



**What do you think of
Healthwatch Wiltshire?**

What local people, providers and commissioners told us



Contents

Introduction	3
What people told us	4
What did providers & commissioners say?.....	8
What we have done so far & next steps	10
Appendix 1	11
Appendix 2	19

This report was published May 2019 © Healthwatch Wiltshire

The text of this document (this excludes, where present, the Royal Arms and all departmental or agency logos) may be reproduced free of charge in any format or medium provided that it is reproduced accurately and not in a misleading context. The material must be acknowledged as Healthwatch Wiltshire copyright and the document title specified. Where third party material has been identified, permission from the respective copyright holder must be sought. Any enquires related to this publication should be sent to us at info@healthwatchwiltshire.co.uk



Introduction

Healthwatch Wiltshire works to get the best out of local health and social care services by ensuring that the people who use health and care services can influence the way they are delivered. From improving services today to helping shape better ones for tomorrow, we listen to local people's views and experiences and then influence decision-making.

In June 2018, following a competitive tender process, the Healthwatch Wiltshire contract was awarded to a new provider, Help and Care. As part of the new contract, a benchmarking activity was carried out to hear what local people, and commissioners and providers thought of Healthwatch Wiltshire, its effectiveness, and to identify areas of improvement.

What we did

To reach a range of people, we devised two surveys – one aimed at local people and the second aimed at providers and commissioners of services. The provider and commissioner survey was based on the Healthwatch England Quality Statements and the local people survey was based on a survey used in another area. Thank you to Healthwatch Barking and Dagenham for allowing us to adapt their survey. Both of these surveys and a breakdown of responses are available in the appendices.

The surveys were both available online and were shared widely within the voluntary sector in November and December 2018.

In addition to the online survey, we also encouraged paper copies to be completed during events that we attended. In total, 94 people completed the local residents survey and we received 27 responses to our provider and commissioner survey.

Events we attended included:

- Wiltshire Parent Carer Council Transitions event, Devizes
- South West Dementia Conference, Trowbridge
- Carers Support Group, Devizes
- Pewsey Local Area Board
- Warminster Health and Social Care Forum
- Parkinson's UK research event, Bradford on Avon
- Wiltshire Safeguarding Adults Board learning event, Tidworth

Our volunteers

Several of our volunteers were involved in this project in a number of ways including:

- Completing the survey themselves and promoting it
- Attending events
- Data entry

In total, seven volunteers were involved in attending events and data entry. They contributed 35 hours of their time. A huge thanks to all the volunteers who took part in this project.

What people told us

The survey results in full can be seen in Appendix 1.

Who completed our survey?

In total, 94 respondents completed our residents survey, both at local events or online. A range of people completed the survey from different age ranges and backgrounds. We received more responses from females and most of the respondents were in the 65-74 age bracket.

Q. Do you know about Healthwatch Wiltshire and what we do?

53% of the respondents were not aware of Healthwatch Wiltshire or our role. Just under half of those that responded were aware of Healthwatch Wiltshire, with 33% knowing about us and what we did and 14% having an awareness of us but unsure of our role.

Of those that had heard about us, we had reached them in a number of ways including at our information stands at events, social media and through our posters and leaflets.

We asked people if they knew that we provide an information and signposting service: 65% of those that responded were unaware that we provide this service.

Q. How have you been involved?

We asked people how they had been involved with Healthwatch Wiltshire. Survey respondents told us that they had been involved in a number of ways including by giving feedback about services, completing surveys and receiving newsletters. Other responses included 'through family members', 'worked with the Healthwatch team' and 'have not been involved'.

It was noted here that there should have been a 'not been involved' option, as some people hadn't heard of us before taking part in this survey.



Q. Where could we go to hear more feedback?

We asked people where they thought would be good places for us to go to gather feedback and promote our work. People could choose multiple options on this question. Local NHS services and libraries were the top choices, followed by community events like fetes, local shopping centres and leisure centres.



Q. How has your involvement made a difference?

We asked local people if they felt their involvement made a difference. We were told that people had shared feedback so that it could be used to improve services, had been kept up to date with how they could get involved and that they had been helped to understand how the health and social care system works. 40% of respondents felt that their involvement had not made any difference to them.





