

Two young women with long hair are smiling and posing for a photo. They are wearing blue hooded sweatshirts with the 'healthwatch Wiltshire' logo on the chest. The background is a grey, ribbed wall.

healthwatch
Wiltshire

local health and care shaped by you

Impact Report

2018



Our vision

is for better health and care in

Wiltshire

which is shaped by the voices of

local people.

Contents

- 5 Welcome
- 6 Year at a glance
- 8 Who we are and what we do
- 10 Your views
- 12 Making a difference
- 14 Plans for next year
- 16 Our people
- 18 Finances at a glance
- 19 Contact us



Welcome

Here at Healthwatch Wiltshire, we are passionate about having a health and care service which is shaped by the people who use it.

Our team of dedicated staff and volunteers listen to what people like about services, and what could be improved, and we then share these views with those with the power to make change happen.

We can only carry out this role if local people tell us about their experiences - the good and the bad. So, please talk to us and help make the health and care services in Wiltshire the best they can be!

M Curran

Mary Curran

CEO of parent company
Evolving Communities

C Graves

Chris Graves

Chair of Healthwatch
Wiltshire

The last year at a glance

We have visited 35 services to talk directly to people receiving health or care and published



We have visited



local venues to meet the public and find out their views. Places like libraries, carers groups, memory cafes and local support groups.



views have been made on our website, with the most popular sections including vacancies, reports and Rate and Review.

Our new ebulletin reaches



members of the public each month to share feedback and our news.



hours have been given by our volunteers.



volunteers have given up their time to support our work in



We have listened to over



views from local people on health and care in Wiltshire.



More than



people have been directed to the right information on health and care services.



Your views and the stories you share with us are helping to make care better for our local community.

Who we are

Healthwatch Wiltshire is the county's independent health and care champion.

We exist to ensure that people are at the heart of care.

Our dedicated team of staff and volunteers listen to what people like about local health and care services, and what could be improved.

These views are then shared with the decision-making organisations in the county, so together we can make a real difference.

People can also speak to us to find information about health and social care services available locally.



Photos by Neil Munns.

What you tell us



I was diagnosed with cancer which was treated in hospital within two weeks. I can see the same doctor, who has been excellent, to enable continuity. I could not be more pleased with the treatment I have received from the staff at the surgery.

