

<b>REPORT TO:</b>	<b>NHS SOMERSET INTEGRATED CARE BOARD ICB Board Part A</b>	<b>ENCLOSURE:</b> <b>D</b>
<b>DATE OF MEETING:</b>	<b>23 May 2024</b>	
<b>REPORT TITLE:</b>	<b>Chief Executive's Report</b>	
<b>REPORT AUTHOR:</b>	<b>Jonathan Higman, Chief Executive</b>	
<b>EXECUTIVE SPONSOR:</b>	<b>Jonathan Higman, Chief Executive</b>	
<b>PRESENTED BY:</b>	<b>Jonathan Higman, Chief Executive</b>	

<b>PURPOSE</b>	<b>DESCRIPTION</b>	<b>SELECT</b>
<b>Approve</b>	To formally receive a report and approve its recommendations, (authorising body/committee for the final decision)	<input type="checkbox"/>
<b>Endorse</b>	To support the recommendation (not the authorising body/committee for the final decision)	<input type="checkbox"/>
<b>Discuss</b>	To discuss, in depth, a report noting its implications	<input checked="" type="checkbox"/>
<b>Note</b>	To note, without the need for discussion	<input checked="" type="checkbox"/>
<b>Assurance</b>	To assure the Board/Committee that systems and processes are in place, or to advise of a gap along with mitigations	<input type="checkbox"/>

<b>LINKS TO STRATEGIC OBJECTIVES</b> (Please select any which are impacted on / relevant to this paper)
<input checked="" type="checkbox"/> Objective 1: Improve the health and wellbeing of the population <input checked="" type="checkbox"/> Objective 2: Reduce inequalities <input checked="" type="checkbox"/> Objective 3: Provide the best care and support to children and adults <input checked="" type="checkbox"/> Objective 4: Strengthen care and support in local communities <input type="checkbox"/> Objective 5: Respond well to complex needs <input type="checkbox"/> Objective 6: Enable broader social and economic development <input type="checkbox"/> Objective 7: Enhance productivity and value for money

<b>PREVIOUS CONSIDERATION / ENGAGEMENT</b>
Not applicable

<b>REPORT TO COMMITTEE / BOARD</b>
<p>This paper sets out key items for the Board to note and discuss, arising since the last meeting of the Integrated Care Board (NHS Somerset) on 28 March 2024. It focuses on relevant changes in the National and Regional context and highlights key issues to note pertaining to the Somerset Integrated Care System.</p> <p>The Board is asked to <b>Note and Discuss</b> the Chief Executive's report.</p> <p><b>1 INTRODUCTION</b></p> <p>1.1 This report provides a summary of key items of strategic and operational note for the NHS Somerset Board for the period since its last meeting on 28 March 2024.</p>

## **2 NATIONAL CONTEXT**

### **General Practice Test Sites**

- 2.1 Somerset has been selected as one of seven Integrated Care Boards in England to test new “operating models” for GP provision. It is anticipated that work will commence later in the year with an analysis and baselining of demand in general practice. It will consider and test a set of changes to address the identified capacity gap and support implementation of the recommendations of the Fuller Report (‘Next Steps for Integrating Primary Care’) which was published in May 2022 and includes the recommendation to develop Integrated Neighbourhood Teams.
- 2.2 The work will aim to determine the operational changes and improvements needed to help the sector better meet demand and become more sustainable; and seek to optimise the general practice operating model. It is anticipated that two PCNs in Somerset will be selected to take part in the programme with selection commencing in July.
- 2.3 The other ICBs involved are Suffolk and North East Essex, South Yorkshire, Gloucestershire, Lincolnshire, North Central London and Humber and North Yorkshire.
- 2.4 The programme will look at the use of dedicated multidisciplinary teams to support patients with complex needs and will also test operational changes and digital interventions. The pilots will also see ICBs evaluate how primary care can better use digital tools to target the most vulnerable; automate complex processes; and risk stratify populations.
- 2.5 The work will take place over two years, to enable changes to bed in and the impact and benefits to be studied.