What people told us

(continued)

Q. How could we do better?

We asked people how we could do better and received 51 responses to this question. Just under half said that we should increase our publicity and be more visible in our communities. Suggestions included ensuring that we feed back to people about what has happened as a result of them sharing their feedback with us and improving the reports section of our website as the reports were in a format difficult to open.

You need to promote more vigorously – I had no idea you existed and think (hope) I am well informed on community matters.

Be present in areas away from the main hubs. From Royal Wootton Bassett and Cricklade it is miles to Chippenham, Devizes let alone Trowbridge.

Q. What areas should we be focusing on?

The final question for local people asked what areas they felt we should be focusing on. These responses will help set our priorities for the coming year.

Mental health and social care were both the most common area mentioned by many of the respondents. People spoke about the quality of mental health services, the availability of support for people with mental health conditions and support in a crisis situation.

Within social care, people reported issues with quality of services, funding and Continuing Health Care (CHC).

GP access was also mentioned as an area that we should focus on going forwards. People talked about difficulty getting appointments and GPs' knowledge of other local services that could support them.

More services focusing on prevention was also highlighted, with several people mentioning the importance of promoting healthy lifestyles, exercise and healthy eating.

The survey results in full can be seen in Appendix 1.

Area for us to focus on	Number of responses
Social care	9
Mental health	9
Primary care	7
Other	6
Prevention	5
Children's community services	3
Services for autism	3
Transgender	3
Transport	2
Discharge processes	2
Continuing Health Care	1
End of life care	1
Digital solutions	1

Mental health because it's prevalent and poorly resourced, especially for young people.

Quality of social care and funding for social care. This is an area that needs urgent attention.

Chronic problems such as Type 2 Diabetes should be initially diagnosed and signposted by GP then GP should be freed up and patient uses specified clinics for their condition only.

Promoting healthy lifestyles and positive living to all.



What did providers & commissioners say?

Twenty-seven respondents completed the Provider and Commissioner survey from a range of services including the local authority and voluntary sector organisations. Some of these providers had not heard of Healthwatch Wiltshire before seeing this survey.

This survey asked several questions under headings based on the Healthwatch England Quality Statements. These headings were:

- Strategic context and relationships
- Community voice and influence
- Making a difference
- Informing people
- Relationship with Healthwatch England

Strategic context and relationships

Having a strong understanding of the strengths and weaknesses of the local health and social care system is critical to the success of local Healthwatch.

Around half of respondents thought that Healthwatch Wiltshire brought added value, had collaborative relationships with key decision makers and made a contribution to the decision-making structures such as the Health and Wellbeing Board.

It was noted by some that since the transfer to Help and Care, Healthwatch Wiltshire input had been limited and that some relationships needed to be rebuilt. There was also a wish expressed by some to build stronger working relationships going forwards.

Community voice and influence

Local Healthwatch enables local people to have their views, ideas and concerns represented as part of the commissioning, delivery, design and scrutiny of health and social care services.

A total of 41% of respondents agreed that Healthwatch Wiltshire pays particular attention to seldom heard groups. The wish for Healthwatch Wiltshire to continue to work collaboratively with user-led organisations as they had in the past was also mentioned here.

There were mixed views from organisations about being able to promote Healthwatch Wiltshire through their social media channels. Some organisations had specific policies that would make this difficult.

Half of the respondents were in agreement that our work was based on the experiences of local people and that local people are involved as volunteers, board members and spokespeople, while 30% felt that local people are able to be involved in commissioning, scrutiny and delivery.

Making a difference

A local Healthwatch needs to formulate views on the standard of health and social care provision and identify where services could be improved by collecting the views and experiences of the members of the public who use them.

Most respondents thought that our work brought added value by incorporating the public voice and half felt that reports produced are independent and clear. Around 40% of respondents agreed that they had been involved in our work in an appropriate and timely way.

Informing people

A core part of the role of local Healthwatch is to provide advice about local health and social care services to the public.

There were mixed views about the signposting, information and advice service provided by Healthwatch Wiltshire and how this complements that provided by others. There was mention here that this service isn't well known about in Wiltshire.

