

New report: Promoting the voice of homeless communities in Dorset to help tackle inequalities in health and social care



In our new report, produced for the Care Quality Commission (CQC), we highlight some of the difficulties homeless people face when trying to access vital care and support, such as dental care and end of life care. The report will be used by the CQC to guide its work tackling inequalities in health and care across the country. [Read the report.](#)

We will be presenting this project at the Healthwatch England conference in November, to demonstrate the value and impact of face-to-face engagement work that builds trust and relationships with people experiencing homelessness.

Consultation: NICE guidelines on health and care for people experiencing homelessness



The National Institute for Health and Care Excellence (NICE) is consulting on draft guidelines around providing integrated health and care for people who are experiencing homelessness. The key areas covered are access and engagement, joining up health and social care, and views and experiences. [Find out more and have your say by Monday 2 November.](#)

Tackling waiting lists in Dorset: temporary NHS clinics

Dorset health organisations are working with Dorset Council to create rapid access clinics as part of a county-wide effort to tackle NHS waiting lists. A new Outpatient Assessment Centre in Dorchester will operate from former Council offices for six months, opening in the next few weeks. Patients will be invited to attend orthopaedic, musculoskeletal and physiotherapy appointments, and there will also be space for clinicians to conduct virtual appointments. A similar scheme in the east of Dorset will open soon in Poole's Dolphin Shopping Centre. The health centres will be staffed by local healthcare teams, but they are also seeking volunteers to support and guide patients. [Find out more.](#)

If you're invited to attend one of these new clinics, please let us know how it goes, your feedback helps us improve local services. [Share your feedback.](#)

A poster for a Patient Participation Panel. It features a teal background with a white speech bubble containing the text 'YOUR VOICE MATTERS LET'S TALK'. A hand holding a megaphone is on the left. The NHS South Western Ambulance Service logo is at the top right. The text 'Patient Participation Panel' is in large white letters. Below it, it says 'Join us for our first virtual event 12 November 2021, 1000-1100hrs'. At the bottom, it says 'If you would like to attend please email - corrie.payne@swast.nhs.uk' and includes a QR code.

NHS
South Western
Ambulance Service
NHS Foundation Trust

**YOUR VOICE MATTERS
LET'S TALK**

Patient Participation Panel

This exciting new forum will enable us to gather important feedback from the people that matter most- you! We want to collect your views (positive and negative) to help influence informed changes and make better the services we offer.

**Join us for our first virtual event
12 November 2021, 1000-1100hrs**

You can read more by scanning the QR code

**If you would like to attend please
email - corrie.payne@swast.nhs.uk**

Feedback about the South Western Ambulance Service

A new NHS patient participation panel is seeking public feedback about the South Western Ambulance Service. The first event will take place virtually on **12 November 2021**, 10am – 11am. If you would like to attend [find out more and register your attendance.](#)

Join us in Shaftesbury for a cuppa and a chat

Socially Connecting Shaftesbury is a new 'pop-up' project where members of the public can 'drop in' for a cuppa and a chat about mental health and wellbeing and find out about services and support available in Dorset and the borders of Somerset, Wiltshire and Hampshire.

We will be there, at the Town Hall in Shaftesbury, 10.30am-3.30pm, on **Wednesday 3, Thursday 4 and Friday 19 November**. Come and say hello, find out about our work, and tell us about your health and care experiences. [Find out more.](#)

Socially Connecting Shaftesbury

Socially Connecting Shaftesbury is a lottery funded free drop in project for all things connected to mental health and wellbeing. Come and join us (or pop in) for a cuppa and a chat to find out more!



LAUNCH DAY
MONDAY 25TH OCTOBER
10.30 AM - 3.30 PM

JOIN US AT:
THE TOWN HALL
HIGH STREET
SHAFTESBURY
SP78LY

ADDITIONAL DATES

OCT		NOV	
Wed 27/10	TOWN HALL 10.30AM - 3.30PM	Mon 01/11	TOWN HALL 10.30AM - 3.30PM
Thurs 28/10	TOWN HALL 2.00PM - 7.00PM	Wed 03/11	TOWN HALL 10.30AM - 3.30PM
Fri 29/10	TOWN HALL 10.30AM - 3.30PM	Thurs 04/11	TOWN HALL 2.00PM - 7.00PM
Sat 30/10	TOWN HALL 10.00AM - 3.00PM	Thurs 18/11	TOWN HALL 2.00PM - 6.00PM
		Fri 19/11	TOWN HALL 2.00PM - 7.00PM



ruralmentalhealthmatters.co.uk



Carers Dorset Festival, Thursday 25 November



Dorset Council's Carers Festival takes place on Carers Rights Day, **Thursday 25 November**. The aim is to support carers by raising awareness of carer's rights and needs, and the help and support that's available. The festival consists of two live events in Dorchester and Bournemouth and 30 digital sessions, including a session about our work with carers. [Find out more and sign up to attend.](#)

Consultation: Improving health support in the workplace

Active Dorset is running an online consultation to learn how workplaces can better support people living and working with cancer, musculoskeletal issues, and the menopause. They are particularly interested to hear from people who have experience of working while living with these conditions. Find out more and share your views anonymously or share the link with others who have relevant experience:

www.activedorset.org/latest-news/2021/10/workplace-health-consultation.



NHS England plan to improve GP access informed by national Healthwatch insight



NHS England has published a plan for [improving access to GP appointments](#) for patients alongside supporting GPs and their teams. The NHS has acknowledged that the insight provided by Healthwatch helped them to recognise there was a problem around GP access. Thank you to everyone who shared feedback with us which we shared with Healthwatch England to inform their report on [GP access](#) earlier in the year.

Healthwatch calls for NHS dentistry recovery plan

Healthwatch England has joined the British Dental Association in calling for a recovery plan for NHS dentistry. In an open letter to the Chancellor, they have called for investment to underpin the recovery and the promised reform of NHS dentistry, highlighting the impact on patient care of a decade of cuts and over 30 million lost appointments since the first lockdown. [Read more from Healthwatch England.](#)



Over the course of the pandemic, Healthwatch Dorset and Healthwatch from across England heard from patients unable to find dental care, and we have shared this feedback locally and nationally. We have also, more recently, conducted research on the availability of NHS dentistry in Dorset and will publish our findings soon. [Get in touch and share your feedback](#) about dental care in Dorset.



Share your feedback

[Get in touch](#) to share your feedback and help make health and social care better for you and your community.



Share our news

If you know someone who would be interested in keeping up to date with our news or getting involved with our work, please share this bulletin and [sign-up link](#).

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

Healthwatch Dorset is the county's health and social care champion. We are an independent statutory body with the power to make sure NHS leaders and other health and social care decision makers listen to public feedback and use this to improve standards of care. Healthwatch Dorset covers the geographical area of Dorset, which includes the unitary authority areas of Bournemouth, Christchurch and Poole and Dorset.



The **Healthwatch Dorset** service is run by Evolving Communities CIC, a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is at Unit 2 Hampton Park West, Melksham, SN12 6LH.



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