## **3 SOMERSET SYSTEM**

### **Somerset Foundation Trust Maternity Services**

- 3.1 Somerset NHS Foundation Trust (SFT) have received three reports from the Care Quality Commission (CQC) into the maternity services provided from Musgrove Park Hospital (MPH), Yeovil District Hospital (YDH) and Bridgwater Community Hospital (BCH), which the CQC published on 10 May 2024.
- 3.2 The services at MPH and YDH have both been rated as inadequate overall and inadequate for both safety and leadership. The service at the Mary Stanley Unit at BCH has been rated as requires improvement overall and for safety and leadership.
- 3.3 SFT are committed to improve to provide an excellent service that supports women, birthing people, and families in Somerset and significant changes have been made since the inspection and will continue to do so.
- 3.4 Processes have been strengthened to provide ongoing review of quality, performance and governance including developing a strong audit and policy programme to drive continual improvements in services. All guidance and policies that were highlighted have been reviewed and updated and there is increased scrutiny and governance around policy processes ensuring these are available to all colleagues. There have been reviews and mapping of all mandatory training, strengthened oversight, and significantly improved compliance.
- 3.5 At Musgrove Park Hospital’s maternity unit, a new evidence-based, standardised triage process has been put in place to risk assess and prioritise care based on clinical need.

- 3.6 The CQC report for Musgrove Park's maternity service highlights issues that are as a result of the poor condition of the building. There are plans to replace this as part of the national New Hospitals Programme but improvements have already been made specifically around safety and security.
- 3.7 In their reports, the CQC noted an open culture, good engagement with local communities to make improvements and plan services, good team working, and that colleagues felt valued and supported.

### **Joint Targeted Area Inspection**

- 3.8 The Somerset system has been selected for a Joint Targeted Area Inspection of Police, Youth Justice, Health and Children's Social Care Services, on the theme of multi-agency response to serious youth violence. This is a joint inspection, involving the CQC but led by Ofsted. Inspectors will be on-site in Somerset from Monday 20 May to Friday 24 May.
- 3.9 This is a partnership inspection looking at how Children's Social Care, including Youth Justice Service and their statutory partners (Police, Health services, Education) join up with each other, the violence reduction partnership and voluntary agencies to respond to and protect young people from serious youth violence in Somerset.
- 3.10 The inspection team will spend time talking to all agencies involved in safeguarding young people involved with serious youth violence. They will spend time with front line workers, talking about the children and young people and visit places and spaces where interventions have had an impact for young people.

### **Somerset Commitment to Carers 2024**

- 3.11 Somerset's Commitment to Carers 2024 is a statement, aligned with the Care Act 2014, acknowledging the invaluable contribution and challenges faced by unpaid carers. It outlines the values, principles and actions that health and social care services should adopt to ensure effective support for unpaid carers.
- 3.12 The Commitment is attached as **Appendix 1** and aims to enhance the quality of life for carers and those they care for, by improving their experience of health and social care, and supporting them to access information and opportunities to keep healthy and live well while they carry out their vital caring roles. It reflects priorities identified through consultation and co-production with carers and those who work with and support carers.

### **Joint Strategic Need Assessment**

- 3.13 A new approach is being taken to the development of the Somerset Joint Strategic Needs Assessment (JSNA). The full JSNA is available at: <https://healthysomerset.co.uk/jsna/>
- 3.14 All Health and Wellbeing Boards (which forms a part of the Somerset Board) are required to have a Joint Strategic Needs Assessment (JSNA). JSNA's are assessments of the current and future health and social care needs of the local community and must be used by the Health and Wellbeing Board, and the Integrated Care Partnership in developing the statutory Health and Wellbeing and Integrated Care Strategies. There are no restrictions on how the information in the JSNA is structured or presented, and each Health and Wellbeing Board can choose to do so in the most appropriate way.
- 3.15 The new approach to the JSNA was developed following a workshop with Somerset Health and Wellbeing Board members at the end of 2022. Previous JSNA's had been thematic rather than more general in nature and it was agreed to move away from the

thematic approach taken each year for the completion of the JSNA. The contents and design for the new approach were developed by the JSNA Technical Working Group. This group is made up of representatives of the Health and Wellbeing Board, as well as other stakeholders.

