

Dear all,

Please find information below on:-

- **Dee's A&E Fail Tale**
- **Changes to hearing aid repair service**
- **Healthwatch Somerset - statement on Somerset's Sustainability and Transformation Plan (STP)**
- **What's On Newsletter from Somerset Partnership**
- **Do you have an Acquired Brain Injury?**
  
- **Useful website links:**
  - [www.carersvoicesomerset.co.uk](http://www.carersvoicesomerset.co.uk)
  - <https://www.nhscitizen.org.uk/>
  - <http://www.cqc.org.uk/content/get-our-newsletter>
  - [www.cqc.org.uk](http://www.cqc.org.uk)
  - [www.somersetparentcarerforum.org.uk](http://www.somersetparentcarerforum.org.uk)
  - <http://healthwatchsomerset.co.uk/>

Please share this with colleagues who may be interested in being added to the circulation list to receive the bulletin regularly. Please contact me on [susan.lilley@somersetccg.nhs.uk](mailto:susan.lilley@somersetccg.nhs.uk) if you have any information you would like added to future PPG bulletins.

Kind regards

Sue Lilley

**Interim Patient, Public Experience and Engagement Coordinator**

**Somerset Clinical Commissioning Group | *Working together to Improve health and wellbeing***

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**Subject: Dee's A&E Fail Tale**

Arden CSU has produced a short musical animation, designed to raise awareness of when to use A&E and to prevent non-emergency presentations – see Youtube and MP4 links below. Some of our GP practices are showing the clip or playing the song in their reception areas.

The embed code for the video for website is:

```
<iframe width="560" height="315" src="//www.youtube.com/embed/fft1orYXdcl?rel=0"
frameborder="0" allowfullscreen></iframe>
```

Where possible we ask that you link to the Youtube video however an MP4 version for display screens can be downloaded here: <http://we.tl/gCsM3S3YdK>

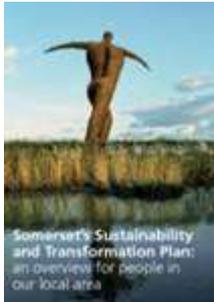
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**Subject: Healthwatch Somerset - statement on Somerset's Sustainability and Transformation Plan (STP)**

Somerset has launched its Sustainability and Transformation Plan (STP). We believe that any change to services must include meaningful input from those affected if it is to be successful. You can read the full Healthwatch response and our advice on what to expect and how to get involved here: [duty-to-consult-stp\\_role-of-healthwatch](#).

You can read the overview of the STP [here](#), or the full STP [here](#)

Healthwatch is committed to championing the views of local people, and we will work closely with developments around the STP in order to ensure that your voice is heard. If you would like to talk to us, then please get in touch using the 'contact' area of our website.



**Morgan Daly**

**Director for Communities**

**Healthwatch**

**Direct line: 0117 958 9345**

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**Subject: Changes to hearing aid repair service**

We are making improvements to the way we offer patient appointments for hearing aid repairs. From 1 April 2017 patients will need to book an appointment if they need to get their hearing aid repaired.

We have made this change because the current system of drop-in sessions has meant that some patients have had to wait for up to two hours to see an audiologist. Waiting areas have become crowded and patients have not had as much time with our clinicians as they might need. We have already started to offer booked appointments and will start gradually phasing out our drop-in clinics, with a view to stopping them altogether from 1 April 2017. Patients will now be given a booked appointment of 15 minutes so they will not have to wait the same length of time as they currently do. This will also mean patients will get more time to spend with a clinician so their appointment will be more useful, reducing the need for a repeat appointment.

We recognise that some patients may need longer than 15 minutes, so we are also setting up a different clinic with a 30 minute appointment slot.

Appointments will continue to be available at Musgrove Park Hospital and the community hospitals at Bridgwater, Burnham-on-Sea, Chard, Minehead, West Mendip and Williton.

If you would like any further information about this change, please contact Emma Ralph, audiology clinical service lead, on 01823 342187.

**Emma Ralph**  
**Audiology Clinical Service Lead**  
**Taunton and Somerset NHS Foundation Trust**

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**Subject: What's On Newsletter from Somerset Partnership (see link below)**

[Whats On - Somerset Partnership Newsletter Jan 2017](#)

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**Subject: Do you have an Acquired Brain Injury?**

Are you a family member of someone with an Acquired Brain Injury?

Are you a professional working with Acquired Brain Injuries?

If the answer is yes to any of these questions we would love to hear from you.

Plymouth University are doing a research study looking at the experiences of people with ABI with community rehabilitation.

We are interested in hearing the stories of individuals who have had interactions with employment services, education, mental health, social care, housing, substance abuse services, police, prison and probation services or other professional organisations.

We are conducting an online study into these experiences and doing a series of interviews.

If you would like to take part or would like some more information, please email Dr Alyson Norman for more details

**Alyson.norman@plymouth.ac.uk**