Relationship with Healthwatch England

Local Healthwatch works with Healthwatch England to enable people's concerns to influence national commissioning, delivery, and the redesign of health and social care services.

We asked people if they felt that our relationship with Healthwatch England had allowed us to place local concerns in to national policy and if our relationship had strengthened the development of good practice. Many respondents said they didn't know about this relationship.

Difficulty answering many of the questions as the performance and success of the current providers is yet to be known as only in place since July 2018. I hope we can develop positive working partnership with new organisation as we had with previous holder.

I have heard of Healthwatch. I think they need to be seen more and talking to community members more, paying special attention to BAME and socially excluded community members.



What we have done so far & next steps

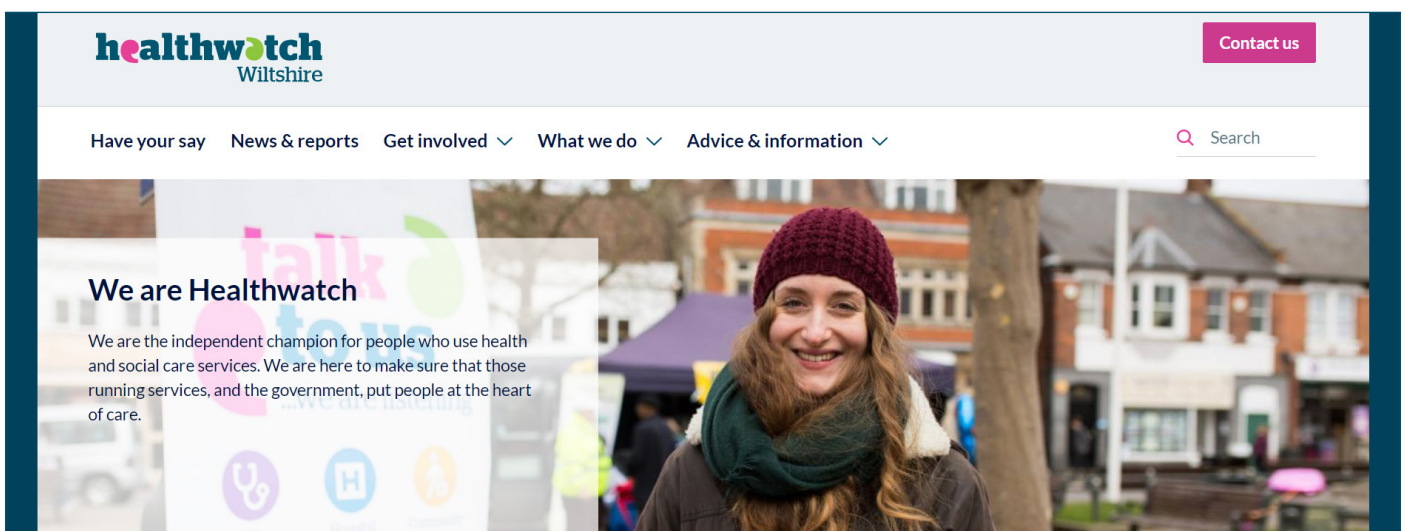
- We now have a full staff team consisting of Manager, Volunteer and Partnerships Lead, Engagement Lead and Communications Lead.
- We have recruited a Local Leadership Board who will take up our seats at the decision-making structures such as the Health and Wellbeing Board, to ensure that the voice of local people is used in commissioning, delivery and scrutiny.
- Our new website is now live (see below). It is more user-friendly and it's now easier to access our reports.
- We are working on promoting what we do more widely through social media, posters and being more visible in communities. This includes our information and signposting service and work with Healthwatch England.
- We currently have about 40 volunteers and we are working to recruit more volunteers so that we have a good spread across the county. This will allow us to increase our reach in to more local communities.
- We will work hard to ensure that we feed back to everyone who has shared their experience with us so that they know how their story has made a difference.

Our work plans for 2019/20

We have listened to what local people have told us, both in this survey and over the course of the last year, and set our priorities for 2019/20 based on these. Our priority areas are:

- Mental Health
- Primary Care
- Social Care

A work plan has been developed around these areas with a focus on accessing mental health services and mental health services for children and young people, social care information and signposting, and access to GP services.





