

**Access to GP Primary  
Care in Somerset**  
Tell us what works and  
what doesn't?



# Your voice matters

During 2018/19 Healthwatch Somerset received a lot of feedback from local people about getting access to primary care within their GP practice.

Primary care means the first place people go when they need health advice or treatment for symptoms that are new or for concerns about physical or mental health. GPs are one of the main primary care services.

We want to find out more about your experiences of accessing care through GP surgeries in Somerset. We want to identify the barriers that make it difficult for you to get the care you need and highlight the ways that GP surgeries can make it easier for you to access care.

The information we collect will be shared with those who commission and deliver GP primary care, to help them improve the services they provide.



## Get involved

If you have visited a GP surgery in Somerset in the past 12 months, we would like to hear about your experience.

You can get involved by completing our online survey at:  
<https://www.smartsurvey.co.uk/s/HWSomersetGP/>

Hard copies are available on request.

The closing date is **Friday 13 March 2020**.

Our volunteers will also be visiting a sample of GP Surgeries across the county to listen to your experiences and answer questions about this research.

# How we use your feedback

We will write a report highlighting common themes and recommendations for improvement. All feedback and responses will be anonymous. We will share our findings with partner organisations, health and care commissioners and service providers. The report will be published on the Healthwatch Somerset website.

## Healthwatch Somerset

Healthwatch Somerset is the county's independent health and social care champion. We find out what matters to local people, and we make sure your views are heard and acted on by those providing health and care services in the county.

Our dedicated team of staff and volunteers listen to what people like about local health and social care services, and what could be improved. These views are shared with the decision-making organisations, so that together we make a real difference.

We also help people find the information they need about health and care in their area.





## Find out more:

If you would like more information about this project or Healthwatch Somerset, please get in touch.

Call us on **01278 264405**

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

Visit **[www.healthwatchsomerset.co.uk](http://www.healthwatchsomerset.co.uk)**

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## Get social

 Facebook: **@healthwatchsomerset**

 Twitter: **@HWatchSomerset**

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**healthwatch**  
Somerset

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