

# The value of listening

Healthwatch Bath and North East Somerset  
**Annual Report 2023–2024**



**healthwatch**  
Bath and North East  
Somerset

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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England



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# Message from our Chief Executive Officer

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As CEO of TCF with oversight of the delivery of Healthwatch Bath and North East Somerset, I am pleased to present this report summarising our activities, achievements, and ongoing efforts over the past year. Healthwatch Bath and North East Somerset has continued to serve as an independent champion for people who use health and social care services. Our role is to ensure that the voices of the community are heard and that their experiences and concerns are used to improve these services.

Families, young people, and our work with refugees are areas of work that I am most proud of this year. Whilst each story we have heard is unique, fears around homelessness and food insecurity have been some of the most challenging to hear. Looking to the future, we must do more to protect the most vulnerable in our societies if we are to create the types of inclusive communities that would benefit us all.

This year has also been one of celebration having been awarded a new Healthwatch Bath and North East Somerset contract after a successful tendering process. We are incredibly proud of our work and look forward to developing our offer to our communities across the region.



**“To our volunteers and staff, your compassion, insight, and laughter have shaped another incredible year for us. Thank you.”**

Kevin Peltonen-Messenger -CEO The Care Forum.”

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# Message from Our Healthwatch Bath & NES Manager

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**Healthwatch Bath and North East Somerset is a valuable community resource that strives to ensure the voices of all individuals are heard when it comes to healthcare services.**

As the Healthwatch Manager for Bath and North East Somerset, I am proud to present our annual statement of achievements for the year 2023 to 2024. Over the past year, our dedicated team has worked tirelessly to advocate for the health and well-being of our community.

We have successfully conducted numerous surveys and gathered valuable feedback from residents to identify key healthcare issues and concerns. This information has been used to influence positive change within local healthcare services, ensuring that the needs of our community are being met.

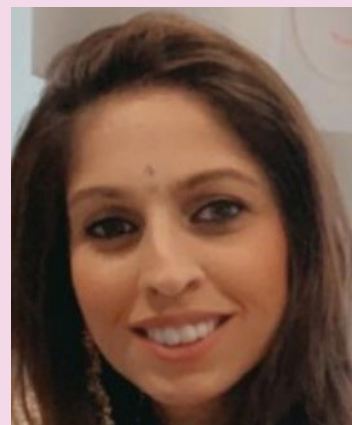
In addition, we have organised various outreach events and workshops to raise awareness about important health topics and promote healthy lifestyles. Our efforts have helped to empower individuals to take control of their health and make informed decisions about their well-being.

Furthermore, we have collaborated with local healthcare providers and community organisations to address systemic issues and improve overall health outcomes for residents. By fostering partnerships and advocating for improved access to healthcare services, we have made a significant impact on the health and well-being of our community.



**"I would like to extend my gratitude to our dedicated team members, volunteers, and partners for their hard work and commitment to improving the health of Bath and North East Somerset residents. Together, we will continue to strive for better health outcomes and a more vibrant, healthy community. Thank you for your continued support."**

Amritpal Kaur –Healthwatch Bath and North East Somerset Manager



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# About us

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## Healthwatch Bath and North East Somerset is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



# Year in review

## Reaching out:

**1,639 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**4,748 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



## Making a difference to care:

We published

**9 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Parent Carers Experiences of Children with Emotionally Based School Avoidance (EBSA)**

which highlighted the struggles parent carers face accessing the right support for their children.



## Health and social care that works for you:

We're lucky to have

**44**

outstanding volunteers who gave up **143 days** to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

**£80,000**

which is **4.5% less / more** than the previous year.





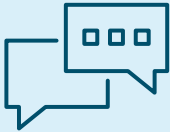

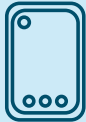

We currently employ

**3 staff**

who help us carry out our work.



# How we've made a difference this year

Spring	 <p>We drew attention to Looking after your health during the cost-of-living crisis.</p>	 <p>We took steps to get people the support they needed for mental health or well-being support.</p>
Summer	 <p>The NHS announced changes to their contract with dentists, after our data showed widening inequalities.</p>	 <p>We told you about Registering with your GP: understanding your rights.</p>
Autumn	 <p>Our "Because we all care" campaign encouraged more people to share their experiences, helping us improve care further.</p>	 <p>Did you know you can choose which hospital you go to when referred for a test, diagnosis, or treatment? Find out how.</p>
Winter	 <p>The NHS ran a campaign around the NHS App and how it can help patients after we highlighted the need to increase confidence in the NHS.</p>	 <p>We highlighted What is measles and who can get the vaccine?</p>

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# Your voice heard at a wider level

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**We collaborate with other Healthwatch to ensure the experiences of people in Bath and North East Somerset influence decisions made about services at Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care System (ICS) level.**

This year we've worked with Healthwatch across Swindon and Wiltshire to achieve:



**Achievement one:** We took forward your feedback and concerns about the future of Prescription Ordering Direct. We showcased what you said worked well and what could be improved on when considering options for a new system.

