

Feedback collected at Paulton Community Hub - Thursday 4 June 2015

A morning drop-in session was held at the Hub for local residents to find out more about Healthwatch and share feedback about local health and social care services, including commenting on the *your care your way* review.

Healthwatch spoke to 20 people in total about a variety of local services. Using the 9 key themes that have emerged from the community to date around the *your care your way* review as prompts, Healthwatch B&NES gave people the opportunity to jot down their ideas and thoughts about how community health care services should be delivered.

How do you want to access information about your own care records and the services available to you? GP should hold all health records and other organisations, such as hospitals, should make sure that they are kept up to date. Commentator did not want to hold their own health record.

How do you want to access information about your own care records and the services available to you? Parents should receive an annual update regarding the services they can access based on their child's age. The commentator's experience has been that once she stopped receiving support from the health visitor, she has had to be very proactive to find out what services are available and how to access them. Commentator would be happy to receive this electronically, e.g. an email.

How can we make sure the workforce has the right skills to deliver services for the community? Make training more accessible, currently education is so expensive that it may prevent some very capable people from being able to get into a health or social care job.

Information, advice and guidance: where will people go for this and who will support them in times of need? Commentator highlighted the importance of sharing information through the family, for example making sure that health and social care information is cascaded to students at school/ college as they can then support older residents to access services and information via electronic/ social media.

Information, advice and guidance: where will people go for this and who will support them in times of need? Commentator shared example of CareDirect service in Bristol which provides a central hub for all things social care, such as safeguarding, access to equipment, occupational therapists and so on. They have a signposting function too.

What do you think about the way services work together at the moment? Commentator said that sometimes it is best for someone to tell their own story instead of information being shared between organisations so that it is accurate.

