



On equal terms

Then and now

Healthwatch South Gloucestershire 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.

Responding to the pandemic:

Unable to provide face to face engagement, we have increased our help with information and advice using our website, and social media reaching 178,000 people. Our Covid-19 information webinars were attended by 270 people. They have helped us to listen to residents, discover their worries and help them make an informed decision about the vaccination and how to keep themselves safe. We have extended our reach to seldom heard communities via local voluntary groups linking them to practical information and support.



Our work this year has shown how Healthwatch can support and facilitate collaboration between the public and providers of health and social care to improve services for all.

Thank you to all who shared their stories.

Increasing patient participation at GP practices

Healthwatch has supported and encouraged the growth of Patient Participation Groups by facilitating and co-ordinating them to meet on a regular basis. This has increased patient involvement and greater opportunities for sharing knowledge.

Improving outcomes for those with a learning disabilities

The recent Learning Disabilities Mortality Review highlighted to Healthwatch that urgent action was needed to support changes which could make a difference. One of these was Annual Health Checks. Although these were introduced in 2008/9, only 35% of those eligible in South Gloucestershire were accessing them, or were registered and/or were getting reminders. Service users and their carers worked with us to create an Easy Read checklist to engage service users and their carers. It is now readily accessible on GP systems to ensure support is given at the right time. Councillor Ben Stokes, Chair of South Gloucestershire Health and Wellbeing Board & Co-Chair of the Learning Disability Partnership Board said it would make the process easier and more effective at reaching a broader spread of people with learning disabilities. The Clinical Commissioning Lead, Lesley Le-Pine complimented Healthwatch, saying it was 'really brilliant.'



Georgie Bigg

Chair of Trustees
Healthwatch Bristol, North Somerset & South Gloucestershire

About us

Here to make health and care better

We are the independent champion for people who use health and social care services in South Gloucestershire. We are here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the 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 get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



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 views & experiences are acted upon

We want more services to use your views to shape the health and care support and treatment you need today and in the future.



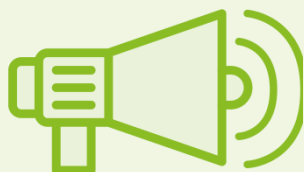
"Local Healthwatch have done fantastic work throughout the country during the Covid 19 pandemic, but there is more work ahead to ensure that everyone's views are heard. Covid 19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the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

270 people

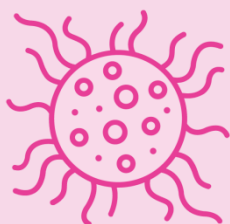
this year about their experiences of health and social care

We provided advice and information via Twitter, Facebook, our website and by email and phone, reaching almost

178,000 people

this year

Responding to the pandemic



We engaged with and supported

58,000

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

3 reports

Based on our workplans of improvements people would like to see: 'Improving health outcomes for people with a Learning Disability', 'Dental South West Report' and 'Caring for someone with Dementia, a unique journey'

We made 19 recommendations

and 5 of these have had outcomes (see page 21)

Health and care that works for you



10 volunteers and 8 trustees

helped us to carry out our work. In total, they contributed 315 hours

We employ 1.7 WTE staff

1 person is working full time and 5 others provide part-time support

We received

£54,132 in funding

from our local authority in 2020-21



Then and now Dentists



Then: access to NHS dental services

Many people in South Gloucestershire shared their experiences of dentistry. Because of their feedback, we were able to highlight with commissioners the range of issues people were experiencing. Accessing NHS care and treatment became increasingly difficult during the pandemic and our research found that out of the 50+ dentists registered locally, many could only offer private appointments with costs out of reach of many people.

Healthwatch South Gloucestershire had calls from families, adults and young people about serious dental issues like broken teeth, abscesses and severe pain. Some had been suddenly de-registered by their practice, others had never been registered and could find no treatment available on the NHS when they needed it, some sought NHS treatment after changes to their income level, or had moved house but could not find an NHS dentist in their area, others were unable to find ways to access information or even make a complaint. (See our case studies on the following page.)