**Achievement two:** We sit on the following groups for primary care representing Patient Voice in the BSW ICB : which include BSW Primary Medical Care Operational Group, BSW Pharmacy Operational Group, BSW Dental Operational Group and BSW Eye Care Operational Group. We hold them to account based on the feedback we receive from you.



**Achievement three:** We are part of the Women's Health Hub task and finish Group for the Integrated Care System. We represent service users across BSW, to ensure the funding available is appropriately allocated to support the needs of girls and women locally.

**Achievement four:** We joined the BSW Intergrated Care Board Inequalities Strategy Group, to ensure your voice is heard when looking at awareness of health inequalities within BSW ICS.





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# Statement From Bath and North East Somerset, Swindon and Wiltshire Intergrated Care Board.

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On behalf of the Bath and North East Somerset, Swindon, and Wiltshire (BSW) ICB I would like to state that we recognise and appreciate the good working relationship we have with Healthwatch Bath and North East Somerset.

Over the past year we have received invaluable advice, support, and contributions across a range of primary care work programmes including:

- the review and introduction of the Extended Access Plans received by the Primary Care Networks (PCNs).
- changes to some of our GP Practices and PCNs.
- attendance at the ICB Operational Group for our primary medical (GP) services; and
- the delegation of community pharmacy, optometry, and dental services to the ICB from NHSE since April 2023, and the setup of BSW Operational Groups to cover each of these services.

The input into these meetings and discussions, alongside other partners including clinicians and local representative committees, has kept the focus on our patient and public experiences of our primary care services which is essential.

I would personally like to thank the team for their time, attention, and contributions to our work programme.

many thanks

**Jo Cullen**

**Director of Primary Care**

**NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB)**



# Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

# Parent Carers Experiences of Children with Emotionally Based School Avoidance (EBSA)

Last year, we carried out a piece of joint research around EBSA (Emotionally Based School Avoidance) to explore levels of understanding and support from GPs and schools in relation to this issue.

We carried out research with the Parent Carer Forum around EBSA (Emotionally Based School Avoidance) to explore levels of understanding and support from GPs and schools in relation to this issue. The Parent Carer Forum raised this issue, due to the feedback they were hearing from parent carers including: • the variable way in which EBSA is dealt with by GPs and schools • new guidance given to schools around attendance, which is impacting especially on those children with EBSA, but where any other diagnosis is absent • that EBSA has become more common since COVID but was present beforehand.

## Support and advice from GPs



A little under half of respondents (45.8%) were offered advice by their GP and only 18.2% found the advice helpful, with a further 23% being unsure, with the remainder saying the advice was not helpful.

## What changes do parent carers want to see

Parent carers were asked what they would like to see happen to make things easier. Responses were given by 21 parent carers. Whilst these recommendations and requests from parent carers primarily relate to schools and the education system, the interconnectedness with healthcare is of course paramount to issues around EBSA. This includes issues around diagnosis, training and awareness for teachers and school staff about anxiety and EBSA, the availability of mental health support for children and teenagers, and the impact on the well-being and health of the whole family due to the current shortfalls in responses to EBSA.

## What did Parent Carer's say

"More awareness and understanding and access to support. LA speed up with decisions! GPs understanding that EBSA is real!"

"I would have liked some practical support to support my child to get to school before it got to the stage she was too scared to attend."

"Help for children who can't attend school without a diagnosis or at least during the process of gaining one as 2+ years in limbo without support is not good enough at all and creates more trauma for the children and families."

"I would like school to help with anxiety and general mental health."

The Health and Well-Being Board received a presentation on the findings of the Experience of Emotionally Based School Avoidance report and we asked the board to respond to the recommendations set out in the report. The Board RESOLVED to: 1. Note and raise awareness of the report. 2. Support Healthwatch and Parent Carers Forum with developing the recommendations set out in the report.

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# How easy do people in B&NES find it to order prescriptions

**We asked people how they ordered prescriptions in B&NES, how effective they found this process and any challenges they faced. We also asked what would help improve the service.**

The project, which was carried out between May and August 2023 included research on various prescription ordering services using an online survey and paper surveys completed at engagement sessions held in Bath.

