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Annual Report 2019-20

# Bristol, North Somerset and South Gloucestershire

# Contents

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Message from our Chair	4
About us	5
Highlights from our year	7
Our priorities North Somerset, Bristol, South Gloucestershire	9
How we’ve made a difference	15
Helping you find the answers	22
Our volunteers	26
Our finances	30
Our plans for next year	32
Thank you	34
Contact us	35

# Message from our Chair



- Georgie Bigg, Chair of our Board of Trustees



"Everyone's voice counts. Please share your health and social care experiences with us"

This has been both an exciting and challenging year. With effect from the 1<sup>st</sup> October 2019 we became the Healthwatch voice of our communities across Bristol, North Somerset and South Gloucestershire. This will enable us to be even more effective in learning how our populations experience services across our whole area and be able to compare and feedback on the quality and equity of those services. We select priorities for our workplans from real experiences and involve service users. With such a diverse area, we are working hard to ensure that all our areas are fully represented in this decision making.

During the year, we were delighted that feedback collected from young people was used to inform changes in services. These seldom-heard voices had been recognised through our work, and would now be used to fill the gaps in mental health services their experiences identified.

People also told us that increasing provision of digital services often increased the difficulty of access, particularly for the most vulnerable. With this in mind we expanded our work with GP Practices and ran online sessions in libraries to help patients become more familiar and comfortable to access services digitally. We were extremely successful in exceeding our target to gather public feedback on the national NHS Long Term Plan, despite a tight deadline. This work will enable those contributions, along with others collected by Healthwatch across the whole country, to influence the priorities of the NHS going forward.

I am proud of our new staff team and volunteers who have continued to seek out and learn what's important to the public, especially through these 'social distancing' times, so that we can work towards continuous improvement for all service users.

Georgie Bigg  
Healthwatch Bristol, North Somerset and South Gloucestershire  
Chair

# About us

## Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving seldom heard groups a chance to speak up.

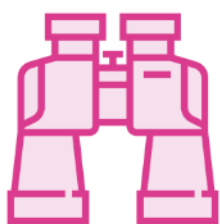
The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

"I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level."

Sir Robert Francis QC, Healthwatch  
England Chair





## Our vision is simple

Health and care that works for you.  
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations
- Networking with Patient Participation Groups who have their ear to the ground



Find out more about us and the work we do

**Website:** [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk),  
[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk), [www.healthwatchsouthglos.co.uk](http://www.healthwatchsouthglos.co.uk)

**Twitter:** @HealthwatchNS, @HWBristol, @HWSouthGlos

**Facebook:** @HealthwatchNorthSomerset, @bristolhealthwatch.  
@southgloshealthwatch



# Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



## Health and care that works for you

### 30 volunteers



Are helping to carry out our work. In 2019/20 they gave up the equivalent of 176 days or over 1442 hours of their time

We employed

### 4 staff 2019, 8 from Jan 2020

Our 8 staff equate to 6.25 full time equivalents.

We received

### £172,000 total funds

This is combined funding from 3 local authorities; North Somerset for the whole year and Bristol and South Glos from October 2019. Bristol represents 50% of this funding.

North Somerset saw a 53% funding reduction in October 2019.

## Providing support



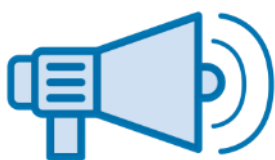
### 385 people

shared their health and social care story with us, over 50% less than last year due to mobilisation of new staff.

### 174 people

accessed Healthwatch for advice and information online or contacted us with questions about local support

## Reaching out



### Over 307 thousand people

Engaged with us through our 3 websites, our 7 social media platforms and at community events in three areas

## Making a difference to care



We published

### 3 reports

about the improvements people would like to see with their health and social care, and from this, we made 4 recommendations for improvement.

# North Somerset priorities

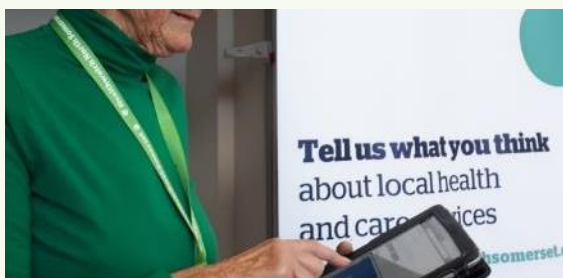
In our previous working year, 789 people told us about the improvements they would like to see from health and social care services. This valuable feedback translated into a set of key areas we took forward in 2019-20. Our workplan was supplemented by collaborations with NHS England & Care planners.