The contract with dentists allows for enough NHS appointment slots for about half the adult population, but during the pandemic this was not enough to go round. Covid-19 guidelines resulted in less patients being seen, further compounding an existing problem and leading to anxiety and misery.



Now: Ongoing dentistry issues

Patients shared their experience of dentistry during the pandemic, and this public feedback was able to inform a Parliamentary debate in spring 2021.

As with all patient experience data, we forwarded anonymous comments on services to NHS England and Improvement, Care Quality Commission, Healthwatch England and the Bristol North Somerset and South Gloucestershire Clinical Commissioning Group. Stories from South Gloucestershire residents were used to form evidence for a Healthwatch England report: *'Dentistry and the Impact of Covid-19'*, published in December 2020, which made national headlines and fuelled a parliamentary campaign urgently calling for NHS dental reform plans to create more equitable and affordable dental care.



"Many thanks, the real stories are powerful, if difficult to read. So valuable for the work we are doing together to improve the situation."

Ian Biggs, Director of Primary Care and Public Health, Commissioning SW regions, NHS England and Improvement.

Healthwatch South Gloucestershire's Area Lead, Maisy Griffiths, produced a report with neighbouring Healthwatch Bristol, which listed themes and narrative from NHS dental patients when they encountered problems with accessing NHS treatment after dentist began to re-establish appointments after lockdown.

In many cases, only private treatment was offered. We provided resources with information on possible actions to find an NHS dentists, formally complain or find emergency care.

We also compiled dental feedback from 13 Healthwatch areas across the South West dental commissioning area. It has been regularly shared with clinicians and NHS England and updated for quarterly Dental Network meetings. NHS Dental Reform Programme workshops asked to use the data to focus their discussions.

Clinical Covid recovery meetings found it helped explain the key issues across the region. Concerns were coming not only from patients, but from local politicians, demonstrating how serious the issue had become.

"It is clear that access to NHS dental care is proving very difficult for many residents in South Gloucestershire. Local people have contacted me because they feel that they are being pushed into receiving private dental care. Something needs to change, so thank you to Healthwatch for continuing to raise this issue at a local and national level."



Claire Young Councillor – Frampton Cotterell Ward & Leader Liberal Democrat Group

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.



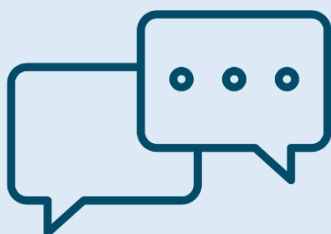
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Then and Now: Improving outcomes for people with Learning Disabilities



THEN: equal access to services

Our Area Lead, Maisy Griffiths, said: “*Working with the information given to us by professionals and those with learning disabilities, we found the potential was for people with Learning Disabilities to have a postcode lottery of health outcomes.*”

The project provided Healthwatch with opportunities to highlight voices of service users and their families. Maisy has taken to the airwaves to ask for more to be done to increase uptake of Annual Health Checks, and to plug the Easy Read and online resource, now made available to GPs.

The recent Learning Disabilities Mortality Review (LeDeR) found the difference in average age of death between people with a learning disability (aged 4 and over) and the general population was as much as 23 years difference for men and 27 years difference for women.

Professionals who work with people with learning disabilities (PWLD) raised concerns to us about the significant health inequalities PWLD in the region face. Annual Health Checks help early-detection of serious illnesses, yet for many they are an unknown service, with 35% taken up locally.

There are varying degrees of awareness of the GP Learning Disability Register, good information at times of invitation or reminders for people to have their Learning Disability Annual Health Check.



Now: How our Checklist will help more people check-in with their doctor for a check-up

Our learning disability project found the need for a resource for people with learning disabilities and their carers, to help them better prepare for their Annual Health Check and make them more likely to attend. The checklist supports those with learning disabilities to recognise when things aren't right, take actions to keep healthy and speak up and seek help with their symptoms. This checklist has already been uploaded to GP resource **Teamnet**, which was one of our report's recommendations on how to circulate it locally and potentially nationally to improve health outcomes for PWLDs.

