



## Healthwatch Dorset Update 19/11/13

### Promotions

We have carried out a programme of promotional activity during the first 6 months of Healthwatch Dorset:

- Running a roadshow of over 40 promotional events across Dorset. Here's a map to show where our promotion stands have been held up to October 2013 <http://mixs.ee/1bB8CBM> and our online events calendar shows forthcoming dates: <http://www.healthwatchdorset.co.uk/content/events>
- Developing our website and social media presence, we now have over 1100 twitter followers and a lively interactive facebook page.
- Following the success of the Wellbeing Show in June we're planning a Healthwatch Dorset Week 2-8<sup>th</sup> December during which we will work with our CAB colleagues to run Healthwatch stands & events across Dorset.

### Volunteers

We have over 100 Healthwatch Champions, people of all ages & backgrounds from across Dorset who promote Healthwatch to their friends, colleagues and families.

We also support a Reading Group of volunteers who help us and others to produce simple, easy to understand information. We are developing a Communication Group of volunteers who help with promotion stands, gathering information and writing articles etc. We are also working with Healthwatch England to create a training course for mystery shopper and 'enter and view' teams.

### Healthwatch Dorset Board

Healthwatch Dorset is a Social Enterprise. A company that acts for the benefit of the community, led by a Board of Directors. Following a recruitment process we now have a full board, chaired by Sam Johnson.

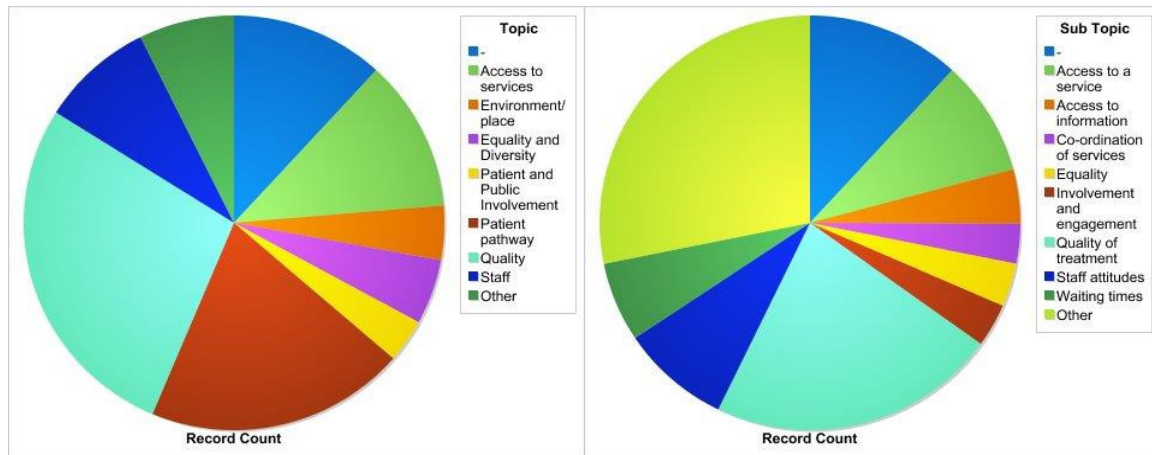
Our 3 executive directors are Roger Browning appointed by Help & Care, Chris Thomas appointed by Dorset Race Equality Council & Roger Tilley appointed by Dorset CAB's. The non-executive directors are Joyce Guest, Margaret Guy, David Sargent and Chris Williams. Here's more information about the Healthwatch Dorset Board: <http://www.healthwatchdorset.co.uk/content/meet-board>

## Feedback

We've developed a number of different ways for people to tell us about their experiences of health and social care services, in writing at our freepost address, by phone, email, through our online Speak Out form, twitter, facebook and in person at Healthwatch stands and CAB offices.

We've gathered over 350 individual stories from local people. The top themes are the quality of services, information and access.

Here's a breakdown of the topics people are telling us about:



## Projects

We are also working on a number of projects including:

- Mapping the existing ways in which local people can influence health and social care services
- Producing a dementia awareness video with Bournemouth University and health colleagues
- Working with students at Weymouth College to gather young peoples' feedback on health & care services
- Developing equality & diversity football workshops with AFCB & Diverse Dorset to be rolled out in 3 pilot areas in Bournemouth, Poole & Weymouth
- Creating a health & care forum of voluntary sector colleagues across Dorset

Louise Bate, Community Engagement & Outreach Officer