



On equal terms

Then and now

Healthwatch North Somerset Annual Report 2020-21

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Message from our Chair

This year has been a very challenging time for us all, but we have responded to the pandemic by implementing changes quickly and being responsive to immediate community needs.

Unable to provide face to face engagement, we have increased our help with information and advice, reaching over 46,000 people. We have extended our reach to seldom heard communities via local voluntary groups linking them to practical support. For those from a wide range of communities who faced difficulties accessing vaccinations, we distributed 'My right to healthcare' cards and provided accessible information on the telephone. We have worked closely with the North Somerset Council and North Somerset Public Health to ensure co-ordinated and reinforced messages to the public on how to stay safe.



This year, collaboration with the public, local communities, voluntary sector, health services and North Somerset Council has been the key to get things done. Thank you to all who shared their stories. **Georgie Bigg**



SHIELDING AND SELF ISOLATING

We talked directly to people who were shielding and self-isolating and learned of things that worked well and not so well. We formulated a report on the feedback, identifying eight recommendations, including one for digital support which resulted in us working with Alive Activities & North Somerset Council on 3 co-produced booklets to help people get on-line.

ACCESS TO ADULT MENTAL HEALTH SUPPORT

Many people were searching for mental health support which was hard to find through the pandemic. We used lived-experience to inform our co-produced survey used to identify what was important and what was missing. The outcome is a commitment from North Somerset Council to develop mental health support for people with dual diagnosis.

ACCESS TO YOUNG PEOPLES MENTAL HEALTH SUPPORT

We are very pleased that Healthwatch's continued emphasis on access to Children and Young Peoples mental health support. A change in 2021 brings an interim solution & a fully operational Mental Health Support Team by the beginning of 2023 with arrangements to start it, from 2022.

CARERS – LISTENING AND LEARNING

Safety constraints of the pandemic added to the difficulties for a wide range of paid and unpaid carers. We welcome that lessons from feedback have commitment in the new North Somerset Carers Strategy and Action Plan.

About us

Our mission

We are the independent champion for people who use health and social care services in North Somerset. By offering all people a strong voice, we will improve the quality of local Health and Social Care.

Helping you to find information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to become involved, and engaged, share their care experiences with us and be empowered to make an impact on how services meet the public needs



2 Providing a high quality service

We want everyone who shares their experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use the views of the public; families, carers, patients and communities - to help shape the health and care support they receive.



"Local Healthwatch have done fantastic work throughout the country during the Covid 19 pandemic, but there is more work ahead to ensure that everyone's views are heard. Covid 19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Healthwatch England Chair

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

273 people

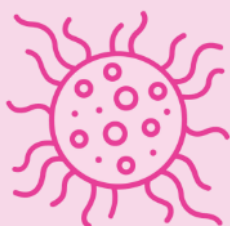
this year about their experiences of health and social care

We provided advice and information via Twitter, Facebook, our Website, email and by phone to

46,236 people

this year

Responding to the pandemic



We engaged with and supported

over 30,000

people during the COVID-19 pandemic this year using social media, a poster campaign and bi-monthly newsletters

Making a difference to care



We published

5 reports

Our workplan coproduced research was on Dual diagnosis, and Community Mental Health. We also funded a project to hear about the experience of 'shielding, young people's mental health and Carers.

We made 19 recommendations

10 local outcomes are listed on page 22.

Health and care that works for you



10 volunteers and 8 trustees

helped us to carry out our work. In total, they contributed 791 hours.

We employ 1.7 staff wte

1 is full time, five people work part-time. We employed two freelance staff for our consultancy work.

We received

£53,967 in funding

from our local authority in 2020-21.



Theme one: Stories of shielding and self-isolating



Then: Lockdown life and how to get help

When Covid 19 hit, many North Somerset residents were advised to stay at home and shield, and found it a worrying and confusing time. Healthwatch forged links with Town Councils, doctors' surgeries across the area and Mutual Aid groups.

We promoted our phone numbers on posters so that those unfamiliar with digital methods could still receive information on how to access the right support by talking to our team. North Somerset has 4.2% more older people (60+ female, 65+ male) than the rest of England and Wales. During the months of April and May 2020 over 120 phone calls were from people asking for advice, reassurance & information.