Our Area Lead, Maisy Griffiths, said: *"The checklist also reminds people of 'Health Action Plans' and highlights factors that are sometimes missed, such as constipation and the importance of health screenings. Although the resource was only launched in 2021, we have already had feedback from both people with learning disabilities and GPs about the checklist being useful."*



"This was a fantastic piece of partnership working with social prescribers – really brilliant. They involved and tested the resource with service users, and it provides a great 'get ready' checklist to roll out across the area. Highly recommended and will use again."

Lesley Le-Pine, local clinical commissioning group.

The Checklist, and our mission to help those with learning disabilities have access to basic care, began in 2013 when Healthwatch was formed in response to the Winterbourne View Hospital scandal. We are still committed to the patient cause 10 years on. This work has been featured on the BBC and Bristol Live as well as Thornbury and Bradley Stoke Radio stations so that the public can ask about it when they see their GP.

Professionals are helping to ensure that it will also be shared by voluntary sector professionals and by the South Gloucestershire Community Learning Disability Team but also across Bristol and North Somerset. We presented it to our Local Authority's Health Overview and Scrutiny Committee and to the Learning Disability Partnership Board.

"The checklist will surely help to make the whole process of the Annual Health Checks not only easier but also more effective at reaching a broader spread of people with Learning Disabilities."

Deputy Leader of South Gloucestershire Council and Co-Chair of the Learning Disability Partnership Board, Cllr. Ben Stokes.



**To find out more
See our learning disability report at**

www.healthwatchsouthglos.co.uk



Patient Participation Groups Support for the network

Healthwatch is playing its part in empowering the network of Patient Participation Groups (PPGs) around South Gloucestershire.

These have the aim of connecting the patient voice to the GP practice they use, so that patients can have their say on how services are run. By supporting these voluntary groups, and their practice staff, we keep the focus on patient-led improvements.

It is a contractual requirement for GP practices to have a PPG. Patients have long valued the relationship with their GP and general practice. However, the dynamics have changed over recent years and today patients rightly expect to be given opportunities to have their say in the way services are delivered to suit their needs and those of all people in the community nearby.

By championing patients in primary care, Healthwatch are helping to have their insights be heard by Health and Care decision makers in the wider area, by the Care Quality Commission and others.

PPG Network Chair kept busy with work on mass vaccinations



Janet Spence is Chair of Three Shires PPG and also now Chairs our PPG Network. She explains how they've been able to meet regularly on Zoom and are helping to run mass Covid-19 vaccination events and highlight issues such as the mandate to record 'Do Not attempt to Resuscitate' orders in GP notes. Their ideas also include planning new local memory cafés.

She added: "There has been increasing representation from South Gloucestershire PPGs although some are not represented, or indeed have PPGs. We are addressing this via Practice Managers. Facilitation of the Network PPG meetings by Healthwatch has worked extremely well and we are most grateful for their input."

Healthwatch South Gloucestershire began co-ordinating the network from November 2020, which included moving meetings online and making them bi-monthly. We are pleased to see patient representation grow as more practices become involved. The network meetings of PPG Chairs now have more than 50% of practices in South Gloucestershire regularly attending to share information, hear from speakers, get involved in consultations and give feedback to help shape the way services could be developed and run in the future.



Our Covid-19 vaccination information webinars

During March 2021 Healthwatch South Gloucestershire worked with the Council, Commissioners and local community organisations to hold four online events. The events features local representatives from NHS and Public Health, who provided guidance and answered questions about the Covid-19 vaccine.

Healthwatch ran webinar events for disabled people, older people, members of the LGBTQ+ community, and on the topic of pregnancy and maternity, attracting 270 online attendees.

The events were an opportunity for us to listen to residents, for them to share some of the worries or barriers they are facing, and for us to find out what information they would need to feel comfortable about getting the Covid-19 vaccine. Following every event we asked for responses to a questionnaire which was able to demonstrate that the information was valuable. People told us they felt more confident having heard the expert speakers talk, which led to less vaccine hesitancy.