3.16 The new Somerset JSNA reflects the following changes:

- A clearer **focus** on the conditions and risk factors that contribute most to ill-health in Somerset.
- The much greater availability of **'live' statistics** from the Office for Health Improvement and Disparities, as well as other sources.
- The development of inter-operability between databases and websites, using **standard software** such as Wordpress and Microsoft Power BI.
- The reduction in the need (and **capacity**) for manual updating of web pages.
- Increasing the number of **Health Needs Assessments** produced for specific themes or populations.

### Communications and Engagement Activity

3.17 Our communications and engagement spotlight is attached as **Appendix 2**.

**Jonathan Higman**  
**Chief Executive**  
**16 May 2024**

IMPACT ASSESSMENTS – KEY ISSUES IDENTIFIED (please enter 'N/A' where not applicable)	
Reducing Inequalities/Equality & Diversity	The report highlights a new approach being taken to the development of the Joint Area Needs Assessment (JSNA)
Quality	The report notes the implications and actions taken as a result of the recent publication of the CQC report resulting from an inspection of maternity services at Somerset NHS Foundation Trust.
Safeguarding	The report highlights a multiagency Joint Targeted Area Inspection (JTAI) of serious youth violence which is taking place in Somerset between 20-24 May 2024.
Financial/Resource/ Value for Money	No direct implications identified
Sustainability	Somerset has been selected be part of a national programme to test new ways of working in General Practice. This aims to support the future sustainability of GP services.
Governance/Legal/ Privacy	No direct implications identified.
Confidentiality	None – this is a Public Report
Risk Description	N/A



# Somerset's Commitment to Carers 2024

Valuing and supporting  
unpaid carers

---

Summary report: March 2024



## Introduction

Somerset's Commitment to Carers 2024 is a statement, aligned with the 2015 and 2022 Care Acts, acknowledging the invaluable contribution and challenges faced by unpaid carers. It outlines the values, principles and actions that health and social care services should adopt to ensure effective support for unpaid carers.

It was presented to the Somerset Board for their endorsement and will influence health and social care strategies, service commissioning and development. The Somerset Carers Strategic Partnership Board (SCSPB) will oversee ongoing review and development of this work.

The Commitment aims to enhance the quality of life for carers and those they care for, by improving their experience of health and social care, and supporting them to access information and opportunities to keep healthy and live well while they carry out their vital caring roles. It reflects priorities identified through consultation and co-production with carers and those who work with and support carers.

## Priorities for unpaid carers

To enhance the lives of unpaid carers in Somerset, those who commission, provide and support health and social care services should embed the following priorities into all aspects of their work.

### **Enable, support and empower unpaid carers, including young carers, to:**

- Recognise and address their own health and wellbeing needs.
- Take adequate breaks from caring roles and, if needed, let go of their caring responsibilities by choice.
- Easily access information, education, training, health and care support.
- Have an active role in decisions that affect their lives, including service development.

### **Develop and embed new approaches**

- Build carer aware, friendly and inclusive cultures and environments, including employment and decision-making.
- Establish and require diverse and inclusive partnership working between the health and social care system and unpaid carers.
- Facilitate and implement joined up working practices recognising and supporting unpaid carers as experts by experience. For example, 'People Who Matter' in mental health, 'Making It Real' carers and social services and 'No Wrong Door' with young carers.

### **Create and facilitate social opportunities**

- Build a strong, resilient and sustainable social network for unpaid carers.
- Develop and support access to diverse social opportunities.
- Enable and support carers' opportunities for learning and training.
- Develop choice and access to social prescribing activities for unpaid carers.

## Recommended actions

To embed the Commitment to Carers priorities into working practices, health and social care services should adopt the following principles and actions.

- ◆ **Respect and value carers:** Treat carers with respect and compassion, value their contribution and include them in the Triangle of Care conversations.
- ◆ **Ensure quality support:** Make sure unpaid carers receive great support and take prompt action to address terrible support, putting things right and ensuring positive changes for all carers in the future.

