



Annual Report 2019/20

Last year, more than 1,500 people shared their views with us about health and social care services in Dorset, helping to make care better for local people. And over 1,000 people sought information, advice, and support on how to get the care they need.

Guided by you, our annual report 2019/20, shows how we have worked with communities across Dorset to make a difference to the way health and care services are run, and to raise awareness of important health and social care issues. The report also identifies the most common health and social care concerns raised by local people and looks forward to our work for in 2020/21.

Read the full [Healthwatch Dorset Annual Report 2019/20](#).



Help spread the word: the impact of coronavirus on care

We are continuing to investigate how people's access to local health and social care services has been affected by coronavirus.

NHS and social care staff have had to adapt to a lot of change over the last few months, and there will be things that can be improved in how they provide care, now and in the future.

Please raise awareness of our survey and encourage people to give feedback on all aspects of health and social care, to help services spot the issues and understand how to respond.

People can [get in touch](#) with us to share their stories or they can complete our survey online: smartsurvey.co.uk/s/CoronavirusHWD/

Naomi's story of caring during COVID-19

During national Carers Week (8-14 June) we shared the story of Dorset resident and mum of three, Naomi, to highlight how she has managed the disruptions to her 12-year old son's complex health care needs during coronavirus, while also adapting her usual routine to home school and care for her other two children.



[Read Naomi's story](#) and find out about [local support for carers](#).

We're here to help make health and care better for local people.

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