People were invited to add comments to each question in their own words. This provided valuable feedback about people's experiences in ordering prescriptions. Every person completing the survey was using repeat prescriptions, either for themselves or a member of their family. Some people were ordering or collecting prescriptions for more than 1 person in their household. One person was ordering between 12 to 14 repeat items.

## What did people in Bath & North East Somerset tell us?

- Just over half of respondents were using an online App to order prescriptions.
- Overall, people responded that they found their method of ordering prescriptions worked for them, with 86.7% (26 people) answering positively.
- When asked how 'happy' people were with their prescription ordering service, on a scale of 1-10, 17 people (56.7%) scored 9-10, and 8 people (26.7%) scored 7-8, giving a total only slightly lower than the proportion of people who felt their method of ordering was 'efficient' for their needs.
- There were still challenges for over one third of respondents in using their chosen method of ordering, including both Apps and other more 'traditional' methods of ordering prescriptions.

The findings and feedback were shared with the Bath & North East Somerset, Swindon and Wiltshire Intergrated Care Board for consideration when looking at potential options to replace the current Prescription Ordering Direct System.

We also shared the finding with the B&NES Public Health Pharmaceutical Needs Assessment (PNA) steering group for their consideration.

**"We took forward your feedback and concerns about the future of Prescription Ordering Direct. We showcased what you said worked well and what could be improved on when considering options for a new system."**

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# Statement from Public Health Bath & North East Somerset Council

I'm writing in relation to the role of Healthwatch B&NES in our work to produce and maintain the Pharmaceutical Needs Assessment (PNA) for the B&NES area.

The purpose of the PNA is for each health and wellbeing board to assess and outline the need for pharmaceutical services in its area for a period of up to three years. Whilst the PNA is primarily a document for NHS England to use to make commissioning decisions about new applications, or changes, for local community pharmacy provision, it may also be used more broadly by local authorities and Integrated Care Boards. The responsibility to produce the PNA and maintain it sits with the B&NES Health and Wellbeing Board. As a steering group, delegated by the Board, our role is publish PNA on a three yearly basis and to publish supplementary statements sooner when we identify changes to the need for pharmaceutical services which are of a significant extent.

Healthwatch B&NES has played an important role in our PNA process as a committed steering group member. Our steering group has to oversee use of data, a survey and consultation with the population of B&NES, careful judgements about the extent to which local community pharmacy supply meets local needs and whether any changes in local provision constitute a gap rather than just an adjustment in local provision. Alongside the Council, the Local Pharmaceutical Committee and the NHS commissioners, Healthwatch brings a perspective from the view of local people and insights from the various work and projects that Healthwatch undertakes locally. The interpretation of consultation findings and balancing of judgements about any changes in local provision would be much harder without the breadth that Healthwatch B&NES adds to our steering group.

I hope Healthwatch will be able to continue to contribute to this work and to our wider public health work in the future.

**Paul Scott**  
**Consultant & Associate Director of Public Health**  
**Bath & North East Somerset Council**

# Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Creating empathy by bringing experiences to life

**It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.**

Healthwatch Bath and North East Somerset worked jointly with the Parent Carer Forum to bring the attention of service providers in the council and NHS to the difficulties and issues facing children with Emotionally Based School Avoidance (EBSA). The published report was presented jointly with members of the PCF at the Health and Wellbeing Board and these voices of experience really resonated with members of the Board, resulting in the sharing of positive advice and support to improve the ongoing multiagency work in this field.



## Getting services to involve the public

**Services need to understand the benefits of involving local people to help improve care for everyone.**

Healthwatch Bath and North East Somerset worked together with the Royal United Hospitals lead nurse for Vulnerable People to enable them to engage with groups across the area as part of their work to develop a new Vulnerable People strategy.

This helped ensure that the voices of parent carers, families and others living on limited incomes were heard and will feed into the new strategy, making a difference to how care is provided to those in greatest need.



## Improving care over time

**Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.**

During 2023 Healthwatch Bath and North East Somerset restarted Enter and View visits – as well as training for staff and volunteers, the Development Officer attended the Care Home Forum (CHF) to present on the topic and answer any questions from Care Home Managers. This led to the first visit being arranged in September with a council run care home. Following this visit, further volunteers are due to be trained and further visits are being planned, to ensure that residents in social care are able to have their voices heard. Healthwatch has additionally, used its relationships to link voluntary groups such as Music for Life and the Achie Project (intergenerational work) with the CHF, to help expand positive inputs to care homes for the benefit of residents.



A summary of additional outcomes we've achieved this year has been included in the Statutory Statements section at the end of this report.