- Evaluating support for children & young people's mental health in their schools & colleges



- Identifying service gaps for people with Cancer, Autism Spectrum conditions & Learning Difficulties



- Looking at Digital Innovation in health. We supported people to use the appointments apps used at their surgery



- Collaborating on NHS England's 'What Would You Do?' survey to bring patients' views into local Long Term Plans



- Announcing our project work to inform Mental Health & Social Care in 2020 & celebrating 7 years of Healthwatch



- Launching our film & setting out our focus on building partnerships, co-production, representation & outcomes

**North Somerset Director of Public Health Matt Lenny said: "If we don't listen to the public we will get a lot wrong and Healthwatch helps us do just that."**



Strategic Priorities 2019/2020



Digital Innovation

Adult Social Care

Mental Health

Informed by priorities identified via:

Joint Strategic Needs Assessment

The local plan for the North Somerset area

CQC /Adult Social Care Strategies

Delays in care packages  
Prolonged stays in hospital  
Care support at home  
Integrated care

Health and Wellbeing Alliance

Working with inclusion health groups

HW England

Access to GPs  
Children and Young People  
Mental Health  
Services working better together  
Adult social care

Healthier Together

Children & families  
Mental health  
Frailty and dementia  
Diabetes  
Respiratory conditions  
Learning Disabilities/ Autism  
Cancer  
Cardiovascular diseases  
Stroke  
End of life

Healthwatch NS Workplan 2019/2020 (key areas):

- Build opportunities to work in partnership with seldom heard communities to understand their health and care needs.
- Coproduction on projects – clinical, professional and patient involvement
- Raise awareness of Healthwatch information, advice and advocacy through local community media channels
- Increase volunteer numbers



## Bristol priorities

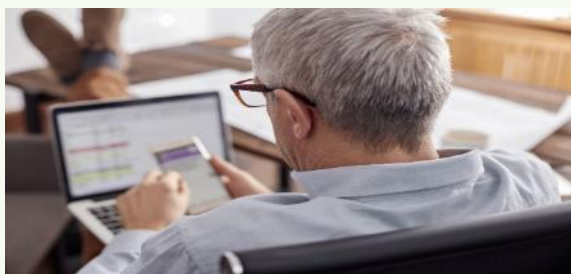
We identified themes and important issues and began focusing on using these to help build a picture of where health inequalities occur across this city. See below for the projects we have worked on so far to raise our profile. Our 2020 workplan lays out key areas we will look at.



- We identified Social Care as a major concern for people and set this as one of our main service evaluation projects for the year



- Our Prioritisation Panel looked at public feedback and took into account an upcoming 'All Ages Mental Health strategy' being planned for the area



- We provided digital guides to using appointment apps and plan to offer face-to-face digital inclusion work




- We reached out to seldom-heard communities to hear their preferences for extended GP surgery hours



- We made a video to spell out our vision and shared it with others to help amplify the voices of the residents of Bristol



- We ensured we were at key strategic meetings so that public insights are at the forefront of care planning

 "Thank you for a great launch event, the video of Healthwatch's work was really well put together and I enjoyed networking and meeting the public and professionals." Ali Maxwell, Independent Mental Health Network

Strategic Priorities 2019/2020



Digital Inclusion

Adult Social Care

Mental Health

Informed by priorities identified via:

**Joint Strategic Needs Assessment**  
The local plan for the local Bristol area

**CQC /Adult Social Care Strategies**  
Delays in care packages  
Prolonged stays in hospital  
Care support at home  
Integrated care

**Health and Wellbeing Alliance**  
Working with inclusion health groups

**HW England**  
Access to GPs  
Children and Young People  
Mental Health  
Services working better together  
Adult social care

**Healthier Together**  
Children & families  
Frailty and dementia (social care services and community)  
Diabetes  
Respiratory conditions  
Learning Disabilities and Autism  
Cancer  
Cardiovascular diseases  
Stroke  
End of Life

Healthwatch Bristol Workplan 2019/2020 (key areas):

- Volunteer – engagement & support , identification of specialisation
- Joint working – area leads working in tandem to establish city coverage
- Social value – create conditions regarding working and outreach to support positive environmental outcomes
- Engagement – community , PPG and patient representation
- Equalities and representation
- Ensure maximum opportunity for impact and strategic alignment to the geographical area.
- Increase volunteer numbers





## South Gloucestershire priorities

We invited stakeholders to a series of events to meet us and hear about our plans. Our democratic process was used to determine work priorities. We identified themes from public feedback, collated issues of relevance to the region and sought ways to maximise our impact.