Appendices

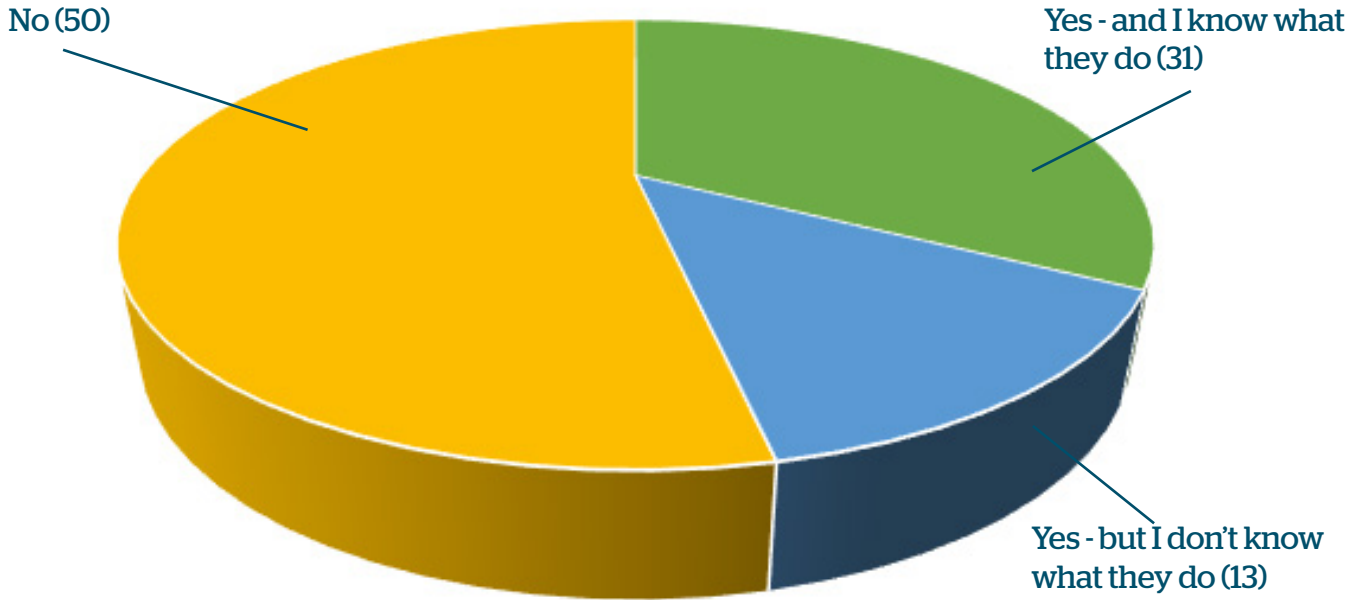
Appendix 1: Local People Survey and responses	11
Appendix 2: Provider and Commissioner Survey	19