In June our commissioners agreed that we should target funding into a project where we reconnected with our callers. Forty five people then agreed to take part in a telephone survey. From their stories we learned the 25% of people could not use the internet due to poor connectivity in their house, low digital confidence/skill or because they had no device. 63% said that they felt isolated or lonely and 54% felt this affected their wellbeing and physical health. Our 'Stories of Shielding and Self Isolating' research had one recommendation immediately taken forward (see page 7-8).



Now: Help for those stuck at home

Patients sharing their experience of shielding and self-isolation, told us about spending long periods at home and finding delays to assessment and support.



Kayleigh from Portishead, says she felt anxious during lockdown as she waited months to get assessed for care at home to help her look after a child with additional needs.

She said: "I have been passed between social services and mental health teams which has been tricky as I have a child with additional needs. I need support and haven't been able to access it."



Colin told Healthwatch how he had excellent care and treatment from hospitals and the Bristol Oncology Centre after being diagnosed with cancer. Healthwatch stepped in to help him arrange prescription delivery when he needed it.

He said: "I have been very happy with the care I have had."

We, and others listened to residents & made recommendations to the Council to improve communication including clearer information about who falls into the shielding category. North Somerset Together formed to provide this advice in summer 2020. We asked for better local information sources that keep people up-to-date and links them to community support. The North Somerset Times community pages listed ours and others' contact details and promoted our signposting and advice role. We worked with GP surgeries to promote messages to patients about the necessity to attend for their usual tests, and how to manage repeat and new prescriptions and have them delivered to their homes.

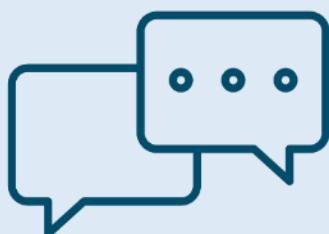
Our recommendation to improve digital support

resulted in us working with Alive Activities'

Over 6 months, we collaborated on content & helped

Fund three booklets, aimed at having an impact on

people's lives who are digitally excluded.



Share your views with us

If you have a query about a health and social care service, or need help finding further support, get in touch.

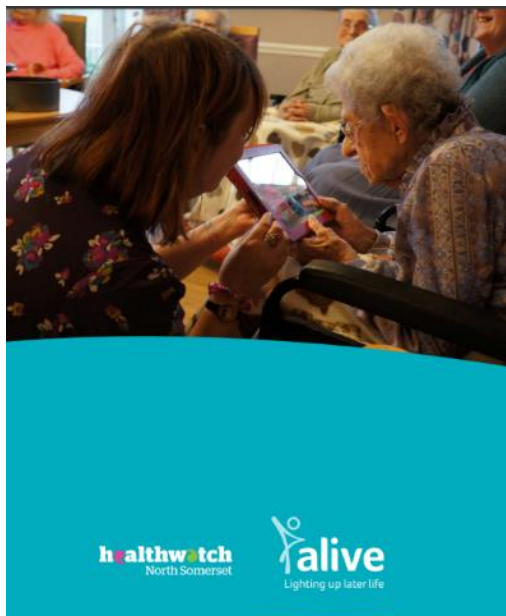


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Guides for people who want to get online



Isobel Jones CEO Alive Activities

"We have worked successfully with Healthwatch from the beginning of 2021. Together, we have produced three informative, professional and accessible booklets that will enable older people in North Somerset to have better access to technology. Alive were also beginning to support older people with face to face training and it was a positive piece of partnership working to combine skills and produce these booklets together. We are hoping they will have positive outcomes for older people and we look forward to continuing the partnership working we have begun."

Even before the pandemic Healthwatch saw the social value of step-by-step digital guides to using health appointment platforms. In 2019 we sent our set of guides to GPs for their patients, as a way of combating digital exclusion. We ran digital clinics at GP surgeries to promote using Patient Access and askmyGP. We are delighted to incorporate some of our guides into these printed booklets.

The first is called *Getting Started*, which helps people understand how to set up their device, and make the most of a touchscreen as some newcomers to technology struggle if they have hard finger pads or callouses. The second, *Making Links Using Technology in Your Everyday Life* helps people recognise common problems which can be a barrier to getting started, and can mean people give up altogether. There are tips on how to avoid scams, spam and details of how to use online platforms and apps, how to make the most out of the wealth of information online and how to stay safe. The third leaflet, *Supporting Older People to Use Technology*, is to help those who care for the elderly.

Events at libraries are planned and we will help to train volunteers to facilitate these during the summer 2021.

North Somerset Area Lead, Cirlei Ioris, said: "These booklets will really help residents who find it difficult to access health and care services."