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- We selected a project that asks people who have Learning Disabilities or Autistic Spectrum disorders to examine the quality of health messages



- We agreed a workplan and made public experiences of Mental Health services a key priority



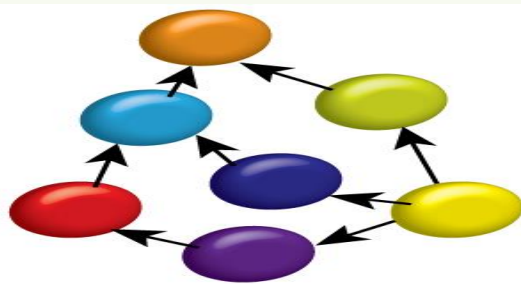
- We have developed digital guides to using clinic or appointment booking online to help those digitally excluded



- We set up a research project to look at the experiences of those using social care and hear the views of carers too



- We made a film about how & why we amplify inequalities in health & care. Our aim is for our work to have an impact



- We developed relationships, mapped networks and systems and plugged ourselves into the local voluntary sector

“Healthwatch has played an integral role in supporting people who have been in need of prescription collection during Covid 19, they have helped people with a range of other needs such as support & advice or linked people with Mutual Aid groups who’ve provided assistance.” Matt Palmer, Community Hub South Glos



# Strategic Priorities 2019/2020



Digital Innovation

Learning Disabilities and Autism

Adult Social Care

Mental Health

Informed by priorities identified via following:

Joint Strategic Needs Assessment

The local plan for the South Glos area

CQC /Adult Social Care Strategies

Delays in care packages  
Prolonged stays in hospital  
Care support at home  
Integrated care

Health and Wellbeing Alliance

Working with inclusion health groups

HW England

Access to GPs  
Children and Young People  
Mental Health  
Services working better together  
Adult social care

Healthier Together

Children & families  
Mental health  
Frailty and dementia  
Diabetes  
Respiratory conditions  
Learning Disabilities and Autism  
Cancer  
Cardiovascular diseases  
Stroke  
End of life

## Healthwatch SG Workplan 2019/2020 (key areas):

- Ensure maximum opportunity for impact and strategic alignment to the geographical area.
- Co-production on projects—clinical, professional and patient involvement
- Build patient feedback—digital channels, leaflets across the region, feature in as many publications as possible
- Expand our networks
- Increase volunteer numbers



# How we've made a difference

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**Speaking up about your experiences of health and social care services is the first step to change.**

**Take a look at how your views have helped make a difference to the care and support young people receive for their mental health.**

### **Our report on how young people access support for their mental health at school or college**

Thanks to young people speaking up in our report in July 2019, stakeholders have come together to find a funding solution and improve the services for young people.

We heard from 10 secondary schools and 2 colleges during our online survey and engagement. Young people between 13 and 25 told us they needed help more quickly for their mental health needs. When the young people did receive help some said it had not been provided for long enough for them to feel better.

Mental Health services both locally and in the wider region are now set to benefit from NHS England funding for an Education Mental Health team. The funding will be used to recruit and train



Young people at an engagement event at Churchill Secondary School in North Somerset

practitioners to develop targeted mental health services across schools in 2021.

The North Somerset and South Glos Clinical Commissioning Group put our recommendations into their strategies which were heard by the Health and Wellbeing Boards in all three areas and the 'Healthier Together' Partnership Board - which brings 12 providers and commissioners into a Sustainability and Transformation Partnership.



“We found the Healthwatch report invaluable in informing our strategic thinking for both our all-age mental health strategy and our latest iteration of the North Somerset local CYP mental health and well-being local transformation plans”.

Carol Slater, Head of Transformation, Mental Health and Learning Disabilities, NHS Bristol, North Somerset and South Glos Clinical Commissioning Group





A carer and his wife at the Healthy Living Centre community library, Weston-super-Mare enjoying a Digital Champions session

## Information and skills training to use online health appointment apps.

People who could benefit the most from digital services are often the least likely to venture online— often due to a lack of confidence to get started. Our Digital Champions project in the summer of 2019 heard from 174 people about the type of online support they really wanted. As a result we ran friendly 'I-Tea' sessions where advice and a cuppa proved to be a winning combination.

Many people wanted help to register with AskmyGP, an online booking system that had been rolled out in six practices in Weston-super-Mare.

The Clinical Commissioning Group, local GP surgeries and the council's libraries helped us provide 1:1 support in the right places. As providers of health and care services, they knew that digital health can mean more effective delivery, better outcomes and reduced costs.

Going digital was very daunting for some people. We found that skills, connectivity and accessibility were all major barriers, while the inability to invest time and money was excluding certain populations.

In 2020 we plan to extend our Digital Health sessions into Bristol and South Gloucestershire and work closely with surgeries to ensure no-one misses out.



