



## New research: Healthwatch Dorset calls for better A&E patient communication at Poole Hospital

We have been finding out what matters most to local people who use A&E at Poole Hospital to help improve patient experience locally as part of the NHS national review of hospital performance standards.

Our findings show that while waiting times are important to people using Poole Hospital A&E, there are also other factors that affect the quality of people's experience, particularly the quality of communication with patients and their carers.

Our research was part of a national project to review A&E performance standards across 14 hospitals including Poole Hospital. Our aim was to gather public feedback and to ensure it is used to inform decisions about changes to A&E care.

[Read our full report](#) to find out what people told us about their experience of using Poole Hospital A&E, and to see our recommendations for how the Hospital could improve communications with patients and carers. You can also read the [national report](#) here.

[Read more...](#)

---

## Help make mental health services better for young people in Dorset



We are helping Dorset NHS to improve mental health services for children and young people by gathering and sharing feedback from those who use these services. If you have not yet completed the online survey, you have until Friday 28 February to share your views and experiences:

[www.dorsetccg.nhs.uk/yourmind/](http://www.dorsetccg.nhs.uk/yourmind/)



---

## Job vacancy: Youth Engagement Officer

We're looking for a Youth Engagement Officer to join our team (12-month contract or secondment).

This is a great part-time role, offering flexibility and the opportunity to lead an exciting new 'Young Listeners' project for Healthwatch Dorset. You would be

---

working for 15 hours a week (days and hours are flexible) with a salary of salary £21,119 pro rata.

We want to ensure that children and young people from Dorset are heard by the people who commission, plan and run health and social care services in the county. If you are experienced in youth engagement work and passionate about empowering young people to have their voices heard, this is an exciting opportunity to join our small and dynamic team. You will lead the project, and recruit and support a team of young listeners, who will engage with other children and young people in the county, offering a peer to peer approach.

Full details are available on our [website](#) and Louise Bate, Healthwatch Dorset Manager, would love to talk to you about the role. Call her on 0300 111 0102. The application deadline is 8 March.



## Get involved: BCP seeks public feedback on proposed priorities for adult social care

Bournemouth, Christchurch and Poole Council has asked the public to comment on its proposed plans and priorities for adult social care in the county. You have until Wednesday 18 March to find out more and to share your thoughts and ideas: [Adult Social Care Strategy Priorities Engagement](#). The strategy will then be revised and submitted for final approval by summer.

---

Thanks for sharing and helping to improve local cancer support services



Our survey about people's experiences of cancer care in Dorset has now closed. Thank you to everyone who took the time to share their stories and their views to help improve services for the local community. We will let you know when the research report and recommendations are published by the Wessex Voices partnership.



## Where to find us in March

We regularly visit community events, venues and meetings to talk to people and gather feedback about health and social care services.

We have the following events planned for March but check our [website](#) for updates.

**Thursday 12 March, 10am – 2pm**

Focus on Rural Dorset - The Exchange, Sturminster Newton

**Friday 13 March, 2pm**

Sarcoma Support Group meeting - The Grove Hotel, Bournemouth

**Saturday 14 March, 10am-12pm**

Health Awareness event - Broadstone Memorial Hall

**Tuesday 24 March, 9am – 3.30pm**

0-19 VCS Conference, Dorset Youth Association, Charminster Community Hall

**Thursday 26 March, 10.30am – 12.30pm**

Working with you, St Aldhelm's Church

## Tells us about your health and social care experiences



Sharing your views and experiences of health and social care services can help services to become more effective or highlight where things are done well. You can talk to us when we are out and about in your community or contact us in the following ways:

- Phone: 0300 111 0102
- Email: [enquiries@healthwatchdorset.co.uk](mailto:enquiries@healthwatchdorset.co.uk)
- Website: [healthwatchdorset.co.uk](https://www.healthwatchdorset.co.uk)
- Social media: click on the icons at the bottom of this bulletin

---

**Healthwatch Dorset** is the county's independent health and care champion. We exist to ensure that people are at the heart of care. Our dedicated team of staff and volunteers listen to what people like about local health and care services, and what could be improved. These views are then shared with the decision-making organisations in the county, so together we can make a real difference.



*Copyright © 2020 Healthwatch Dorset, All rights reserved.*

0300 111 0102

Healthwatch Dorset · The Bridge · Chaseside · Bournemouth, BH7 7BX · United Kingdom

<https://www.healthwatchdorset.co.uk>