

PATIENT ENGAGEMENT WEEKLY BULLETIN

Dear all,

Today's bulletin includes items on:-

- **Changes at Buttercross Health Centre and Ilchester Surgery**
- **Victim Services Recommissioning**
- **5 ways to give feedback to help shape local health and care services in Somerset**
- **Somerset Armed Forces Covenant Partnership Event**

- **Useful website links:**
 - www.carersvoicesomerset.co.uk
 - <https://www.england.nhs.uk/participation/get-involved/how/nhs-citizen>
 - <http://www.cqc.org.uk/content/get-our-newsletter>
 - www.cqc.org.uk
 - www.somersetparentcarerforum.org.uk
 - <http://healthwatchesomerset.co.uk/>

Please share this with colleagues who may be interested in being added to the circulation list to receiving this regularly.

Please contact me on susan.lilley@nhs.net if you have any information you would like added to future bulletins.

Kind regards,

Sue Lilley

Patient, Public and Carer Involvement Co-ordinator

Somerset Clinical Commissioning Group | *Working together to*

Improve health and wellbeing

Wynford House | Lufton Way | Lufton | Yeovil | Somerset | BA22 8HR

Telephone: 01935 385020 | Fax: 01935 384079

Email: susan.lilley@nhs.net Website: www.somersetccg.nhs.uk

Subject : Changes at Buttercross Health Centre and Ilchester Surgery (part of Symphony Healthcare Services, an NHS healthcare organisation)

This week, registered patients at Ilchester Surgery and Buttercross Health Centre will receive letters to describe some planned changes to the way that healthcare services are provided across the two locations. From July 2nd, Ilchester Surgery will become a branch surgery of Buttercross Health Centre, with the practice lists being merged into one single list. All patients will be registered at Buttercross Health Centre automatically and will have access to a wide range of clinicians. All GP appointments will be based at Buttercross Health Centre.

Additional services will be available at Ilchester Surgery, led by an experienced Nurse Practitioner team, with revised opening hours.

For more information on the changes, please visit: www.buttercrosshc.nhs.uk. In addition, there are a number of information events planned to enable registered patients to ask further questions and feedback any ideas or concerns. Individual appointment times will be available and can be booked either directly with the practices' reception teams, or by emailing SHS.admin@ydh.nhs.uk. The dates, times and locations of the information events are:

Date	Time	Location
Tuesday, 15 May 2018	10:00am-1:00pm	Ilchester Town Hall
Tuesday, 15 May 2018	3:00pm-5:30pm	Buttercross Health Centre, Somerton
Wednesday, 16 May 2018	4:00pm-6:45pm	Ilchester Town Hall
Monday, 21 May 2018	9:30am-12:30pm	Ilchester Town Hall

Wednesday, 23 May 2018	4:00pm-6:45pm	Ilchester Town Hall
Thursday, 24 May 2018	9:30am-12:00 noon	Buttercross Health Centre, Somerton

Lisa Pyrke
Communications and Engagement Manager, Symphony Integrated Healthcare

Mobile: 07500 977168 Website:

www.symphonyhealthcareservices.com<<http://www.symphonyhealthcareservices.com>> Twitter: @SymphonyProj

Subject: Victim Services Recommissioning

The Office of the Police and Crime Commissioner (OPCC) is pleased to share with you its [commissioning intentions](#) for victim services in Avon and Somerset and invites you to read this document and share your feedback. This has been developed following a Needs Assessment and will see new contracts being put in place from April 2019.

The engagement period will run until **Sunday 3 June 2018**. Responses are invited via a simple online survey which can be found on the [PCC website](#).

We are keen to hear as many views as possible so please circulate this email to your colleagues as appropriate. If you are Chair or Administrator of a Board or Partnership, we would also appreciate you sharing it with that group where relevant. Or if you would like the OPCC to attend your partnership or meet with you to discuss the commissioning intentions, please get in touch with [Donna King](#).

Alongside this stakeholder engagement an organisation called TONIC will be working on behalf of the OPCC to gather feedback from victims. The OPCC website will be kept up-to-date with information throughout the recommissioning process.

If you don't want to receive any further email correspondence on this matter, please reply to this email and we will remove you from our stakeholder list.

Thank you in advance for taking the time to share your views with us.

Kind regards,

The Office of the Police and Crime Commissioner for Avon and Somerset

Valley Road, Portishead, Bristol BS20 8JJ

Tel: 01275 816377

Subject : 5 ways to give feedback to help shape local health and care services in Somerset

Share your experiences of local health and care services and make it better for everyone – that's the message from the county's independent health and care watchdog Healthwatch Somerset as it celebrates its fifth birthday

Healthwatch Somerset, along with 147 other healthcare organisations in England, was set up in 2013 as a result of the Health and Social Care Act 2012. Its role is to listen to the views of the public on local health and care services. They then use this feedback to help influence decision-making at a local level, shaping services for the better.

Community Interest Company Evolving Communities took over the contract to run the local Healthwatch service in October last year. Since then, Healthwatch Somerset has set up a new staff team recruiting a manager, volunteer officer, engagement officer and signposting officer.

Over the last few months, staff and volunteers have been out and about in Somerset visiting community hubs to encourage more local people to volunteer with the Bridgwater-based organisation and help shape health and care in the county.

Emily Taylor, Healthwatch Somerset Manager, said: "As we celebrate our fifth birthday, our real focus is now on talking to more people than ever before through a strong network of volunteers."

“We plan to run a more diverse range of engagement activities to reach more people. No matter how big or small the issue, we want local people to share their stories of local health and care services with us, so that we can share these ideas with those with the power to make change happen.”

Five ways to share your views on health and care in Somerset:

1. Talk to a Healthwatch Somerset volunteer or staff member on an information stand in the community. See the events calendar for an up to date venue list: www.healthwatchsomerset.co.uk/events
2. Pick up the phone and talk to a friendly member of staff to share your experience: 01278 264405
3. Email your story to info@healthwatchsomerset.co.uk
4. Leave feedback online: www.healthwatchsomerset.co.uk
5. Join our growing team of volunteers – and help give people a powerful voice to make a real and lasting change, visit: www.healthwatchsomerset.co.uk/volunteering

Subject : Somerset Armed Forces Covenant Partnership Event

To coincide with events promoting Armed Forces Day 2018, we will be holding a Somerset Armed Forces Covenant Partnership event on Thursday 28 June, from 9.15am to 4pm at Warrant Officers', Senior Rates' & Sergeants' Mess, RNAS Yeovilton, Yeovil BA22 8HT

The Royal Navy Royal Marines Welfare (RNRMW) are assisting the Partnership in the organisation of the event.

Places are limited and to reserve a place, please email caroline.ahearn100@mod.uk by **Friday 1 June 2018 (see attached invitation for further details)**.