"Lovely example of Healthwatch helping people understand how digital information and services can support our health and care, over Tea!"  
Neil Tester, Healthwatch England.



## Engaging with communities that are hard-to-reach to hear how GP hours could better meet patients' needs

Jill carried out face-to-face engagement in the evenings and weekends in sports centres, community cafes and places of worship in the Bristol inner-city and south area. She also spoke to community organisations such as Nilaari Agency, Silai Centre, Single Parent Action Network, The Trinity Community Centre, Somali Resource Centre and Bristol Humanists who helped promote the online survey.

Jill Reakes said when she met people with English as a second language she asked for translation from their friends. Once they knew what the survey was about they happily took part.

Asking people their preferences for GP surgery opening hours, during the day, in the evenings and at weekends is an important piece of work being done by the CCG. Our role was to collect information from ethnic groups to understand the local needs and whether they are being met for younger people, non-Christians and other groups in Bristol.



“Healthwatch was invaluable in the delivery of focused, targeted engagement with key people and communities who we were unable to reach as effectively through other means. Through both face-to-face outreach and online activity, Healthwatch enabled us to build on existing insight and fully understand the experiences and attitudes of a broad range of individuals across our population.”

NHS BNSSG Clinical Commissioning Group, Insights and Engagement Team

### Share your views with us



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.

**Websites:** : [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk),  
[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk), [www.healthwatchsouthglos.co.uk](http://www.healthwatchsouthglos.co.uk)

**Telephone:** Bristol 07857 055804 / 07944 369180

North Somerset 07857 036292

South Gloucestershire 07944 373235



Our volunteer Matthew Longuet-Higgins being filmed as part of our three minute video

### Film making for three launch events where we talked about our work plans for 2020

In February we made a video about how and why we do the work we do. The aim was to run the film at our Healthwatch launch events held in Bristol, North Somerset and South Gloucestershire. A Community Health trust and two voluntary sector groups; Help Bristol's Homeless and The Diversity Trust agreed to take part and were to become stars of the big screen, as it was also broadcast in Bristol's Millennium Square. The film details how we work with friends and

partners to hear from people of all ages, colours and faiths in our community. We held events at Broadmead Baptist Church, The Wave, South Glos and The Stable Creative Hub in Weston. We were delighted these were so well attended, despite the Bristol launch clashing with a visit from Greta Thunberg. It was great to exchange ideas and thoughts on patient-led improvements to health and social care services.

Thanks to our speakers Cllr. Asher Craig (Bristol), Cllr. Ben Stokes and Jacob Ayre from Swan Advocacy (South Glos) and Fiona Cope from Citizens Advice (North Somerset).



# Long Term Plan

**#WhatWouldYouDo**



## Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

## NHS Long Term Plan

Following a commitment from the Government to increase investment in health services, the NHS published the 'Long Term Plan' in 2019 setting out ambitions over the next 10 years.

Healthwatch launched a countrywide 'WhatWouldYouDo' campaign to give people a say in how the plan should be implemented locally. Our focus was on Cancer care and services for Autism and/or Learning Disability.

Working with Bristol & South Glos we ran focus groups, joined cancer cafes, presented to college students and hosted community events. Together we encouraged 616 people to tell us what needs to improve and they said the following:

- Wellbeing services offering support post cancer-care treatment
- Quicker diagnosis, better follow-up support and better treatment for people with Autism Spectrum conditions

- Improved information for people with Autism and/or Learning Disabilities.
- Less cyclical assessments and anxiety over short periods of support

A comprehensive review of Autism services is taking place in mid-2020 by Bristol City Council. We have provided patient feedback to help them examine gaps, resources and multi-agency cooperation.

In 2020 we will hear further views of people with Learning Disabilities and Autism to discover how messages might be better tailored to meet their needs

The Healthier Together, Sustainability & Transformation Partnership responded saying

"We are committed to deliver improvements that promote wellbeing, integrate care & support & reduce the many inequalities experienced by people with learning disability and/or autism."