"I work for a local community transport group in South Glos (Green Community Travel) and did have concerns as we work with people that are clinically vulnerable and have contact with drivers and volunteers – I wanted to keep everyone as safe as possible. The webinar event answered all of the questions I had and I felt well informed to make the decision that was right for me."

Jenny Bright who attended the event for pregnant and new mums.





Dementia carers finding the right support

Healthwatch South Gloucestershire joined forces with Healthwatch Bristol to investigate the needs of families who look after loved ones with Dementia.

Caring for Someone with Dementia: A unique journey collated insights from a set of focus groups and interviews, and created an online map that provides advice and information on key parts of the journey as a Dementia Carer. Unfortunately, a third of the respondents said they felt forgotten, low or depressed. We recommended that wellbeing support should be offered to them at the initial GP consultation and throughout their caring journey.

Our research also found carers needed to access professionals or support when they experience changes in their loved ones abilities and behaviours. The online map themes the support into diagnosis, information about medication and treatments, information around going into hospital and includes other hints and tips from people with lived-experience.

One of our report recommendations was to find ways to address the requirement of carers who needed access to help in another languages, to provide them with information and culturally sensitive support, such as respite options.

"There were no Chinese speaking care staff, we were never told about any respite options. It was difficult to face but we just had to keep going, to hang in there until we thought we couldn't do it any more."

Maria Choi and her husband Chung Choi



See how to share experiences of health and care with us

[www.healthwatchsouthglos.co.uk/share your views](https://www.healthwatchsouthglos.co.uk/share-your-views)

In 2020/21 people contacted us and used our 'Share Your Views' form on these top four topic areas:

Vaccination & webinars



Access to dental care



Their contact with a surgery



Their prescription deliveries





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.

The use of posters, telephone and online research was undertaken during the pandemic with help from Dr Nikki Cotterill Associate Professor in Continence Care (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."



Volunteers

At Healthwatch South Gloucestershire we are supported by 10 volunteers and 8 trustees who 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 very effectively, despite the national lockdown restrictions
- Actively participated in our Board of Trustee and/or Prioritisation Panel meetings 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 them 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 and challenged NHS Provider Quality Accounts enabling Healthwatch to submit an informed comment

Trustees from across our three Healthwatch areas bring a wealth of health and care experience

[Click here for biographies of our full Board of Trustees here](#)



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, first at Healthwatch Essex and now as a Director of our charity. She said: *"I represent HW 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 Tim Evans

Following a serious car accident in 2009, Tim first became involved in the CCG group 'Voices for Health' and has been involved with Healthwatch ever since. Tim represented Healthwatch as a member of the Weston Hospital Board for nine years and continues to represent 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 aim to treat everyone as "human", equal, important and entitled to the best possible treatment with no prejudice."*



Trustee Sato Black

Sato recently joined us as a new trustee. She moved to the UK from Japan 13 years ago and has worked in social care, community development and been involved in community activism. Sato has recently been involved in a project with 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, establishing relationships and trust with their neighbours and key workers."*

How our volunteers add value



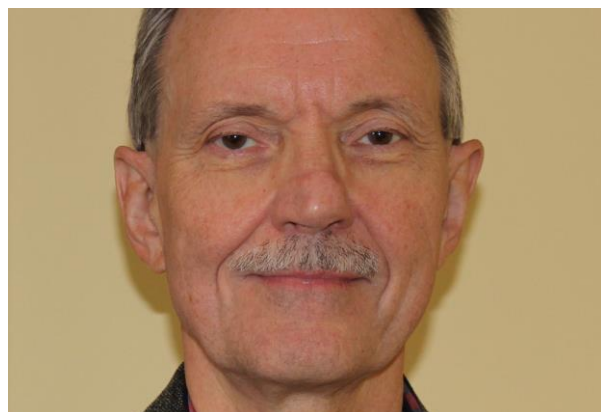
Volunteer Kate Beckett

Kate volunteers on our Prioritisation Panel. The Panel reviews feedback received from the public and recommends actions we can take to ensure service user voices are heard and lead to outcomes. Kate says, *"I have first-hand experience of what works well/does not work in the NHS and how even seemingly small things matter so much as a patient. Many people struggle to get their voice heard. We need their input to create innovative solutions to the challenges facing health and social care."*