# Hearing from all communities

**Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.**

**This year we have reached different communities by:**

- Working with Bath Welcomes Refugees to hear from members at their social gatherings; and exploring with the Genesis Trust how we can best engage with people experiencing homelessness and other vulnerabilities
- Expanding our engagement at food pantries for those on low incomes and in areas of high socio-economic deprivation
- Recommencing Enter and View visits with a focus on hearing from residents in care homes, whose voices we do not normally hear

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# Experiences of refugees accessing health and social care in B&NES

We supported University of Bath MSc student Dr Anchal Rana to undertake research into the experiences of refugees accessing health and social care in Bath & North East Somerset and Swindon as part of their Global and Public Health Policy degree Practice track report.

## **As a result of what refugees told us, we were able to share the findings with decision makers:**

The findings of this report were presented to the BSW Health Response Board which co-ordinates health care for our asylum hotels, ARAP/ACRS hotels and accommodation and people who have fled the Ukraine. To understand better what actions they could take to improve outcomes for refugees/ asylum seekers.

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## Listening to the voices of care home residents

**We carried out an Enter and View visit at Cleeve Court on 6th September 2024, it is primarily a care home for people diagnosed with Dementia.**

One of the ways we meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action. During visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, observing the setting and how people are interacting, and talking to people using the service, including patients, residents, carers, staff and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

### **What one thing would you change?**

- When we asked residents and two relatives who visited this question the response was:  
"nothing, we love it here."**

Healthwatch Bath and North East Somerset Enter and View team would like to thank the management and all staff and residents for a friendly welcome and unlimited access to the premises. Cleeve Court acted upon the recommendations we made .

**Provider Response: Thank you all so much for visiting Cleeve Court. It was a pleasure to meet you all.**





## Advice and information

**If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.**

**This year we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost-of-living crisis

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# Sharing advice about prostate cancer with Bath Ethnic Minority Senior Citizens Association

**It's essential that people have clear, accurate communication about their care.**

Men from certain black backgrounds have a higher risk of developing prostate cancer earlier, and information and advice on this and the help and support available was shared in a collaborative session between Healthwatch Bath and North East Somerset, Bath Ethnic Minority Senior Citizens Association (BEMSCA), the Community Wellbeing Hub and We Get It local cancer support charity.

Healthwatch Bath and North East Somerset have worked with BEMSCA to identify and deliver advice and information sessions on topics which have a greater impact on members of the black and minority ethnic communities in the area. We jointly presented information and provided hard copy advice from Prostate Cancer UK for people to take away and share with family members and friends, helping to extend the value of such sessions. We also invited other local support organisations to add value for those attending.

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## Send Local Offer events

**Healthwatch Bath and North East Somerset has been working collaboratively with the Parent Carer Forum (PCF) throughout the past 18 months – including promoting the PCF through signposting and social media**

As well as attending PCF drop-in sessions to gather feedback Healthwatch attended two Send Local Offer events in June and September, and the Bath College Preparing for Adulthood fair. These have been well attended events offering parents the opportunity to find help and support for their family needs. Healthwatch signposted many people struggling with getting timely help with diagnosis and other support needs to the Parent Carer Forum.

### Helping local families to access valuable peer support

- Through the joint work on Emotionally Based School Avoidance (EBSA), the Send Local Offer events, and social media promotion, Healthwatch is delighted to have contributed to the growth in PCF membership.
- PCF membership has grown from around 20 people to 750 over this period.
- Connecting with the PCF provides parents with opportunities for training on issues of concern alongside all important peer support.
- It has also helped ensure that Parent Carer voices are heard by those responsible for making decisions and developing new policies such as the Vulnerable People strategy at the RUH



# Volunteering

**We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.**

**This year our volunteers:**

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out research and reported back on a variety of topics.
- Carried out enter and view visits to local services to help them improve



Jasmine has been a part of the team for the last nine months and in that time become an invaluable part of it.

"During my time with Healthwatch I have acquired valuable knowledge about the health and social care system which I do not think I would have been able to achieve elsewhere. The team was highly supportive and were extremely helpful when I was unsure or faced barriers to the eating disorder project I led on.

Training in project management was highly beneficial and is a skill I will take forward in my studies.

I would recommend to any students interested in research to work with Healthwatch as I was able to lead a project whilst having the knowledge and experience of the Healthwatch team to support me."

At Healthwatch Bath and North East Somerset we strongly believe that the young person's voice needs to be heard and offer a range of volunteering opportunities to young people.

Jasmine is a good example of how we can support them to understand and work with the health and social care system in the future, she plans to go onto be a social worker using her experience at Healthwatch as a foundation.