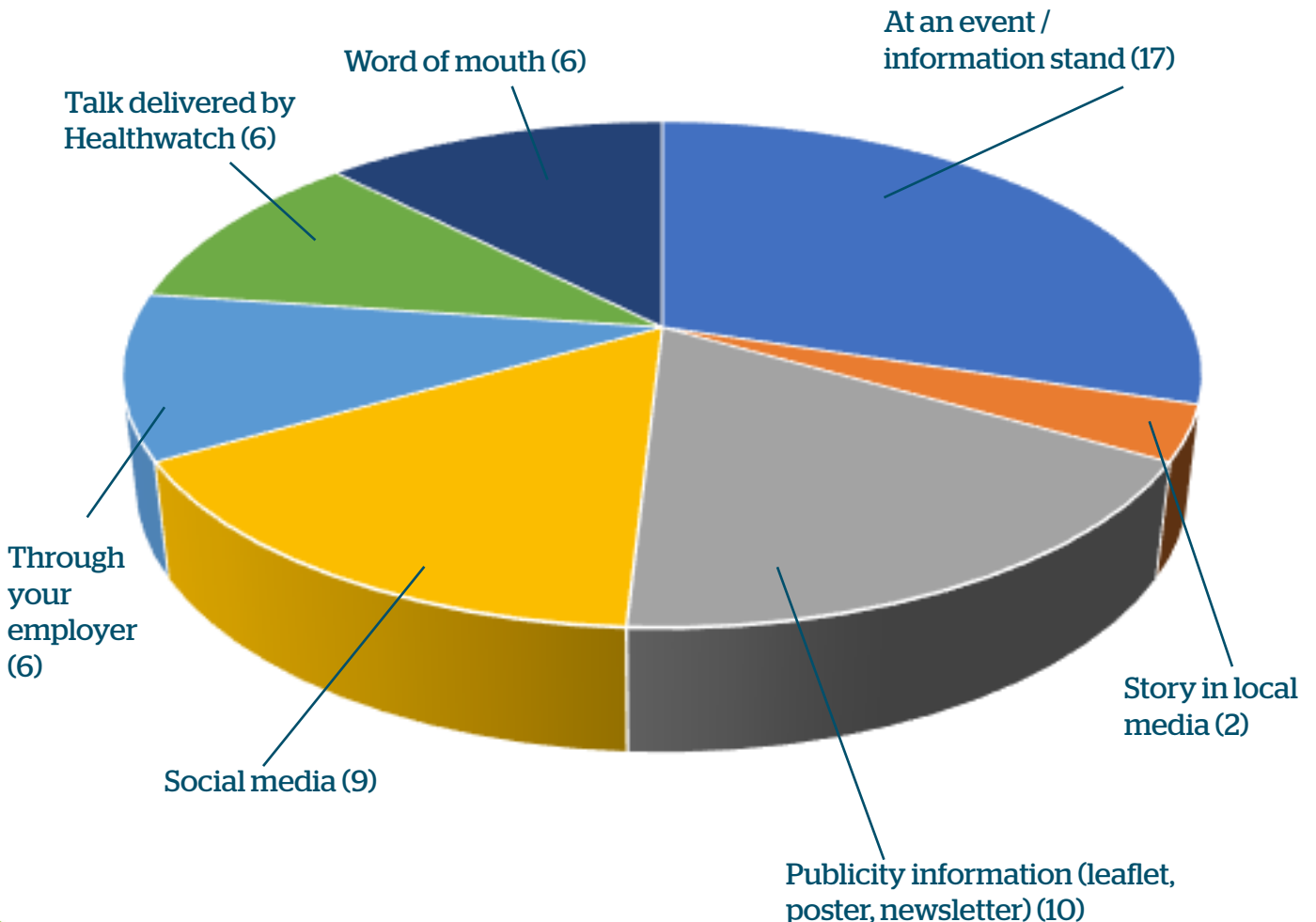
Appendix 1

Healthwatch Wiltshire's survey for local residents

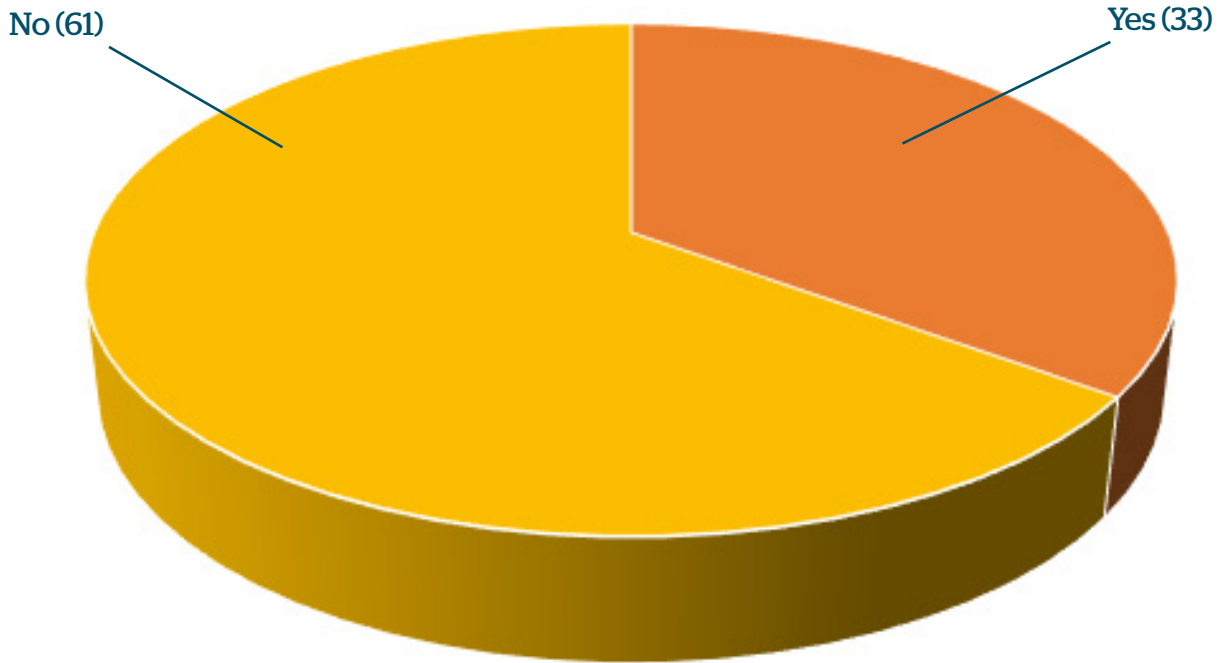
1. Had you heard of Healthwatch Wiltshire before taking part in this survey?