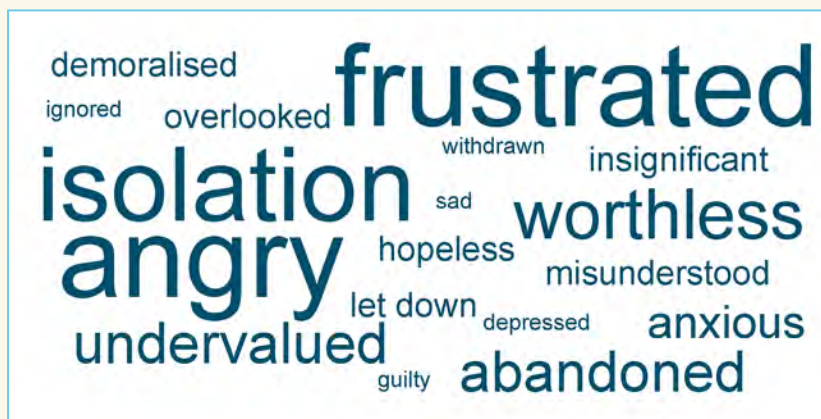
- ◆ **Enhance communication for joined-up working:** Improve communication and information sharing across the health and social care system, to ensure joined-up working and provision for carers (including co-ordination of the different types of carers assessments).
- ◆ **Identify carers in primary care:** Use standardised SNOMED codes in primary care services, including GP practices, to identify unpaid carers, and have proactive Carers Champions.
- ◆ **Develop opportunities to integrate support:** Use the introduction of universal personalised care and social prescribing link workers to find ways to join up health and wellbeing frameworks (including Green Care, Active Health and Wellbeing, Creative Health and Culture Frameworks) with existing community, NHS and social care partnerships, to increase capacity and improve prevention and treatment of negative health and wellbeing outcomes.
- ◆ **Focus on young carers:** Provide special focus and additional resources to support young carers who are overlooked and consider implementing the No Wrong Door policy or approach.
- ◆ **Build awareness and access to support:** Improve communication with carers to raise awareness of the support that's available and to encourage and help them to access that support. (The new recommendations from 'Preparing to care' can inform this future development.)
- ◆ **Provide accessible information:** Make information and communication accessible for disadvantaged, under-served and diverse communities, adopting the Accessible Information Standard to include people with a disability, impairment or sensory loss, those whose first language is not English, and those who are unable to use digital options.
- ◆ **Involve unpaid carers in service improvement:** Seed fund and resource pilot projects for unpaid carers, including young carers, to contribute to health and social care service improvement.
- ◆ **Preserve and use local knowledge:** Ensure digital data driven projects complement and do not discount or override, local knowledge which is one of the most valuable resources for gaining insight about carers.
- ◆ **Extend social opportunities for carers:** Develop, promote and support a rich and varied menu of in person and online social opportunities for Somerset's diverse community of carers.
- ◆ **Create a joint governance framework:** The Integrated Care Board (ICB), Integrated Care System (ICS) and SCSPB should create a joint governance framework, structure and process, based on the Maturity Matrix and the CQC quality markers - requiring partnership and joint working between the NHS, social care, Somerset Council, community and voluntary organisations and unpaid carers. Impact should be documented and used to make a business case for ongoing support for unpaid carers.
- ◆ **Oversight and reporting:** The SCSPB should oversee delivery of the Commitment to Carers, establishing an annual reporting mechanism and biannual review to evaluate progress and impact and guide development.
- ◆ **Establish a carer aware culture:** Embed a 'Think Carer' approach in discussions and decisions at all levels, championed by individual members of the Somerset Board and ICB/ ICS and ensure carer representation throughout the system.
- ◆ **Professional development:** Service providers and commissioners should adopt professional development and quality improvement practices to support and drive the Commitment to Carers.
- ◆ **Promote the Commitment to Carers:** The Commitment to Carers should be widely promoted and used throughout the health and care system as a model for best practice in supporting unpaid carers.