Volunteer Jemma Ballinger

Amongst other things, Jemma recently provided support for our project which worked with people with learning disabilities to collate a user-friendly health checklist. It is now being used by local GPs. Jemma says, *"The way I helped the project was to read the drafts of the checklist before it got sent out and made comments and suggestions on how to improve it, finding learning difficulty groups and people to talk to, finding focus groups and being a good advocate for people with disabilities."*



Volunteer Michael Bennett

Michael recently joined Healthwatch and is already representing us at the South-West Citizens Assembly. He brings with him a wealth of work, volunteering and personal experience of health and social care services. Michael says, *"I've always been interested in health and social care issues. I find value in trying to improve conditions for those who need these services. I'm keen to help highlight needs and I have a particular interest in improving support for those with chronic conditions for whom conventional medicine has had limited value."*



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 Healthwatch South Gloucestershire.



www.healthwatchsouthglos.co.uk



07944 373 235



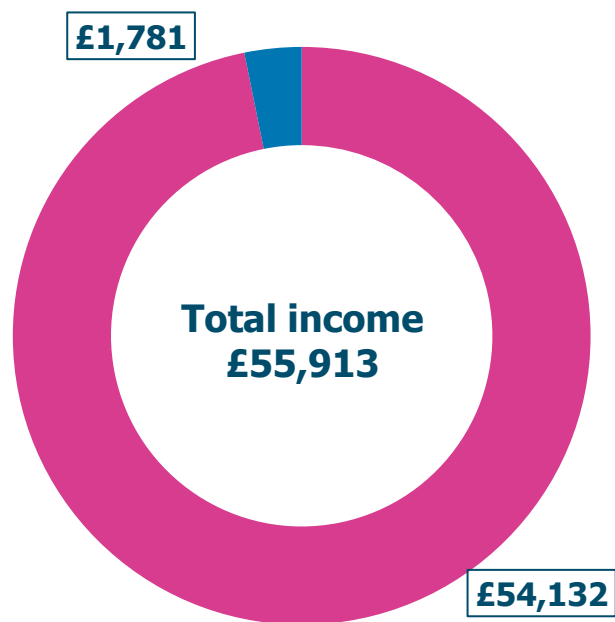
contact@healthwatchsouthglos.co.uk

Finances

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

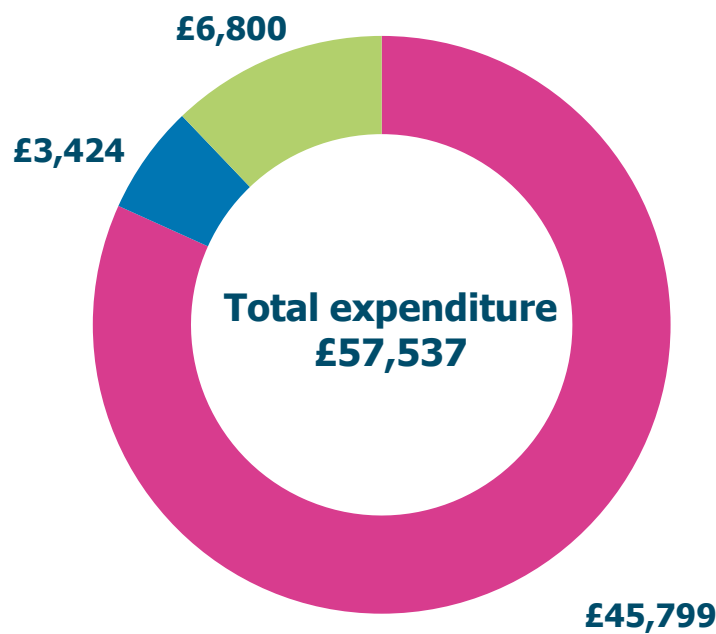
Income

- Funding received from local authority
- Additional funding



Expenditure

- Staff costs
- Operational costs
- Support and administration



Our priority projects 2021-22

Top four priorities

- South Gloucestershire Eating Disorder services inside the new Community Mental Health framework
- A strategy to clarify and define principles behind inclusive coproduction
- Working to understand service user experiences of digital exclusion at GP services
- Reviewing aspects of patient experience in maternity care