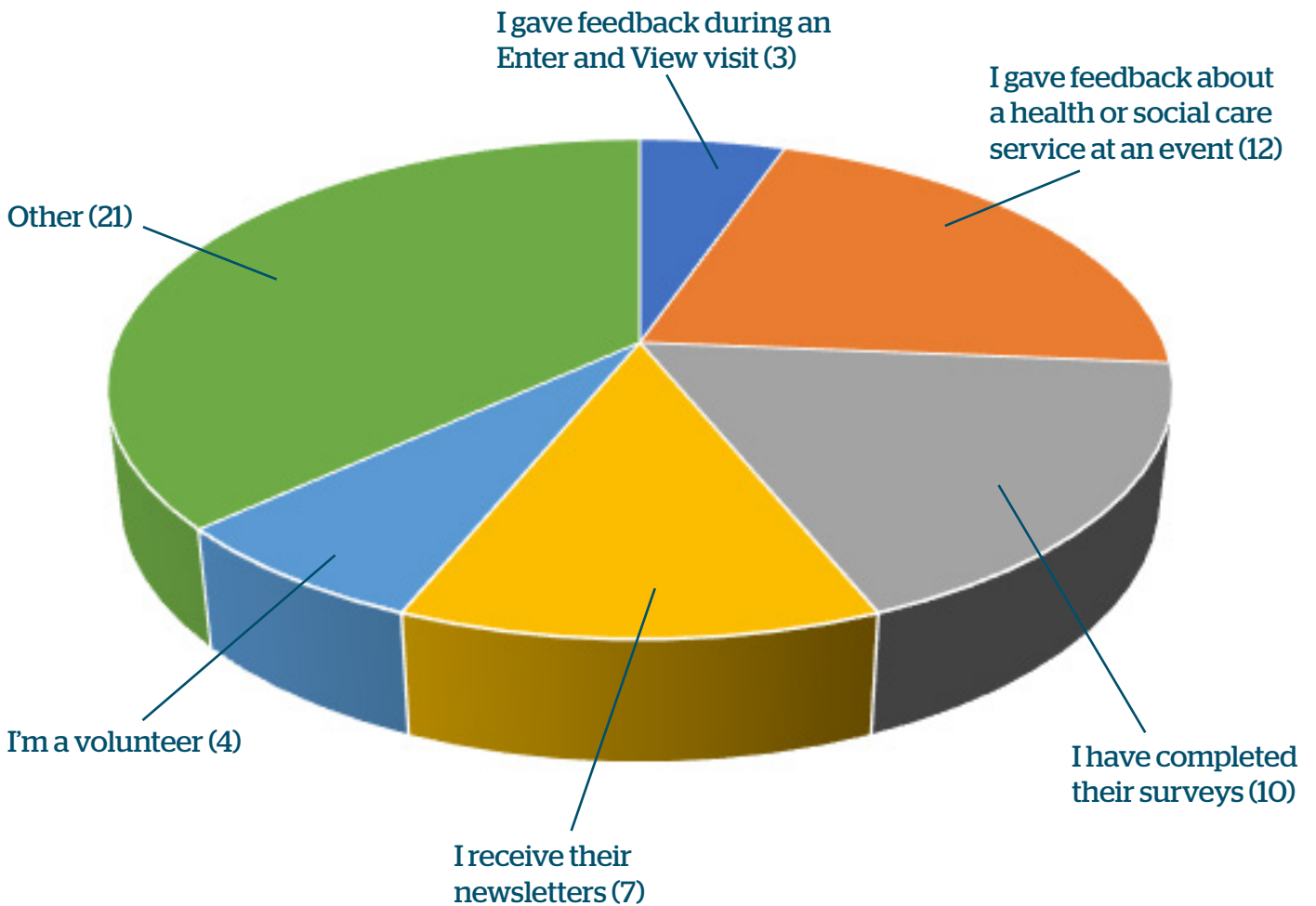
2. If yes, how did you hear about us? Please tick all that apply.



