

# Caring for our Community

Autumn 2018  
Update



Care  
Watch

Welcome to the first edition of the CareWatch updates. CareWatch has been meeting since June 2017, in this time it has taken care to establish itself as an effective forum to focus on particular areas of users concern and to discuss the changing health and social care needs of the community.

CareWatch was established by the Committee *for* Health & Social Care and is made up of individuals and organisations representing a cross-section of our community. Please visit [www.gov.gg/carewatchteam](http://www.gov.gg/carewatchteam) for the list of members. We also have a webpage that gives an overview of the group and this is where you will find our updates moving forward.

The aim of CareWatch is to act as an independent voice on behalf of users of health and social services across the Bailiwick of Guernsey, representing their views and opening up a two way communication between the Committee and the Community.

CareWatch currently provides quarterly updates to the Committee for Health & Social Care on what has been discussed and agreed. CareWatch will now produce this report publically so that you can hear some of the areas of discussion and actions that have taken place.

If you have any questions, comments or feedback please contact the team at [carewatch@gov.gg](mailto:carewatch@gov.gg)



## Patron

In mid-2018 we were fortunate enough to be able to announce Lady Corder as our Patron and active member of CareWatch. Lady Corder has been involved in several service user forums in the UK and will be a great asset to have on board.

Lady Corder qualified as a nurse in 1982 and has worked at all levels in the NHS from Staff Nurse to Acting Director of Nursing. During her time as Deputy Director of Nursing, Lady Corder was responsible for the Patient Advice and Liaison Service (PALS), Customer Care Service and Public Involvement. We are very much looking forward to working with Lady Corder in the future.



## What have we talked about so far?

Below is a very brief outline of some of the discussions and actions that have already occurred. Unfortunately we have not been able to include everything to date, but moving forward we hope that we can go into more detail and be able to keep you better informed.

Topic	Discussion	Action
<b>Communication</b>	Members were keen to communicate more widely with the community	Gov.gg pages have been set up with a group email and initiation of quarterly public updates
<b>Recruitment and Retention</b>	Members felt there were significant challenges with recruitment and retention in HSC	This issue has been raised to the Committee
<b>Primary Care Charges</b>	Discussion took place around the groups views on Primary care charges, overall the group felt the cost of a GP appointment did prevent people from attending	CareWatch provided an update of this to Committee and rationalised the reasons with evidence from the community
<b>Arts in the Hospital and Community</b>	Culture and Arts Manager (HSC) met with CareWatch and showed some of the work that has taken place and plans for the future, members thought this was a great opportunity to be involved in	Some members met with the Culture and Arts Manager separately to discuss how they could support fundraising and input for future projects
<b>Guernsey Cancer Alliance (GCA)</b>	The GCA keep CareWatch informed of each meeting	GCA will be invited to attend CareWatch when necessary, support for CareWatch will attend Service User Representative Training facilitated by GCA



## Guernsey Cancer Alliance

CareWatch was fortunate to attend the Guernsey Cancer Alliance Service User Engagement training which was facilitated by McMillian trainers. This was a great opportunity to learn together and to network. Further discussion took place with some valuable feedback for CareWatch and some ideas for how we can further promote Service User engagement in the future.



## We want to hear from you

CareWatch wants to hear from you! We have worked hard to get to a point of regular meetings with our dedicated members and now we would love to hear more experiences and feedback from you. Although we are not responsible for formal complaints (please see the process for this on our webpage) it is important to us to hear what you have to say about health and social care in the Bailiwick of Guernsey.

If there are any topics that you feel strongly about in health and social care please let us know via [carewatch@gov.gg](mailto:carewatch@gov.gg) if you do not have access to email please call **01481 725241** and ask to speak to Summer Goss.