Next steps

- Follow up Learning Disability report recommendations by pushing for use of checklist across BNSSG and working on the LeDeR reviews team
- Work with ADAPT team and others at Dementia HIT to contribute to development of culturally sensitive wellbeing support for Carers
- Continue to provide evidence for Dental Reform Programme and aid communications with patients
- Contribute to Digital Divide workstream
- Support PPG network and work on the Integrated Care System

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

We want to continue to reflect the views of South Gloucestershire's 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 South Gloucestershire is based at 3rd Floor, The Sion, Crown Glass Place, Nailsea, BS48 1RB.

Healthwatch South Gloucestershire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

As a local Healthwatch we have 6 statutory functions: [click here to find out more](#)

The way we work

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

Through 2020/21 the Board met 12 times and made decisions on matters such as strategic working during the Covid-19 pandemic, expanding representation on the Board of trustees, improving the skill mix of staff working in the three areas and upgrading the telephone system.

We ensure wider involvement in deciding our work priorities by holding a Prioritisation Panel each quarter. 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, used the insights to make recommendations for actions. These may include escalation of insights to the CQC, taking findings to Health Scrutiny Committees or informing commissioners about themes to shape their decisions.

Methods and systems used to obtain people's views and experiences.

We use a range of approaches to ensure as many people as possible have an opportunity to provide us with insight about their experiences of health and care services. During 2020/21 we have been available by phone, by email, provided website 'share your views' pages, provided newsletters, online surveys, attended virtual meetings of community groups and forums, provided our own virtual activities via webinars and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, interviewing members of community groups and sharing content in other languages, joining voluntary sector Facebook pages, connecting with faith groups, and networking.

This report is made available to members of the public and partner organisations. We publish it on our website, promote it on social media & have print copies available.

2020-21 summary of our outputs and outcomes

Project / Output	Outcomes
Hosted and organised an event about mass vaccinations for the Patient Participation Group Chairs network	Provided an opportunity for the PPG network to ask questions to the CCG, and improved flow and sharing of accurate information – intended impact is to reduce vaccine hesitancy.
<i>'Improving outcomes for people with Learning Disabilities'</i> Checklist. Presented with CCG to the SG Learning Disability Partnership Board & Health Overview and Scrutiny Committee	The Checklist is now available on a platform being used by GPs carrying out Annual Health Checks in the South Glos area. Increased scrutiny, awareness and partnership working.
<i>'Caring for someone with Dementia; a unique journey.'</i>	Shared our research with the University of the West of England 2021 ADAPT study to help support a culturally appropriate toolkit for Dementia Carers from diverse communities.
Involved in the creation and development of a 'digital divide' group with partners and Council representatives	Agenda items at the SG Equalities Forum meetings and supported the creation of an information booklet.
Dental feedback – provided a picture of provision in the SW, asked for better information to the public	Created and posted comprehensive local guide to finding an NHS dentist on our website. Informed Healthwatch England report which was discussed at a parliamentary committee. Evidence to SW Dental network and NHS E/I. Chief Dental Officer used our communications recommendation in a letter to all clinicians. Work with local MPs to highlight concerns.

Responses to recommendations and requests

We have had some providers not respond to requests for information or recommendations, and we will continue to ask for their feedback to our reports. We have been unable to make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues escalated by our Healthwatch to the Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch South Gloucestershire is represented on the SG Health and Wellbeing Board by Area Manager Vicky Marriott. During 2020/21 she has effectively carried out this role by attending all meetings and development sessions and joining the Joint Health and Wellbeing Strategy task and finish group.



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