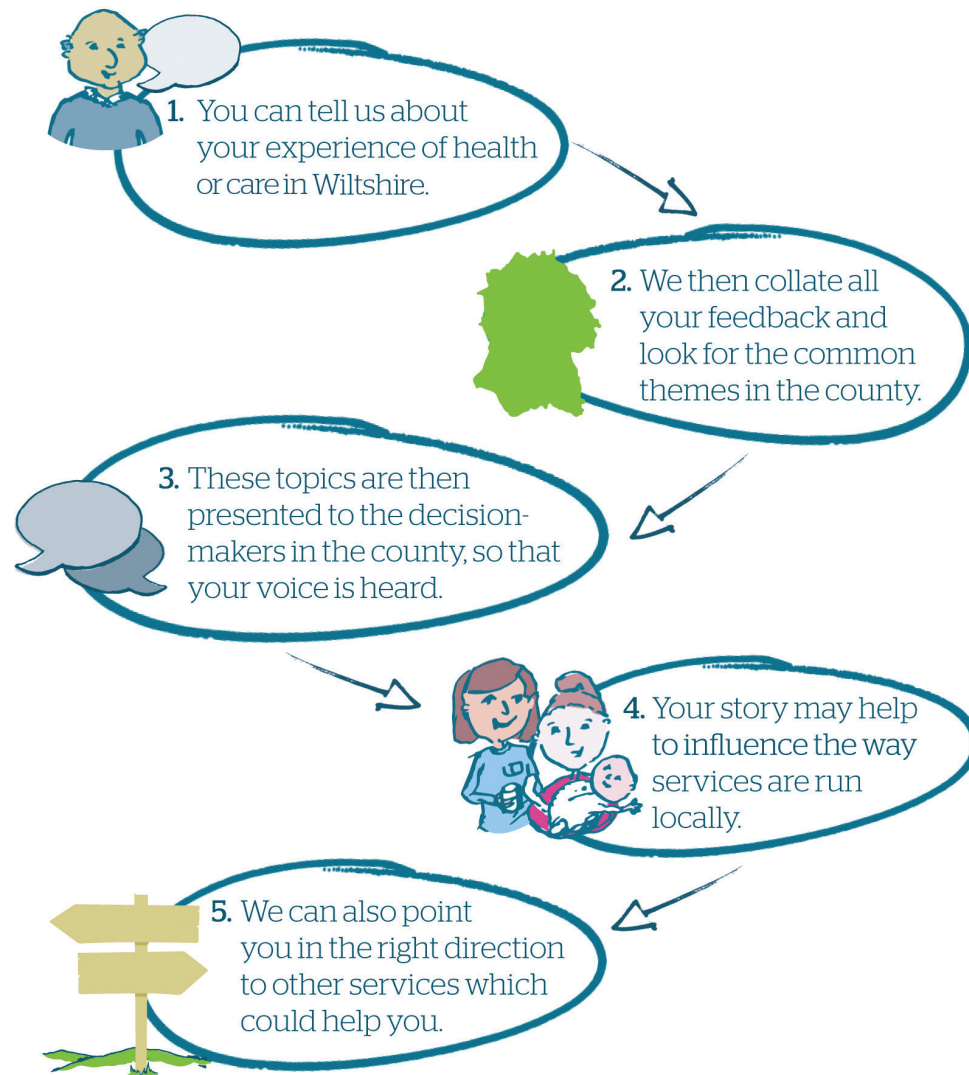


My husband had a cataract operation which went smoothly and efficiently. He was not rushed and that made him feel calm and comfortable.



My daughter fell and broke her front teeth. The dental surgery saw her straight away and referred her to A&E where they later removed them.

What we do



Your views help to shape health and care

Healthwatch Wiltshire helps local people have a say on the way health and care services are run.

We do this in a variety of ways:

- We have a seat on Wiltshire's Health & Wellbeing Board - a top-level decision-making body which plans and oversees health and care in the county. We bring to the table the views of the public and present findings from reports we have carried out.
- We provide advice about good practice in patient and public involvement to health and care providers.
- We have a place on Wiltshire Council's Health Select Committee where we contribute to future planning and task groups.
- Our volunteers play a vital role in our work and are trained to deliver 'enter and view' visits to local health and care settings to talk to patients and their families.
- We are out and about every month in libraries, coffee shops, community centres and carer's groups across Wiltshire listening to the views and experiences of local people.

Reaching diverse groups and communities

Healthwatch Wiltshire worked with The Diversity Trust and other Healthwatch organisations in the South West on a community-based research project to help improve

access to health, care and wellbeing for local Trans and Non-Binary people and communities. The project focused on the health inequalities, and discrimination, experienced by Trans and Non-Binary people and communities. The findings have now gone into a report which can be viewed online.



In the driving seat

A roadshow which travelled almost 400 miles around Wiltshire to find out the views of local people on health and care services finished its two-week tour with more than 1,000 views collected.

Staff and volunteers from Healthwatch Wiltshire took to the roads in a classic 1969 VW campervan and parked up at various locations around the county to gather the views and experiences of people of all ages on health and care services.

The Campervan & Comments Tour, which was organised to reach people who may not have heard

of Healthwatch Wiltshire before, collected 1,053 reviews and visited key locations all over Wiltshire including Malmesbury, Pewsey, Salisbury, Mere, Trowbridge, Marlborough, Westbury and Chippenham.

Lucie Woodruff, Healthwatch Wiltshire Manager, said: "The roadshow gave us the opportunity to get out there and meet as many people as we could to find out about their experiences."

The services reviewed by members of the public have been inputted into a new 'Rate and Review' online feedback platform and will be shared directly with providers and commissioners.



A User Advisory Group at Dorothy House Hospice Care - set up by Healthwatch Wiltshire - is helping patients, their families and healthcare professionals to have a say on the way services are run. Feedback given over 12 months has now helped to shape strategy and future plans at the hospice.

Making a difference together



People living with dementia and their unpaid carers have welcomed plans to provide a clearer pathway of care which would help people stay at home for as long as possible.

Local people in Wiltshire gave their views to Healthwatch Wiltshire on proposals put forward by NHS Wiltshire Clinical Commissioning Group and Wiltshire Council to improve health and care services for those living with dementia in Wiltshire.