## What carers told us

[Source: Based on responses from the co-production workshop, September 2023]

### What does terrible support feel like?



### What does great support feel like?



## For more information

To find out more about Somerset's Commitment to Carers and to request a copy of the full report, contact:

- **Somerset Council Adults Commissioning Team**  
Email [commissioningteammailbox@somerset.gov.uk](mailto:commissioningteammailbox@somerset.gov.uk) or phone 0300 123 2224
- **Somerset Carers Strategic Partnership Board**  
Email [info@healthwatchsomerset.co.uk](mailto:info@healthwatchsomerset.co.uk) or online [healthwatchsomerset.co.uk](https://healthwatchsomerset.co.uk)
- **Somerset Carers Service**  
Email: [carers@somersetccc.org.uk](mailto:carers@somersetccc.org.uk) or online [somersetcarers.org](https://somersetcarers.org)

© Evolving Communities 2024

Somerset's Commitment to Carers 2024 was co-produced and created through the Somerset Carers Engagement Project, which was delivered by Evolving Communities - a Community Interest Company that specialises in stakeholder engagement and insight to drive improvements in health and social care. We achieve this at a national, regional and local level by delivering local Healthwatch services, community engagement partnerships and consultancy services

Evolving Communities is registered in England and Wales with company number 08464602, the registered office is at Unit 2, Hampton Park West, Melksham, SN12 6LH.

Any enquiries regarding this publication should be sent to us at [info@evolvingcommunities.co.uk](mailto:info@evolvingcommunities.co.uk).

You can download this publication from [evolvingcommunities.co.uk](https://evolvingcommunities.co.uk).





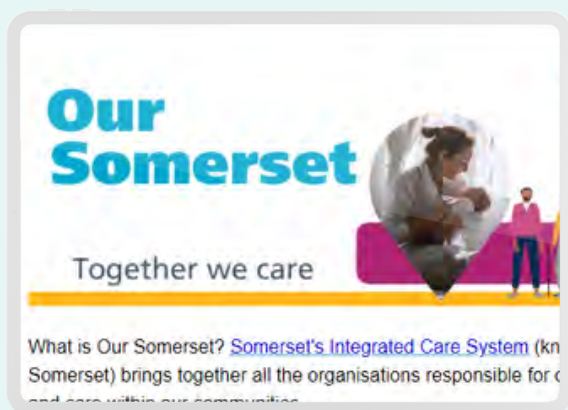
# Communications and engagement spotlight

1 March - 30 April  
2024

Welcome to our communication and engagement spotlight report, highlighting our activity over the past two months. It features 'In The News' showcasing highlights from our recent media coverage, updates on our recent campaigns and engagement activity.

This period has seen the continuation of our 'Take the Pressure Off' hypertension campaign, the premiere of the 'We need to talk about death' film, the opening of two new Armed Forces Hubs, and the launch of a survey on women's health. Our PALS saw enquiries relating to information, communication and choice, accessing the Spring Covid-19 Vaccination programme and dentistry.

## In the news



### April edition of Our Somerset newsletter

The latest edition of Our Somerset is now available. Our monthly newsletter brings together news and updates from across Somerset's health and care organisations, providing you with a range of helpful updates, news and events from across the county.

This month we are asking people to 'move more' in May for mental health as well as their physical health. We also talk about our film premiere – Lets talk about...death, which examines the important topics of death, dying and bereavement as well as reminding people to get to know their numbers as part of our Take the Pressure Off campaign.

[Read more](#)



# Communications and engagement spotlight

1 March - 30 April  
2024



## Take the Pressure Off

Our Take the Pressure Off campaign continues. Staff and players at Somerset County Cricket Club took a proactive approach to their health by participating in a blood pressure testing initiative.

Berry's Coaches, a family-run business, recently participated in the Take the Pressure Off campaign to promote blood pressure awareness. Partnering with the Take the Pressure Off campaign allowed them to provide employees with the opportunity to check their blood pressure and take proactive steps to manage their health.