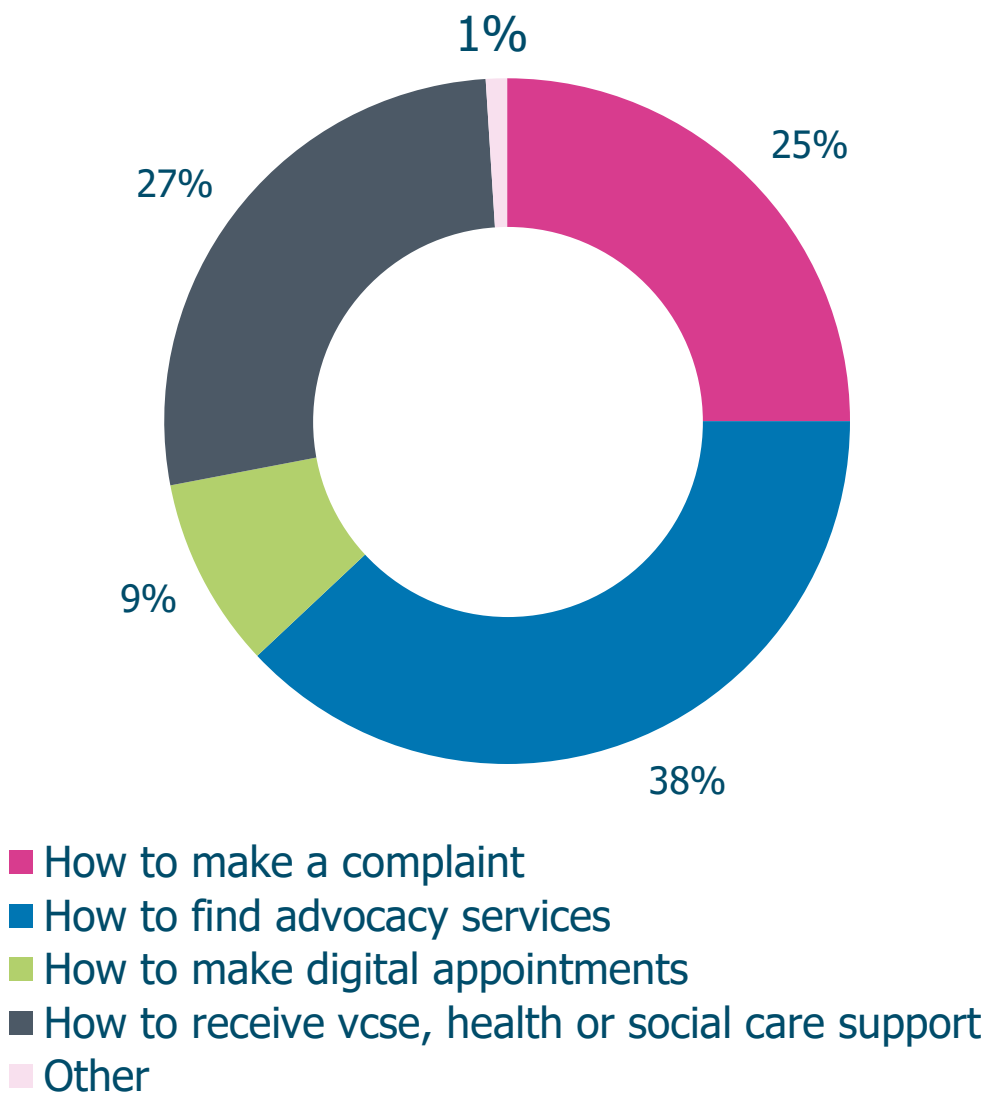
# Helping you find the answers



**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

- This year we helped 174 people get the advice and information they need by:
- Providing advice and information articles on our website.
  - Answering people’s queries about services over the phone, by email, or online.
  - Talking to people at community events.
  - Promoting services and information that can help people on Facebook and Twitter.

**Here are some of the areas that people asked about.**





## Finding medication advice in Bristol:

A caller prescribed anti-depressants for the first time, asked about side effects and wondered why he was finding it so scary and uncomfortable. He needed information and an expert to speak to. We passed on the details of the Bristol Tranquilizer Project which support users of all medication. The next afternoon the caller rang saying the BTP had helped them with practical concerns, and an offer of regular support and reassurance.



## Finding support for a young carer:

We engaged with people attending an LGBT History Month Event in South Gloucestershire and one attendee was a young carer in need of a break from responsibilities at home. She was extremely happy to hear about a Carers Support Centre. We looked up email and telephone numbers, gave her advice on the spot about respite for young carers and information on carers support meet-ups too.



## Hospital signage feedback:

The Weston General Hospital Patient Experience Group needed help to evaluate whether signs to departments were clear for those who were new to the hospital. We got involved in their Patient Led Assessment of the Care Environment (PLACE) to see how interior signage helped patients find the Phlebotomy Department. The assessment discovered that for people with autism or learning difficulties it was not easy to follow the signs and this feedback has been used to improve directions around the site.