The proposals included providing a clear and consistent pathway for professionals, voluntary organisations and the public from the initial diagnosis of dementia onwards. This would involve a team of dementia specialists from different areas coming together to work alongside each other in one team and investing in more specialist nurses linked to the local GP practice.

Lucie Woodruff, Healthwatch Wiltshire Manager, explained: “When the Wiltshire Dementia Strategy was first published in 2014, we formed a partnership with voluntary and community sector groups in the county to make sure the strategy delivered in practice what it promised on paper.

“The aim of this engagement was to enable the public to hear about how the dementia strategy is being put into practice and to have their say on new proposals for dementia care in Wiltshire.”

Staff and volunteers at Healthwatch Wiltshire produced an online survey, hosted several public meetings around the county and visited care homes to get people’s views about the proposals.

The full report ‘Talking to People About Dementia: A Focus on Support for People with the Most Complex Needs’ can be viewed at www.healthwatchwiltshire.co.uk/reports-publications.

Teens give peers a voice

Young people in Wiltshire are helping to make a difference to the way local health and care services are run – after gathering the views of their peers.

‘Young Listeners’ have taken part in projects over the last year to listen to the views of children and young people on health services, with a focus on mental health and accessing nurses in schools.

The scheme, organised by Healthwatch Wiltshire and Youth Action Wiltshire, involves young people being trained in essential listening skills before visiting secondary schools across the county to hear what pupils think about a range of health and care services.

The Young Listeners found:

- Pupils think some school nurses are good – but getting to see them is difficult

- Teachers are not as understanding about mental health issues as students would like
- Some students didn’t know where to go to find help or feel that they had sufficient support
- Their findings will go into a Healthwatch Wiltshire report and this will be presented to health officials.

Chris Graves, chair of Healthwatch Wiltshire said: “It’s wonderful to see changes are being made and the voice of young people in the area are being heard. Through these projects, we have seen an absolutely inspiring, engaging and enthusiastic group of young people get stuck into really valuable work. In their own time, they have gone out to listen to other children and young people about their experiences of health and social care services.”



Our plans for next year

Our priorities are informed by what people tell us. By having working relationships with local health and social care leaders, this enables us to hear what concerns and issues there are, but also how services are provided for our populations.

Being a partner at the table means we are able to have an opportunity to directly influence. Our work plan priorities are monitored by the Evolving Communities Board.

Our priorities for the next year will be:

- **Mental health, including dementia** - engaging with people with mental health issues to find out specifically what issues they encounter and continuing to monitor the Wiltshire Dementia Strategy to ensure it delivers in practice what it sets out to do
- **Children and Young People** - engaging children and young people through YouthWatch Wiltshire to ensure their views are listened to and heard
- **Social Care** - engaging with patients, their carers and staff to find out their experiences of receiving and delivering care and to monitor the impact of changes to Wiltshire Council's Charging policy
- **Primary Care** - ensuring that local people are involved with and informed on plans for the development of primary care services.



I found the Young Listeners project from Healthwatch Wiltshire incredibly useful and inspiring. Although I was pushed out of my comfort zone in the beginning, I feel a lot more confidence when talking to people.

Young Listener Bronwen, 14, from Avon Valley School in Durrington.

Our people

The strategic decisions about Healthwatch Wiltshire are taken by the Evolving Communities board.



Healthwatch Wiltshire staff team.

Our directors bring a wealth of experience and skills to the organisation, as well as their passion for the work of Healthwatch Wiltshire.

The staff team, based in Melksham, is led by the Chief Executive Officer Mary Curran, with support from a central team at Evolving Communities which includes expertise in research and insight, HR and finance and communications and marketing.

Our experienced Healthwatch Wiltshire team includes: Lucie Woodruff (Manager) Stacey Plumb (Volunteer and Involvement Officer) Julie Brown (Engagement Officer), Dot Kronda (Project Officer) plus Claire Cooper and James Porter from Your Care Your Support.



“Whether being part of a team looking at the patient environment or asking people about their views on healthcare, helping a local hospice review their services or occasionally helping out at the Healthwatch office, there is always a new challenge to keep me interested. This means I meet new people all the time and acquire different skills with every new opportunity.”

Healthwatch Wiltshire volunteer Deborah from Warminster.