Jasmine

## Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



[www.healthwatchbathnes.co.uk](http://www.healthwatchbathnes.co.uk)



01225 323 401



[info@healthwatchbathnes.co.uk](mailto:info@healthwatchbathnes.co.uk)



# Finance and future priorities

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

## Our income and expenditure

Income		Expenditure	
Annual grant from Government	£80,000	Expenditure on pay	£70,613
Additional income	N/A	Non-pay expenditure	£14,0864
		Office and management fees	£5,449
<b>Total income</b>	<b>£80,000</b>	<b>Total expenditure</b>	<b>£90,148</b>

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## Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

### **Our top priorities for the next year are:**

1. Supporting the health needs of marginalised groups
2. Children and Young Peoples Voice heard in the delivery of health
3. Mental health and emotional wellbeing
4. Learning Disabilities and Autism
5. Primary/secondary Care with a strong focus on accessibility
6. Social Care



# Statutory statements

Healthwatch Bath & North East Somerset, The Vassall Centre, Gill Avenue, Bristol, BS16 2QQ

The Care Forum



Healthwatch Bath and North East Somerset uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

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# The way we work

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

Our Healthwatch Board consists of Volunteers and TCF –The Care Forum Board members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 3 times and made decisions on matters such as setting out our key priorities based on the feedback we receive.

We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will share this on our Social Media channels.

## Responses to recommendation

We Had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to Health and Well-being boards and Public Health Boards.



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## The way we work

We also take insight and experiences to decision-makers in Bath and North East, Swindon and Wiltshire Integrated Care Board and Partnerships (BSW ICB) For example, we attend the following Groups/boards/meetings to ensure the patient voice is brought to the forefront of decision making in the delivery of our Health and Social care services.

- BSW ICB Population Health Meeting
- BSW Primary Medical Care Operational Group
- BSW Pharmacy Operational Group
- BSW Dental Operational Group
- BSW Eye Care Operational Group
- BSW Voluntary, Community and Social Enterprise Alliance meeting
- BSW Carers Partnership Forum
- BSW System Quality Group (April 2024)
- BSW Inequalities Strategy Group
- BSW ICB Public and Community Engagement Committee
- Bath and North East Somerset integrated Care Alliance

We also share our data with Healthwatch England to help address health and care issues at a national level.

## Enter and view

This year, we made one Enter and View visits. We made 10 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Cleeve Court, Bath	We were invited to review the setting by Bath and North East Somerset Council	Wrote a report with recommendations – the service followed up on these and improvements have been made

## Healthwatch representatives

Healthwatch Bath & NES is represented on the Bath and North East Somerset Health and Wellbeing Board by Amritpal Kaur Projects Portfolio Manager. During 2023/24 our representative has effectively carried out this role by taking forward the patient voice and lived experiences of Health and Social Care services in Bath and North East Somerset.

Healthwatch Bath & NES is represented on Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Partnerships and BSW Integrated Care Boards by Amritpal Kaur.

## 2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Working with students: We as a team at Healthwatch B&NES welcome the opportunity to work with students and to give them the chance to understand the different aspects of health and social care	Healthwatch B&NES believe that supporting students and allowing them to gain experience across the health and social care system will help encourage young people to consider a career in this area. This has been evidenced through one of our college students going onto university to become a paediatric nurse this September.
My Voice Matters: Experiences of refugees accessing and using health and social care in B&NES and Swindon. This report was written by Dr Aanchal Rana as a practice track report for the degree of MSc Global and Public Health Policy at the University of Bath.	The findings of this report were presented to the BSW Health Response Board meeting which co-ordinates health care for our asylum hotels, ARAP/ACRS hotels and accommodation and people who have fled the Ukraine.  To understand better what actions they could take to improve outcomes for refugees/asylum seekers.

## 2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Cancer Support available on GP websites and support available	As a result of the report the majority of surgeries have subsequently updated the information on their websites.
Healthwatch Bath & North East Somerset joined this year's South West Charity Conference and Expo to share the work of Healthwatch with delegates from business and the Third sector.	<p>We made new connections including with the Children's Hospice South West and the Jessie May Hospice at Home. Another new connection was with OSCAR, who provide support for people with Sickle Cell and Thalassemia in Bristol and the South West with the aim of improving the quality of health and wellbeing for individuals and families living with these conditions.</p> <p>Healthwatch Bath &amp; NES followed up existing contacts including with the Genesis Trust, Julian House, Youth Connect South West, Breakthrough, Clean Slate, Bath Mind and 3SG, and is looking to increase its engagement opportunities with these organisations over the coming months.</p>



## Committed to quality


We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this

# healthwatch

Bath and North East  
Somerset

Healthwatch Bath & North East Somerset  
The Vassal Centre,  
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