Theme two: Mental health



Then: Listening to people struggling to access mental health support

The need for mental health services became more acute during the pandemic, but with much face-face support suspended, people told us that they struggled to find online alternatives. We talked to people who needed professional help, and shared their experience of contacting mental health care in our area. In two reports we evaluated the Community Mental Health Service, and mental health provision for people during their recovery for substance misuse. We looked at the barriers that exist and made recommendations that evidence suggests will help to address ongoing inequalities for people in North Somerset.

In '*Experiences of using Community Mental Health Services During the Pandemic*' we reported that 60% of respondents had appointments cancelled or therapies changed since the lockdown of March 2020, and 20% of these were not offered alternatives. We found that stress and anxiety played a part in many people's lockdown lives – some reported feeling suicidal, and not able to find support they needed.

We teamed up with a voluntary sector agency called We Are With You which provides professional addiction support, to listen to a group of people rarely heard from. Many of these people with substance misuse problems also have mental health needs. We identified that pathways into the right help were not always available, and link this to the incidence of relapse, which was 76% of people that we spoke to in the study.



Now: Making a difference to mental health support

Our Community Mental Health report was planned to coincide with the availability of national funding to improve all local Community Mental services. Our recommendations for specific improvement made a number of key points based on public feedback. These have been submitted as evidence to the two Integrated Care Partnerships in North Somerset's Woodspring and Weston and Worle areas who have become commissioning boards under the Integrated Care System. The insights have already contributed to the development of a framework for the service, which will be rolled out by April 2022. Our discussions with key stakeholders continue to press for a single point of access for mental health service users so that people can access the right information & support at the same place. We point to the public anguish when options for face-to-face support were disrupted, and we ask that these are provided for those who prefer them.



Steve, whose experiences helped us co-produce a survey about support options for recovery from both addiction and mental health, said; *"I was pushed around the system for many years before someone finally was able to help... Quite often people have drink or drug addictions which are a symptom of an underlying problem. It is these problems that make them drink."*



Our 'Mental Health support for people with Substance Misuse' report worked with Steve and others at the 'We Are With You' service to pinpoint what is important and what is missing. Having seen it, North Somerset Council committed to developing mental health support for people with a dual diagnosis. Stakeholders have said they will look more closely at how needs are identified and how pathways can be opened into suitable treatment for mental health issues, and to this becoming integral to the offer to service users with substance misuse problems.

"We will focus on Mental Health support for people in recovery, given the recent findings in the Healthwatch report 2020. We are forming a cross-agency mental health task and finish group, which will report to the Health and Wellbeing Board. We look forward to working with Healthwatch in the future."

Jo Walker Chief Executive of North Somerset Council

The project report 'MH support for people with substance misuse' is accessed [here](#)

"Thank you, to Healthwatch for undertaking this valuable service user engagement project. Your report has highlighted how important and valued the We are with you Service is to its clients. We also accept there are areas that require improvement."

Matt Lenny, Director of Public Health, North Somerset



Mental health: Families say 'Make it easier to ask for help.'

Healthwatch North Somerset have continued efforts to improve what's on offer in schools for our students' mental health. Our focus began in 2017 and this year we have sought student & parent views on their preferred early intervention support.

We found a worrying variation in the levels and quality of help during our 2018 research. We recommended asking NHS England for Mental Health Support Team (MHST) funding, jointly delivered by the Department for Education & other partners. Over 80 areas around the country are either running a MHST or will be soon support one. Bristol East and Central, Bristol South and South Gloucestershire will have teams working in schools in 2021. Our recent project aims to inform what is offered by engaging the public on service design, and underline the local urgency.

Respondents told us that when they or their child had suffered mental health setbacks around half, when they looked for help, failed to receive it due to long waiting lists or not knowing what support existed. They said the system needs to **"Make it easier to ask for help, as it can be hard to make the first steps yourself"**.

We've now asked that actions are taken to provide better signposting, build informal & holistic interventions across a range of sources and address the professional capacity inside schools.