### Contact us to get the information you need

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

**Website:** [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk),  
[www.healthwatchbristol.co.uk](http://www.healthwatchbristol.co.uk), [www.healthwatchsouthglos.co.uk](http://www.healthwatchsouthglos.co.uk)

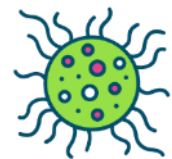
**Email:** [contact@healthwatchbristol.co.uk](mailto:contact@healthwatchbristol.co.uk)  
[contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)  
[contact@healthwatchsouthglos.co.uk](mailto:contact@healthwatchsouthglos.co.uk)



**Case study: Providing information and support during the Covid-19 crisis**

When the crisis struck, we knew that the information and wellbeing support we could offer the public would be vital. We stepped up our advice and information service as local health & social care services underwent enormous change. We used daily updates on our websites and social media to clarify the latest guidance to help people, looking for support, make informed decisions. Our strength was being well-connected with local volunteer groups, which sprung up in many forms.

It really has been such a help to our patients and also very reassuring for our staff to know that there is somewhere where desperate or worried patients can go for help.  
Kath Payne, Management Partner, Portishead Medical Group



Reduced public transport during Covid-19 created challenges for those living in rural areas who needed to attend surgeries and hospitals for non-Covid-19 related appointments



# Volunteers



**At Healthwatch Bristol, North Somerset and South Gloucestershire we were supported by 30 volunteers. They have helped us find out what services people think are working, and what people would like to improve in their communities.**

**This year in addition to many activities, our volunteers have:**

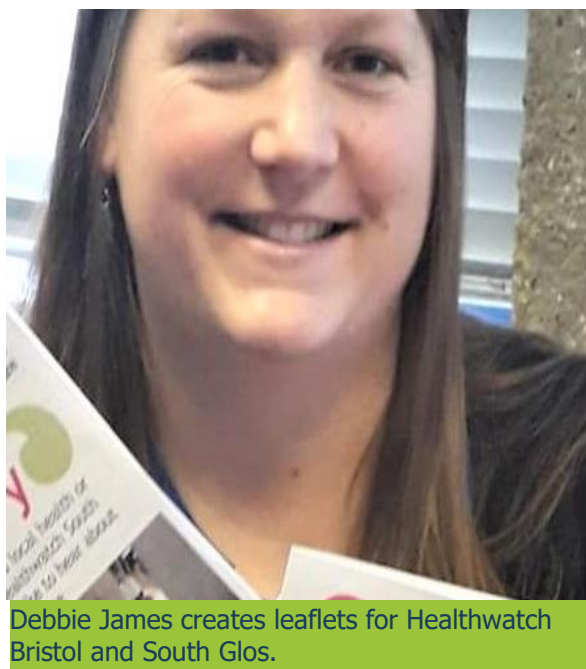
- Actively participated in three Enter and View visits and collating reports on these
- Attended Patient Experience Group meetings in three acute trusts
- Carried out engagement events to gain valuable feedback from members of the public
- Chaired the North Somerset Patient Participation Group (PPG) Chairs network
- Featured in a short film to raise awareness of Healthwatch's work
- Listened to people's experiences to help us know which areas we need to focus on
- Helped behind the scenes in our office so that we administrate and communicate effectively

### **Debbie James joined us in October 2019 as we began working across our wider contract in Bristol & South Gloucestershire**

When she started volunteering with us last year she hadn't been in a job for ten years due to serious ill health with fibromyalgia. She says 'The whole point of Healthwatch made sense to me; to ask people about their experience of services and pass it along to people who can change them for the better.'

After initially helping with engagement her interest was piqued when new leaflets for Bristol and South Glos. were needed. She taught herself to use Publisher and then developed her knowledge of Canva to begin creating, posting or scheduling Twitter and Facebook content for social media. She says "It sparked an interest for me that I didn't know I had".

Debbie enjoys the challenge of finding fun ways to deliver information. She accepted a month of paid work with us on a project that developed one of our websites and helped to explore ideas in a 'Digital Discovery' session



Debbie James creates leaflets for Healthwatch Bristol and South Glos.

with Healthwatch England. Debbie says "It's given me a focus and brought my drive back. It's been an opportunity to test boundaries and I've found out what I'm capable of. The skills on my CV have doubled. I'm looking for part-time work now but will carry on as a volunteer as I love being part of the team."

### **Volunteer with us**

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at;

**Telephone:** 01275 854 311/ **Text our mobile** 07517 426694

**Email:** [Julia@healthwatchbnssg.co.uk](mailto:Julia@healthwatchbnssg.co.uk)





# Our volunteers



## Dave Crofton - Bristol

Dave said: "Being part of the Prioritisation Panel for the City of Bristol helps me hear and understand what patients are telling us and influence the work that Healthwatch is doing in that area. For me, it's about doing something important. Listening to patients, their families, and other group's experiences of health and social care and helping to influence the decisions providers make."



