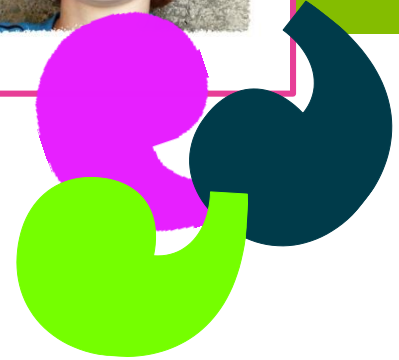




**healthwatch**  
Somerset



## **ACTIVE AND IN TOUCH FROME**

**20 APRIL 2016**

Active and In Touch Frome is a group of volunteers who visit, help and befriend people who have become isolated or out of touch with the community around them. Each Wednesday they support a group of people who have identified themselves as lonely, in coming together at Phoenix House so that they can enjoy each other's company and a friendship lunch.

## Introduction

On 20 April 2016, Healthwatch Somerset was asked to give the group a talk on what we do. Approximately 12 members of the community attended plus five or six volunteers and two volunteer co-ordinators.

## Background

This came about as a result of meeting one of the creators of the group, and a local MP, Charles Wood, at the Frome Mendip Community Support Forum who invited Healthwatch Somerset to meet the group and hear their views.

## What we did

A development worker gave a presentation covering an overview of Healthwatch and the impact that public comments and community feedback can make.

## You said

**There was a general theme that people were waiting an unusually long time to see their doctor at Frome Medical Practice – up to two weeks. This was leading to feelings of dis-satisfaction and frustration.**

## Next steps

### Healthwatch Somerset will.....

All the feedback provided through this engagement project has been inputted to Healthwatch Somerset's Feedback Feed Forward database and will be included in the Healthwatch Somerset quarterly report. Healthwatch Somerset will be sharing this report with Healthwatch Somerset partners including Somerset Clinical Commissioning Group, the Health and Wellbeing Board, Somerset County Council, The Care Quality Commission, NHS England and Healthwatch England. The report will also be presented to the Healthwatch Somerset Executive Group to propose further uptake of the issues identified in this report. The report will be available on the Healthwatch Somerset website and circulated to our mailing lists via the monthly e-bulletin.



## Looking forward....

### Plans for future work between Healthwatch Somerset and members of the lonely and isolated community in Frome

Healthwatch Somerset welcomes and encourages members of the lonely and isolated community in Frome or those who support them to continue to contribute their feedback to us using the communication methods included at the end of this report.

Healthwatch Somerset also supports people to become volunteer champions so that they can represent the experiences and needs of their community. If you would like to find out more about volunteering with Healthwatch Somerset, please contact us using the details below.

## Tell us your story...

Healthwatch Somerset want to hear from you about your experiences so that we can tell services your needs to create the best local services.



Text us - text somerset followed by your message to: 07860 021 603



Email us: [info@healthwatchsomerset.co.uk](mailto:info@healthwatchsomerset.co.uk)



Call us: 01823 751 403



Write to us at: Healthwatch Somerset,  
c/o Somerset Rural Youth Project,  
Unit 2, Suprema Estate,  
Edington, Bridgwater, TA7 9LF

Or visit our website to see more at: [www.healthwatchsomerset.co.uk](http://www.healthwatchsomerset.co.uk)