Responses and actions from stakeholders

We were delighted by this encouraging news in March 2021

"North Somerset Council and partners, including the CCG and schools, recognise the importance of supporting young people with their emotional wellbeing and mental health and welcome this report.... There will be a fully operational Mental Health Support Team (MHST) by the beginning of 2023 (with some delivery while the MHST staff are in training in 2022) and an interim arrangement is being developed across schools and within the CCG is being developed for 21/22 working in partnership with North Somerset Council"



Jo Walker, Walker Chief Executive of North Somerset Council



OTR is a mental health social movement by and for young people aged 11-25 living in North Somerset. Getting free support couldn't be easier.
www.otrnorthsomerset.org.uk

We made contact with the service providing the interim arrangement. Off The Record will begin to offer young people mental health support in North Somerset schools from September 2021. We sent them our report '*Scoping a Model for Mental Health Support*' and set up a meeting with the Chief Executive. In June the engagement lead responsible for taking account of local voices in the design of their service got in touch.

Liam McKinnon, Director of Engagement, OTR

"OTR are working in partnership with service providers and community spaces across North Somerset to address areas keenly raised from public feedback: introducing a range of initiatives for young people to provide 'more services', 'more professional capacity' and 'better signposting'.... This initial offer meets the preferential criteria in North Somerset that a range of sources should be provided, recognising that young people's needs are diverse - and OTR's work is informal and often youth-led rather than feeling traditionally 'clinical'



Our engagement work for partners during Covid 19

Our work with Bristol Health Partners receives recognition.

This partnership is with the BABCON Health Intervention Team (HIT) part of Bristol Health Partners. They have a model of HITs, which bring together partners to tackle health topics or conditions. They were designated an Academic Health Science Centre in 2021 by NHS England & Improvement and the National Institute for Health Research (NIHR). The collaboration is with organisations across Bristol, North Somerset and South Gloucestershire.

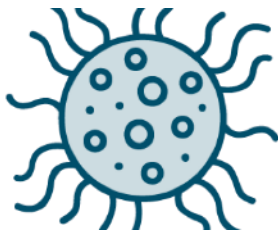
Posters, telephone and online research was carried out during the pandemic with help from Dr Nikki Cotterill Associate Professor in Continence Care, at the University of the West of England, to hear about the impact of the delivery of services on which these patients rely.

The research was recently selected, by peer review, for a national portfolio of nursing research that informs best practice. A funding bid now hopes to have a significant impact on nursing care by developing a framework for training & education to underpin high quality continence care. We are grateful for the opportunity to help bring about the development of better care.

Dr Nikki Cotterill, NBT Continence Lead and BABCON HIT Director said:

"It is so amazing that so many people will have had their voice heard over this 'hidden' issue and I am delighted to have worked with Healthwatch, thank you."

Top four areas that people have contacted us about:



29% Covid-19 support



19% access to mental health support



15% GP appointments



10% community transport

Carers – Listening and Learning from their experiences



North Somerset Council (NSC) asked for our help to explore the gaps in support for Carers. We compiled carers’ stories & reported on which improvements they would like to see. We’re so pleased that ‘*Listening and Learning from Carers*’ could voice the needs of carers and will help to focus support for them through the new Carers Strategy 2021-2024 which is out in July.

Kathryn Benjamin NSC Strategy and Policy Development Officer said. “Thank you so much for this piece of work. It’s a really major contribution to our wider engagement. There is so much rich detail in there which will be formative in developing not only the strategic priorities but also the action plan to show how it will be put into practice.



Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don’t struggle alone. Healthwatch is here for you.



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Our Covid response: Finding support for those in need

This is how we kept people up to date on the latest Government guideline; a comprehensive Covid resource on our websites, by linking volunteers people shielding to deliver shopping and prescriptions, signposting others to mental health helplines & co-hosting webinars with targeted advice & information.

Healthwatch became one of the first official organisations, apart from health professionals, to refer people to NHS Responders and to work with town councils and mutual aid groups. We promoted our main North Somerset contact numbers so we could lend a friendly ear to callers, which allowed us to reassure people and offer support. We also heard from and amplified community voices, who helped people in more rural areas without transport.

Sayd Ahmed, of the Weston Bangladeshi community, told us how he organised lifts for the Pakistani, Middle Eastern, and Bangladeshi community. He said: "I made 12 car trips to get people into Ashton Gate Vaccination Centre. They didn't have any other way of getting there."

We supported '*My Right to Healthcare*' by distributing cards which aim to resolve problems and myths about GP registration. This has helped homeless people, people who have moved, people who live on boats and many others who face difficulties because they are asked for proof of address or other ID although they are not needed.

We responded to concerns about the mass vaccination programme & worked with key organisations to hold webinars and invite people to ask questions. and we included sessions for pregnant women, people with disabilities, the over 50s, and members of the LGBTQ+ community. We invited doctors, health professionals and virologists armed with the latest information so people could make an informed choice on having the vaccine.