## Helen Chisnall - South Gloucestershire

Helen said: "I love being part of Healthwatch. It all started when I began leaving my feedback about services and then the suggestion was made that I join in as a volunteer. I love meeting people and telling them what Healthwatch does in my local area of South Glos. I enjoyed going to Kingswood Leisure Centre in March and there was a steady stream of people to talk to."



## John Rose - North Somerset

John values his role in the Patient Experience Group as he feels he is helping ensure patients' voices do make a difference to local hospitals. He said: "Healthwatch's reports are responded to, what patients tell us does get passed on. We want to work on showing people the changes their comments have actually brought about. The more examples we give people of the effect Healthwatch has had locally, the more people see how important Healthwatch's work is."

"Healthwatch have two representatives at the heart of our patient experience and involvement governance process. In their role they bring an additional external scrutiny and independent insight into our work which is hugely valuable." Tony Watkin, University Hospitals Bristol and Weston



One volunteer said:  
Thanks for providing this service, I love being able to get involved with public wellbeing in such a hands-on way"

Another said:  
"The kindness and flexibility provided by Healthwatch means that I can follow a volunteer role that matches my interests closely"



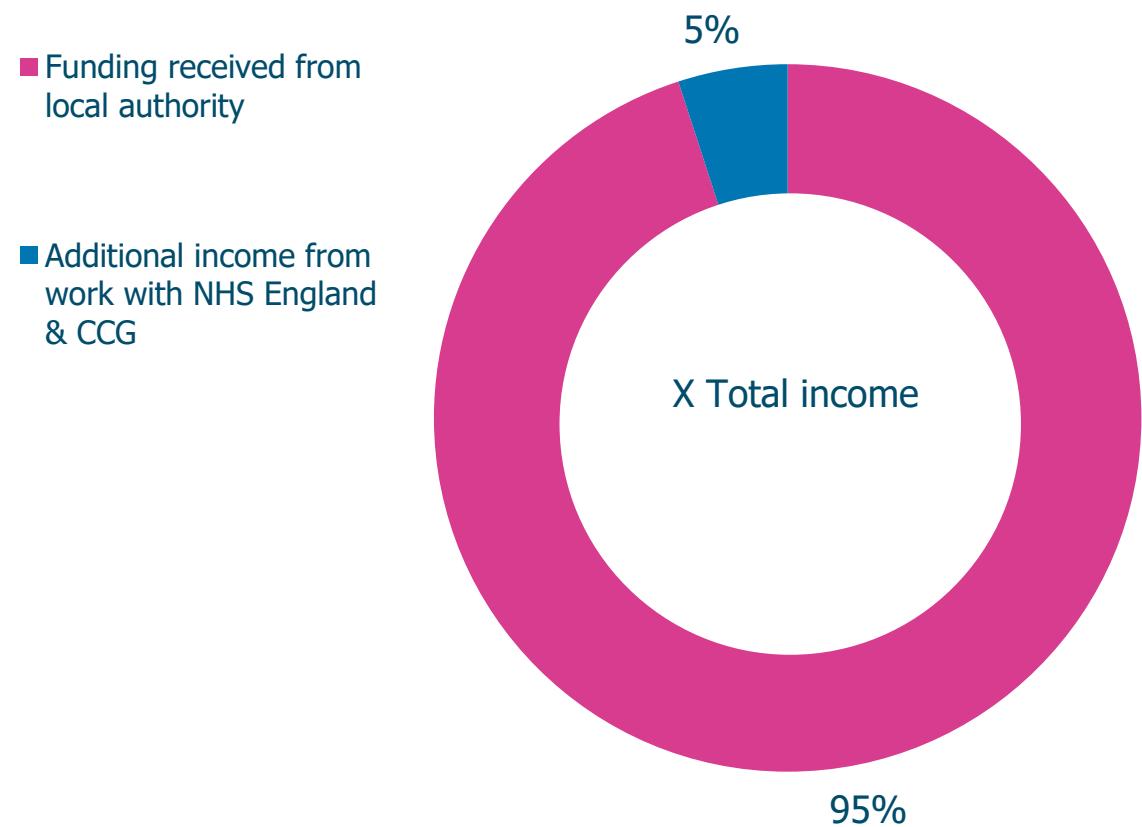
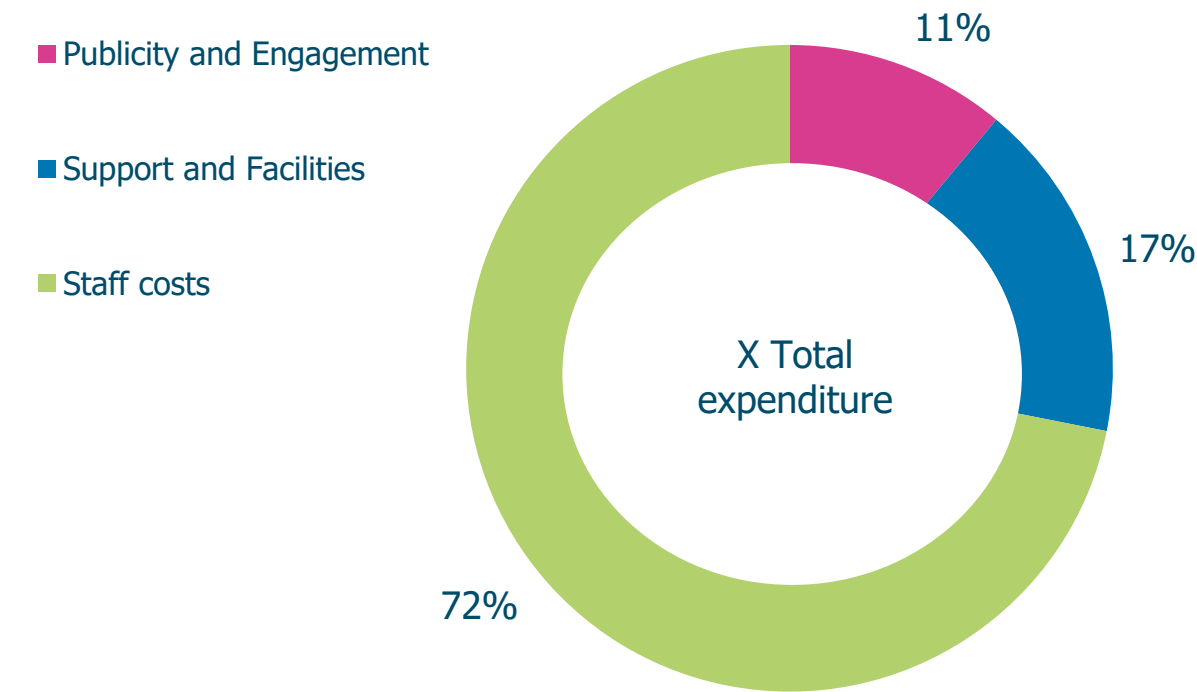