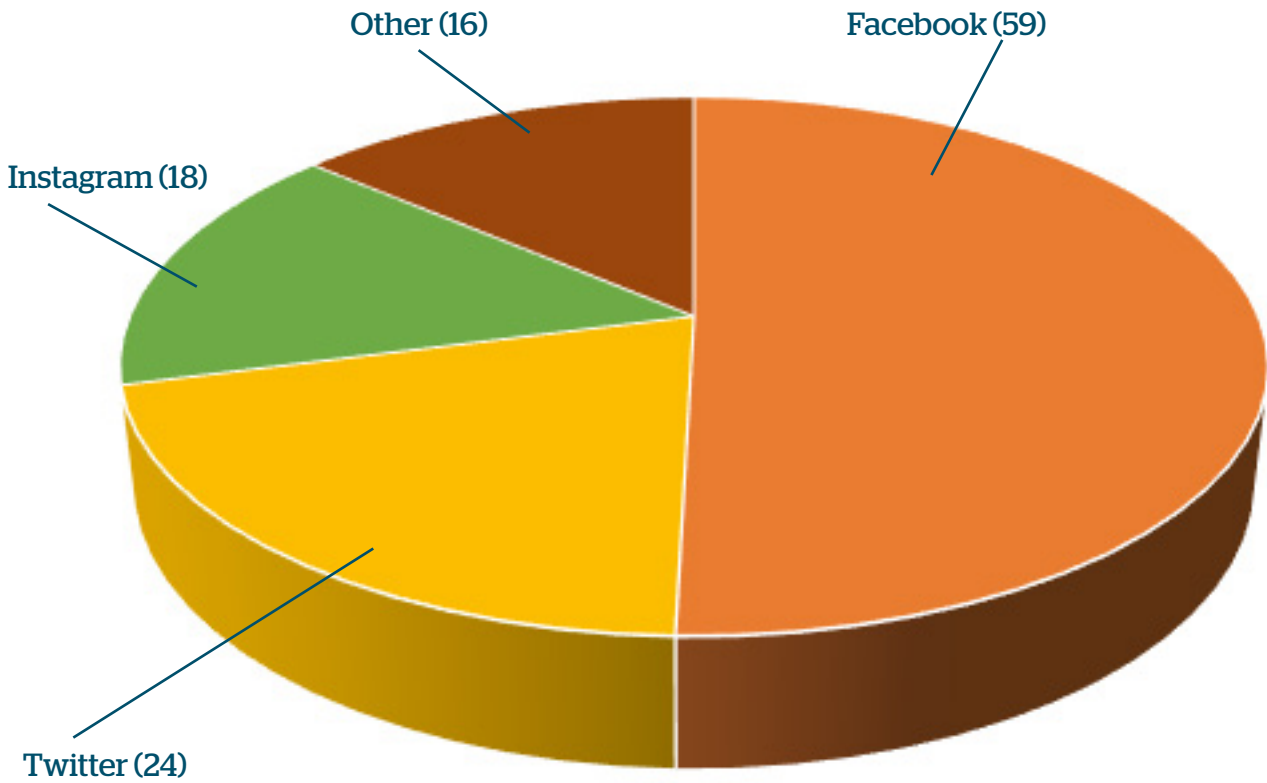
3. Healthwatch Wiltshire provides an information and signposting service. It can also advise people how to complain about a health or care service if necessary. Did you know that we offer these services?