Trustees and volunteers

At Healthwatch North Somerset we are supported by 18 volunteers, 8 of them are our Board of trustees. They help us find out what people think is working, and what improvements people would like to make to services.

This year our volunteers:

- Adapted their roles to very effectively, despite the national lockdown restrictions
- Actively participated in our Board of Trustees monthly meetings, or quarterly Prioritisation Panels, where we review public feedback and identify action to take towards service improvement
- Carried out essential research to support and inform our project work
- Shared their knowledge about local health and social care services with Healthwatch staff to help staff be more effective in their roles
- Attended Patient Experience Group meetings at University Hospitals Bristol and Weston and North Bristol Trust, and provided feedback
- Helped in our office to support with general administrative tasks
- Created eye catching social media posts which increased the volume of public feedback we received
- Reviewed NHS Provider Quality Accounts enabling Healthwatch to submit an informed comment

Trustees on our Board bring a wealth of experience that steer decision making locally.

More in this link here [our-board](#)



Trustee Karen Whitaker

Having spent her working life in social care and the voluntary sector, Karen was keen to use her knowledge in a volunteer role as Director of our Healthwatch charity & Trustee. She said: *"I a representative on the SW Carers Partnership Board, because it is crucial the input of unpaid family carers is valued by professionals, and because carers' own needs must be met for them to continue in the role effectively. This year I have also been actively involved in the Dementia Carers' Project and the Prioritisation Panels that shape the workplan for the forthcoming year."*



Trustee Sato Black

Sato recently joined us on our Board in 2021. She moved to the UK from Japan 13 years ago and has worked in social care, community development and community activism. Sato has been involved in a project with the St. Monica's Trust in South Glos, supporting existing community groups to help reduce isolation and loneliness. Sato says, *"I am hoping that I can remove barriers for communities, help them establish relationships and trust with their neighbours and key workers."*



Trustee Tim Evans

Following a serious car accident Tim first became involved in 'Voices for Health' and has been volunteered with Healthwatch ever since. Tim represents us at the Weston and Worle Urgent Care Network. He brings with him a passion for equity in health and care. He says *"It's very important that we move away from an ever-increasing labelling of people and aim to treat everyone as "human" and special, equal, important and entitled to the best possible treatment with no prejudices."*

Our volunteers add value to our work, support our research and contribute to making services equitable for patients



Volunteer Tricia Godfrey

Tricia has numerous skills and has taken on many volunteering roles with us, including a links with Sirona, who provide community health, as a member of their new 'People's Council'. This work with their engagement team and managers has helped to draft their working Charter, navigate links with voluntary sector organisations and acts as a 'critical friend' to the board. The group is now developing a work plan and action log to represent patients, carers and communities.



Volunteer Jill Reakes

Jill has been representing Healthwatch by attending the Patient Experience Group at University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) and since April 2020s merger of Bristol and Weston hospitals she has been part of 'Shaping our future together'. Jill said *"has been a great to find out people's positive and negative hospital experiences so that staff are appreciated, concerns are addressed and changes can be made to improve patient experience at the UHBW Trust."*



Volunteer Manny Lopez

Manny was involved in the procurement process and development of the Safe Haven; a crisis centre providing a safe space for up to 12 people suffering severe emotional distress.

Manny said *"I visited another similar project in Swindon, and it was bright and uplifting. We thought it was important to think about colour schemes as well as language used so it is a place that feels comfortable & inviting not just a medical setting. Safe Haven is very much a co-produced project."*



Volunteer with us

Are you feeling inspired? We are always looking for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch North Somerset.