# Finances





We are funded by our local authorities under the Health and Social Care Act 2012. (April 2019-March 2020 funding for North Somerset. October 2019-March 2020 for Bristol and South Gloucestershire)



# Our plans for next year



**Back in 2016 Vicky Marriott joined Healthwatch on a six month break from Public Health. In 2019 she became the Area Manager for Healthwatch Bristol, North Somerset and South Gloucestershire**

## Looking ahead

We set priorities in December 2019 for our contract to cover Bristol, North Somerset and South Glos; our goal was to identify the unique strategic focus for each area. We studied local health and wellbeing aims and public feedback so that there are improvements for those receiving social care & mental health services in particular.

Covid-19's impact, the way this has affected how or even whether people access services and the many changes to how they are provided means our projects are even more important. Our wider goal in 2020 is to help providers and commissioners understand the complex issues which led to disproportionate deaths in specific communities during Covid-19 and how we hear from those, in the future.

We can now gather knowledge and learn from the public and patients across the three areas of our clinical commissioning group. We will develop the know-how to reach target groups to discover how some communities; Black Asian and Minority Ethnic, those with Learning Disabilities and those with Autism can be better served.

Our work will be co-produced and steered by people with lived-experience and those working with patient groups. We have already started online patient engagement working with 'We Are With You', an addiction service in North Somerset. We'll dovetail our projects across the wider patch with the Independent Mental Health Network, work closely with our CCG and strengthen links to our academic partners.



Vicky Marriott, Area Manager, Bristol, North Somerset and South Gloucestershire

We provided significant social value with our digital inclusion focus last year and in 2020 there is even more reason to develop this work. We will be supporting more patients, across Bristol and South Glos, to connect digitally so they can have more services at their fingertips.

I would especially like to thank our hard-working staff for their dedication and team spirit. Together in 2020 we will continue to establish patients, families and carers as the incredible assets they are for improving care.

A handwritten signature in dark ink, appearing to read 'V. Marriott'.

Healthwatch Bristol, North Somerset and South Gloucestershire



# Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- Members of the public who shared their views and experiences with us.
- All of our amazing volunteers - much of your work we couldn't name or highlight here.
- The voluntary organisations that have contributed so much to our outreach, events, focus groups and survey work.
- Our fantastic Board of Trustees



"Healthwatch have supported us as an organisation to reach into communities and helped services to better understand LGBT experiences" Berkeley Wilde, The Diversity Trust

# Contact us

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