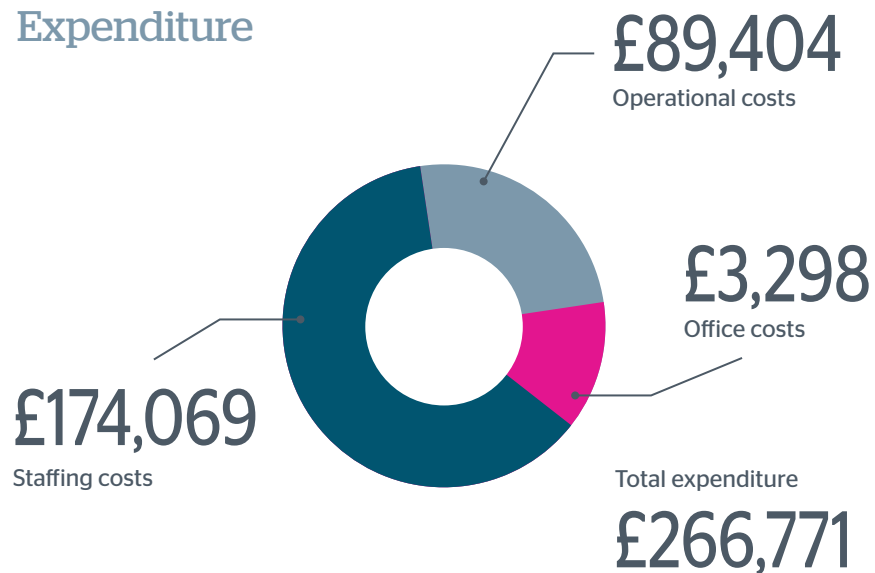
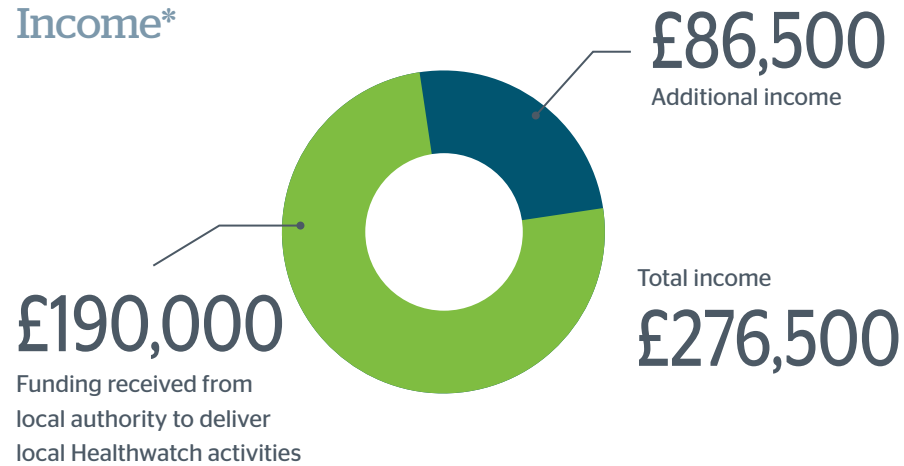
Volunteers

Volunteers are at the heart of everything we do, from talking to people about their experiences of local health and care services, to sitting on our board of directors.

They play an important part in delivering our work programme as well as helping the organisation to set its priorities. We hold regular training sessions for volunteers, as well as annual celebrations to thank our volunteers for the time they have given us to help shape local health and care services.



Finances at a glance



*Figures produced prior to preparation of the financial statements for year ended 31 March 2018.

Contact us



Tell us what you think of health and care services in Wiltshire and help make health and care better for everyone in our community.


- 📞 Call us on **01225 434218**
- ✉ Email info@healthwatchwiltshire.co.uk
- 🌐 Visit www.healthwatchwiltshire.co.uk

Get social

- 📘 Facebook: [@HealthwatchWiltshire](https://www.facebook.com/HealthwatchWiltshire)
- 🐦 Twitter: [@HWWilts](https://twitter.com/HWWilts)
- 📷 Instagram: [@healthwatchwiltshire](https://www.instagram.com/healthwatchwiltshire)

Healthwatch Wiltshire is part of Evolving Communities CIC, Unit 5, Hampton Park West, Melksham, Wiltshire, SN12 6LH. Evolving Communities CIC is a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is at Unit 5, Hampton Park West, Melksham, SN12 6LH.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the license agreement.



Together we are helping
to make health and care
services better for the
people of Wiltshire.

Thank you.



healthwatch
Wiltshire