



## Thanks and good wishes for a happy and healthy Christmas

**A message from Louise Bate, Healthwatch Dorset Manager:** "Our thanks go out to those who deliver our vital health and social care services, and to everyone who has shared their personal experiences and feedback with us to help the NHS and care providers understand how to improve the care they provide. We're looking forward to 2021 when we'll be launching our new Young Listeners project and we'll be bringing you plenty of other news and opportunities to have your say. Happy Christmas and keep well."

**A message from Viv Aird, Healthwatch Dorset Steering Group**

**Chairperson:** "Little did I know when I took on the role of Chair almost exactly a year ago what the future would hold. Throughout this very strange and unpredictable time however, I have been singularly impressed by the dedication of

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everyone at Healthwatch Dorset towards keeping the show on the road no matter what. I would like to thank our committed volunteers, our hard-working staff and my fellow members on the Steering Group for all their support, and to wish everyone a happy Christmas and a very different year in 2021."



## Job vacancy:

## Research and public engagement project support, apply by 8 January

This is a great opportunity to support our research and public engagement projects to help drive improvements in health and social care services in Dorset and beyond. Evolving Communities is the Community Interest Company that runs Healthwatch services independently on behalf of local authorities in Dorset, Gloucestershire and Somerset. Find out more and please share if you know someone who might be right for this role.



Driving improvements in health and social care services through stakeholder engagement and insight



**JOB VACANCY**  
**Research Project Support & Engagement Officer**  
16hrs per week or 69hrs per month | £25,000 FTE

**We're looking for:**

- A skilled researcher and communicator
- Experience of public engagement and service evaluation
- Ability to design projects/surveys and interpret/present findings with clarity and impact

**Apply by: 8 January 2021 | Interviews: 14 January 2021**

**Find out more**  [evolvingcommunities.co.uk/work-for-us/vacancies/](https://evolvingcommunities.co.uk/work-for-us/vacancies/)  
 01225 701851



## New report: Mental health in community care

Dorset Clinical Commissioning Group wants to involve local people in shaping the future of community mental health services. Our new report, ***Mental Health in Community Care***, presents feedback from local people with a range of mental health support needs, including those experiencing homelessness and people with drug and alcohol addictions, as well as voluntary sector workers who support them.

[Read more...](#)

Our Engagement Officer, Lucy Cribb, shares some of the stories she heard during this engagement project in her blog: ***My diary: conversations about homelessness and health***. [Read more...](#)



## NHS consultation on new A&E care standards

We were involved in a national project last year, to help NHS England understand the potential impact of new Accident and Emergency targets. We gathered people's experiences of Poole Hospital A&E, which included waiting times. [Read more...](#)

Our work fed into a new NHS England report ***Transformation of Urgent and Emergency Care: Models of care and measurement***, which states: "We know from work by Healthwatch that quick triage when arriving at A&E is important to patients, providing reassurance and helping to understand what will happen next. It

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is also important to patients that the most urgent cases are treated as a priority, and that people will not be in A&E longer than necessary."

The report sets out the final recommendations on the urgent and emergency care standards from the Clinically-led Review of NHS Standards. NHS England are asking people to respond to these findings in a consultation.

[For more information and to take part.....](#)

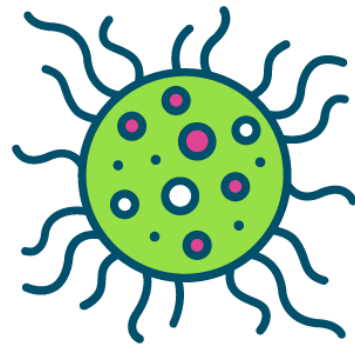


## Covid vaccination programme gets underway

A vaccine which protects against Covid-19 is now being distributed in the UK as part of the biggest mass vaccination campaign in NHS history. People aged over 80 in hospital, frontline health staff and care home workers are among the first to get the jab at 70 designated hospitals hubs across the UK, including Dorset County Hospital. Residents in care homes and other high-risk groups will follow in the coming months.

As local vaccination plans become clearer, we look forward to supporting the public with information and advice. For more information:

- [NHS – Coronavirus vaccination](#)
- [Dorset CCG - NHS starts biggest ever vaccination programme](#)
- [Covid-19 vaccine Q&A](#)





## Think you need to go to A&E? Call NHS 111 First

The NHS want to make it easier and safer for people to get the right treatment when they need it, without waiting a long time in busy A&E departments. With the new **NHS 111 First** system, if you need urgent medical treatment but not emergency care, NHS 111 can now book you an appointment at A&E or with your GP, pharmacist, or other treatment centre. To use this service, call 111 or visit [NHS 111 online](#). No one who turns up at A&E should be turned away or asked to call NHS 111. [Find out more...](#)



## Healthwatch England survey: what's your experiences of NHS 111

If you have recently used NHS 111, Healthwatch England wants to know about your experiences to help improve 111 care in England. Take their short online survey:

[www.healthwatch.co.uk/nhs-111](http://www.healthwatch.co.uk/nhs-111)



## Christmas and New Year closure

We will be closed during the festive period from 24 December until Monday 4 January. You can still share your feedback with us via our [website](#) or email

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[enquiries@healthwatchdorset.co.uk](mailto:enquiries@healthwatchdorset.co.uk). We will respond to enquiries when we return.

## Speak up and help make health and social care better for you and your community

**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.



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