www.healthwatchnorthsomerset.co.uk

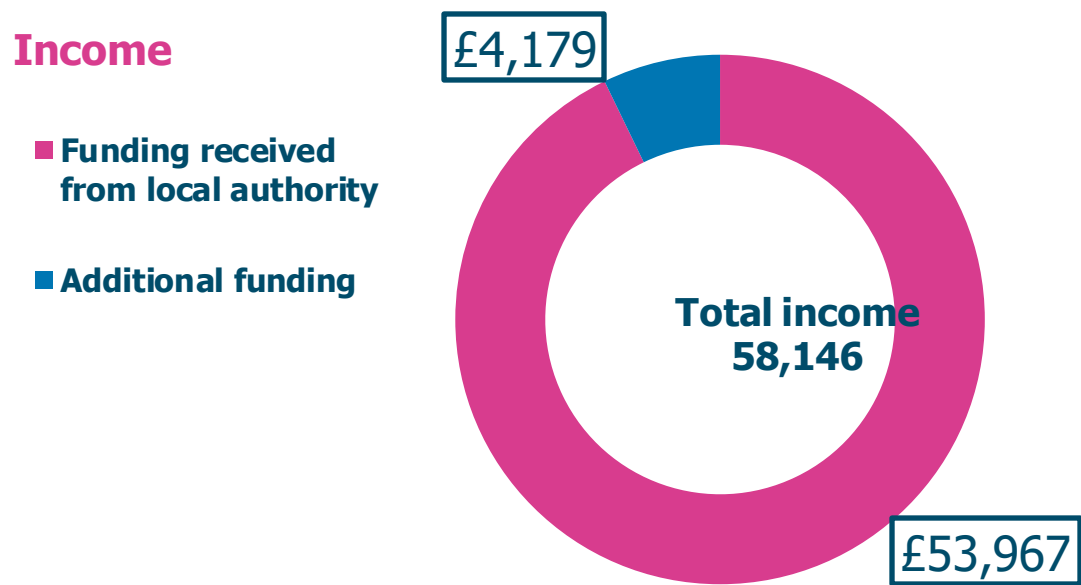
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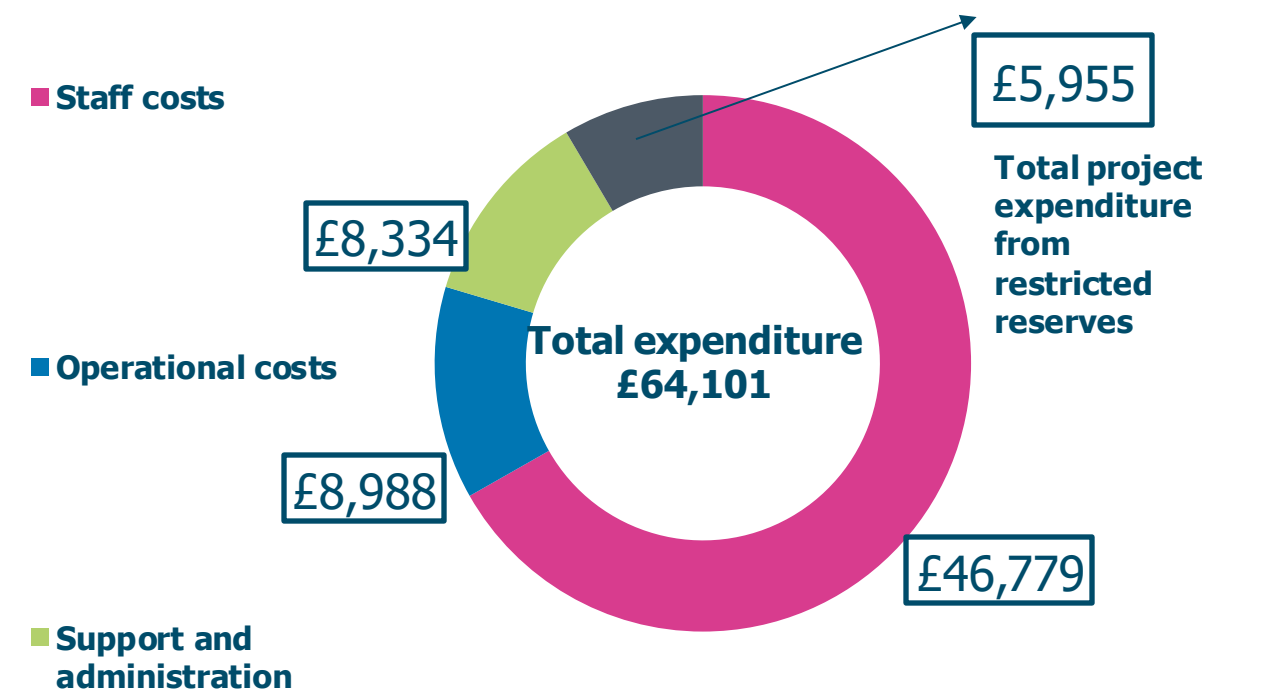
Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income



Expenditure



Our priority projects 2021-22

- 6 Assisting patients with access to health apps – training to prevent digital exclusion
- 6 Invisible Carers –evaluating support needs of Gypsy, Roma and Traveller communities, Refugees and other disenfranchised groups
- 6 North Somerset Eating Disorder services inside the new Community Mental Health framework
- 6 A guide and principles - driving forward our commitment to inclusive co-production

Next steps

- 6 Join the Dual Diagnosis working group with North Somerset Council
- 6 Follow up on the Carers Strategy and promote outcomes for Carers
- 6 Continue to focus design of Children and Adolescent Mental Health prevention and early interventions in schools as Mental Health Support Teams come onstream and OTR service rolls out.