[Find out more](#)



## You said, we did, feedback from hypertension message testing

In February 2024, we invited males in Somerset, including those that identify as male, to complete an online survey, to test different communications messages and evaluate the likely motivating factors to influence behaviour change. A 'face to face' session was also held with five male staff from Somerset Council (aged 40-65).

[Read more](#)

# Communications and engagement spotlight

1 March - 30 April  
2024



## We need to talk about death film

Ahead of Dying Matters Week, with its theme this year around the importance of having conversations around death and dying, NHS Somerset has launched a unique film made by and with adults with learning disabilities called We Need to Talk About Death.

The film was made with a group of adults with learning disabilities from My Day Care Services by biggerhouse film. The film aims to help remove the taboos that often arise around talking about death and dying and open up conversations with carers, family and friends.

[Find out more.](#)

[BBC News](#)   [Greatest Hits Radio](#)



## Somerset launches two new Armed Forces Hubs

Two new armed forces hubs were officially launched in Somerset last week by Deputy Lieutenant Brigadier Toomey, representing HM's Lord Lieutenant of Somerset and Shelagh Meldrum Chief Nursing Officer at NHS Somerset.

[Read more](#)   [BBC news](#)

[Watch the promotional film](#)



# Communications and engagement spotlight

1 March - 30 April  
2024



## Somerset renews support for unpaid carers

On Tuesday 19 March, Somerset Council joined forces with NHS Somerset and community organisations to launch the strategy explaining their ongoing commitment to supporting unpaid carers in Somerset.

[Read more](#)



## NHS rolls out artificial pancreas

Tens of thousands of children and adults living with type 1 diabetes across England are set to receive an 'artificial pancreas' in a world-first initiative being rolled out by the NHS.

[Read more](#)



## Hyperacute stroke services - no changes until alternatives in place

Yeovil Hospital's existing stroke services in Somerset will not be reduced until their replacements over the border in Dorset are ready, health bosses have confirmed.

[BBC News read more](#)

[Somerset County Gazette read more](#)

We would like to thank our colleagues across health and care who have taken the time to share their stories. If you have a story you'd like us to highlight, please get in touch with our communications team at: [somicb.communications@nhs.net](mailto:somicb.communications@nhs.net)

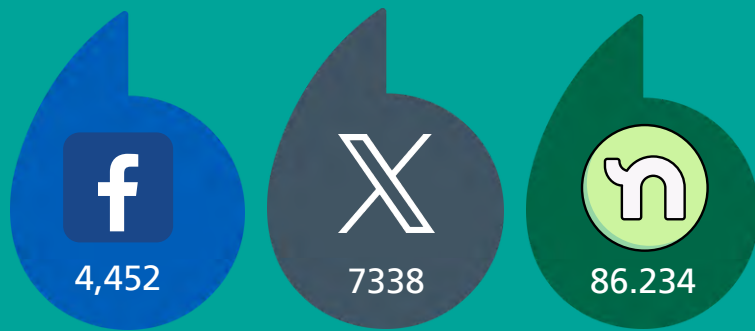


# Communications and engagement spotlight

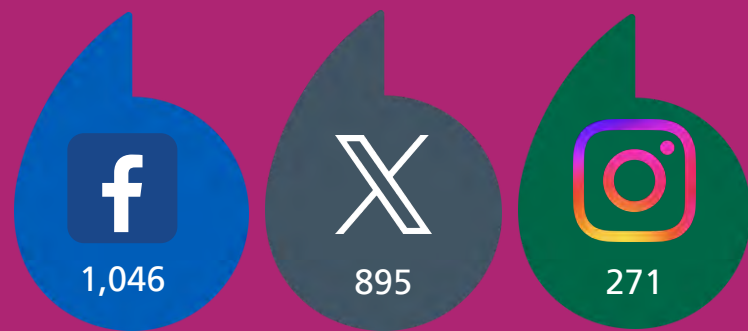
1 March - 30 April  
2024

## Social media highlights

### NHS Somerset Followers



### Our Somerset Followers



Our social media posts which received the most engagement:

