists	3	1 = Very good 2 = Helpful and Friendly 1 = Polite 1 = All very nice 2 = Fine
		Doctors	3	
		Nurses	3	
	Caring	Receptionists	3	
		Doctors	3	
		Nurses	2	
(Relationship with the surgery) When you use the surgery do you:	Feel you are safe		11	4 = N/A
	Feel respected		15	
	Feel listened to		15	
	Feel treated as an individual		14	2 = N/A
	Feel family and carers are recognised in your care		10	3 = N/A 2 = no response
Do you feel that you are	Given opportunity to feedback & express your point of view ie Family & Friends		9	4 = N/A 2 = no response
	Given privacy		12	3 = no response
Patients were asked if they knew how to raise a concern or make a complaint about the practice			9 = Yes 4 = No 2 = N/A	
Patients were asked if they had ever brought a concern or complaints to the attention of the practice			13 = No 2 = N/A	
Patient Engagement- Patients were asked if they had any examples of how the practice has improved following suggestions from patients.			4 = No 11 did not comment	
Patients were asked what would be to best way for them to give feedback/opinion			On - line, comment forms and box, would write in with congratulations were three examples provided	
Do you know if this Practice has a Patient Participation Group?			6 = Yes 8 = No 1 = No response	
Do you know what this is set up to do?			7 = Yes 7 = No 1 = No response	

Question	Result
Would you like to hear from them?	2 = Yes 11 = No 2 = no response
Would you like to get involved?	4 = Yes 9 = No 2 + No response



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health and social care services.

Your voice counts!