"Thank you to our fantastic staff and Board and outstanding volunteers for your perseverance during the last year.

We want to continue to reflect North Somersets people, listening to them and recording important stories that help others have better health and care.

With our Integrated Care System evolving at speed, we continue to bring personal stories of 'lived' and community experiences to the table to enable them to have an influence on service design and improvement.

We achieve the best outcomes for residents when we work in collaboration. We look forward to continuing that work with our valued voluntary sector & wider partners in Health and Social Care."

Vicky Marriott, Area Manager,

Healthwatch Bristol, North Somerset and South Gloucestershire



Our statutory remit

About us

Healthwatch North Somerset works out of The Sion, 3d Floor, Crown Glass Place, Nailsea, BS48 1RB.

We use the Healthwatch North Somerset Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consisted in 20/21 of 8 members who work on a voluntary basis to provide direction oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the Board met 12 times and made decisions on matters such as ways of working during the Covid 19 pandemic, ways to expand representation on the Board of trustees, improving skill mix of staff working in the three areas and improving IT for home and office working.

We ensure transparency in deciding our work priorities by holding a Prioritisation Panel each quarter and inviting the public. The Panel consists of four volunteers, two staff and two Board members. They have met virtually in 2020 and 2021 and having read the Quarterly patient feedback, use the insights to make recommendations for actions. Which have included escalation of insights to the CQC, taking findings to Health Scrutiny Committees or letters to commissioners. On an annual basis we review themes from patients, the Local Authority and other commissioners who have set local strategic priorities to make recommendations for the annual workplan.

Methods and systems used across the year's work to obtain people's views and experiences.

We use a wide range of approaches. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media. We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website and also a hard copy version.

We obtain the views of people from diverse backgrounds who are less often not heard from. We have done this by making contact with equalities groups such as the BME Network & Multicultural Friendship Assoc., connecting them to opportunities to get involved in engagement. We compile a quarterly patient feedback report. We distribute the anonymised feedback to care providers across the whole area and the national regulators and commissioners of care. 273 people reached out to us on themes like dental care, young peoples mental health, GP access and problems accessing hospital operations.. We worked in coproduction with many parts of the voluntary sector; Alzheimer's Society, Parent Carers Working Together, We Are With You and others who link us into their service users.

2020-21 outcomes

Project / activity area	Local outcomes
Mental Health support for people with Substance Misuse	The council has promised that this research will be used to inform a working group to look at the provision of appropriate trauma informed and integrated mental health support for people with substance misuse problems
Scoping a Model for Mental Health Support in secondary schools	Recommendation made in 2018 has helped to inform recent commission of OTR from Sept 2021 and to help with user involvement in the design Mental Health Support Teams service in 2022
Stories of Shielding and Self Isolating	Three guides developed with partners, launched in 2021. Plan for volunteers to become public trainers for those who lack digital skills
Experiences of using Community Mental Health Services During the Pandemic	Experiences and insights now being used by Integrated Care Partnerships across North Somerset to design their Community Mental Health services for April 2022
BABCON – engaging with users during the pandemic	Bladder and Bowel service users comments are part of National nursing research portfolio and new bid for funding could give nurses better training
Listening and Learning from Carers	Inputs into Carers Strategy for 2021-2024.

Responses to recommendations and requests

Some providers did not respond to requests for information or recommendations and we continue to pursue them now that services are beginning to get back to some normality. Due to Covid 19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

Health and Wellbeing Board

Healthwatch North Somerset is represented on the Health and Wellbeing Board by Georgie Bigg, Chair of Trustees. During 2020/21 Georgie has collaborated with Public Health and others on the North Somerset Health and Wellbeing strategy, a response to Covid and a Special Educational Needs, peer review. There were no issues escalated by our Healthwatch to the Healthwatch England Committee and so no resulting special reviews or investigations.



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