### Measles cases in the SW, symptoms



6560 people reached  
262 responses  
49 shares

### Borrow blood pressure monitoring kits from libraries across Somerset



23,400 people reached  
365 link clicks  
29 reactions  
8 shares

### System pressures during the busy weekend



22,539 people reached  
216 responses  
26 comments

### Know your numbers



18,900 people reached  
227 link clicks  
21 reactions  
6 shares

# Communications and engagement spotlight

1 March - 30 April  
2024

## Engagement highlights

2 surveys	309 responses to surveys
2 ICS Engagement Leads and network meetings	1 PPG Chairs meeting



### Women's health survey

In March 2024, we launched a survey to understand women's lived experiences of healthcare services, to ensure that their thoughts and experiences are considered when planning healthcare services in Somerset. We reached out to people with different experiences, with the goal of understanding how to meet the unique healthcare needs of different people and communities.

Our work supports 'The Women's Health Strategy for England' which aims to make people healthier by supporting with a range of health matters like menopause, endometriosis and contraception. The goal is to help people as early as possible, provide personalised care, and ensure access to information and support at all stages of life. The main aim is to support optimal health and create a healthcare system that includes and supports everyone.

The feedback we have received in Somerset, is being used to inform developments to the Somerset Health and Care System's approach to women's health.

# Communications and engagement spotlight

1 March - 30 April  
2024

## Engagement insights



### Somerset Research Engagement Network (REN) update

The Somerset REN Project submitted its final report to NHS England at the end of April, following just over a month's engagement with diverse people and communities, through VCFSE, local community trusted 'Research Connectors'.

The Somerset REN Research Connectors had individual and group conversations with people in their community groups around key research-based questions, such as people's knowledge and understanding of research, awareness of research participation opportunities, any previous experiences of taking part in health and care research and importantly, discussing the barriers and enablers to research participation.

The feedback gathered from the community conversations was analysed by an external organisation, Darmax Research, and key themes clearly emerged around barriers to participation such as language, accessibility and trust. These key themes will be included in a final report that we hope to publish online shortly. The report will establish recommendations for researchers trying to ensure diverse participation in health and care research projects, as well as useful recommendations for engagement colleagues and all ICS colleagues who need to ensure that they engage with diverse people and communities across Somerset.

We would like to thank all of the community groups who took part in the project and provided us with invaluable feedback, helping us to improve the diversity of research participation.

As next steps, the Somerset REN, comprised of ICS partners, aims to continue to meet to plan further research-based activities that will enhance peoples' knowledge and awareness of health and care research in Somerset as well as the national initiative, 'Be Part of Research'. The Somerset REN will also find ways to ensure that research conversations are embedded in the ICS as 'business as usual' and that the recommendations from this project are disseminated, discussed and used to inform the planning and work of our ICS colleagues.

[Read more](#)

# Communications and engagement spotlight

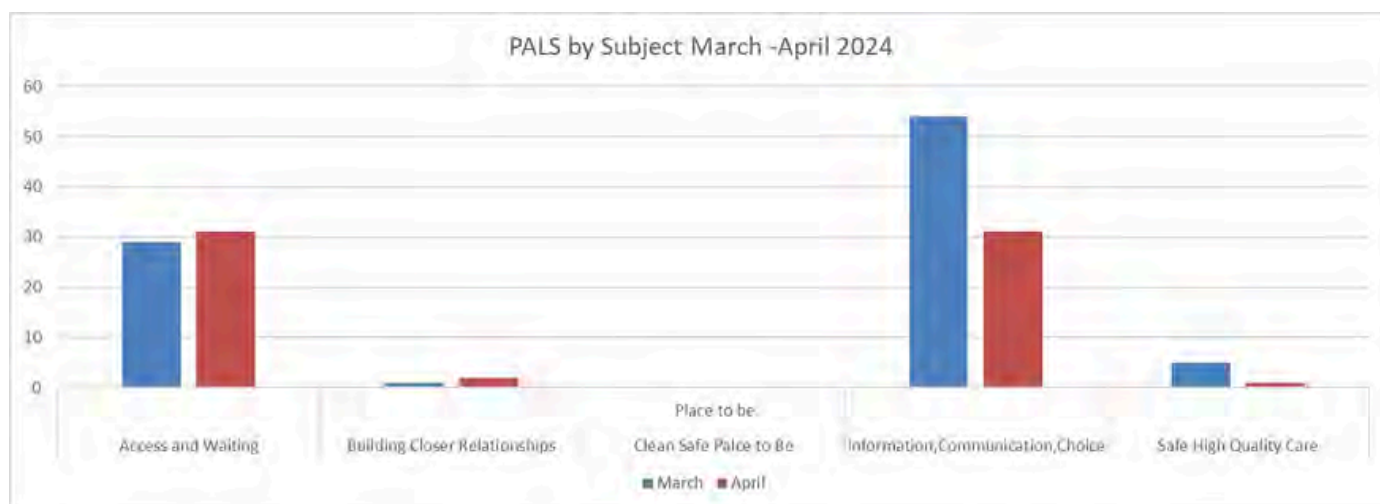
1 March - 30 April  
2024

## PALS insights

The Patient Advice and Liaison Service (PALS) received 154 enquiries between March and April 2024. This was down from 167 enquiries received over the last reporting period.

### An overview of the main topics arising:

- The majority of enquiries were regarding information, communication and choice.
- Access and waiting.
- Enquiries relating to Spring/Summer Covid-19 Vaccination Programme for housebound people.
- Difficulty accessing NHS Dentistry.
- Access to health records.



PALS aim to help resolve problems or concerns people may have when using health services in Somerset. We will do this by:

- Offering advice and support to patients, their families and carers.
- Providing information on NHS services.
- Listening and responding to concerns, suggestions or queries.
- Talking to staff and other organisations on your behalf, where you do not want to raise the issue directly with the service concerned.
- Helping resolve problems on patients behalf.



# Communications and engagement spotlight

1 March - 30 April  
2024

## PALS insights

A sample of some of the types of queries PALS have received and how we have supported people who have contacted us.

### Covid-19 vaccinations

94 year old Dorothy is housebound and rang PALS regarding the Spring Covid-19 vaccination. Her surgery said that they are not doing the vaccine and to contact 119 or the ICB. Maureen is coded as 'housebound' so we were able to reassure her that she is on the housebound list and will receive a vaccination.



### Accessing GP records

Jo contacted PALS for information on how he could see his GP records. We gave him advice on making a 'Subject Access Request' for his records. We also advised him to sign up for the NHS App. Jo is thrilled with the App and wished he had done this before.



### Results follow up

Leah's mum contacted PALS for help. Leah has a health condition meaning she needs regular MRIs. They had not had the results of her latest scan. We contact the Trust and the consultant called the family to advise them of the latest results.



# Communications and engagement spotlight

1 March - 30 April  
2024

## PALS insights

An overview of the main topics arising:

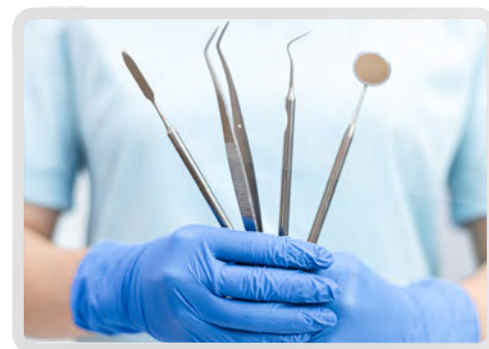
### Patient transport

Morris emailed PALS and asked if we could help him contact the Patient Transport service. He struggles to use the phone and he needed transport to get to his out patients appointment in Bristol. We emailed his details to the Patient Transport service who were then able to make contact with him.



### Dentistry

Maureen contacted PALS as her dentist has gone private and she no longer has a dentist. She doesn't drive and relies on public transport to get to the dentist. We gave Maureen the link to find an NHS dentist and advised her if she was in pain to contact NHS 111.



By contacting PALS, patients and their families have been able to discuss their issues and have been supported to either resolve their concerns, or given contact routes to support them.

PALS feedback is also shared with our Quality team and relevant colleagues for information and action.