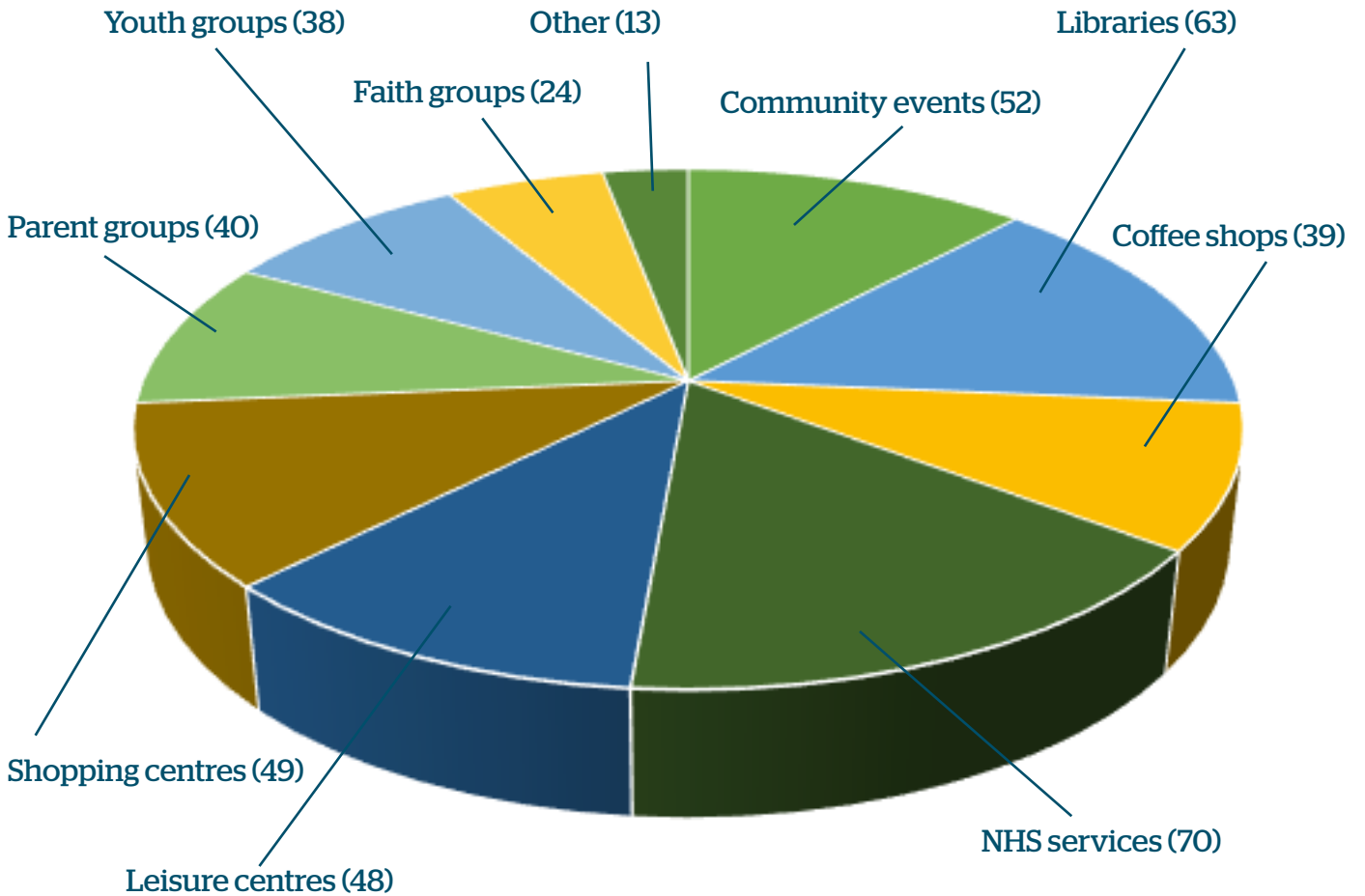
4. If you already knew about us, please tell us if and how you have been involved. Please tick all that apply.



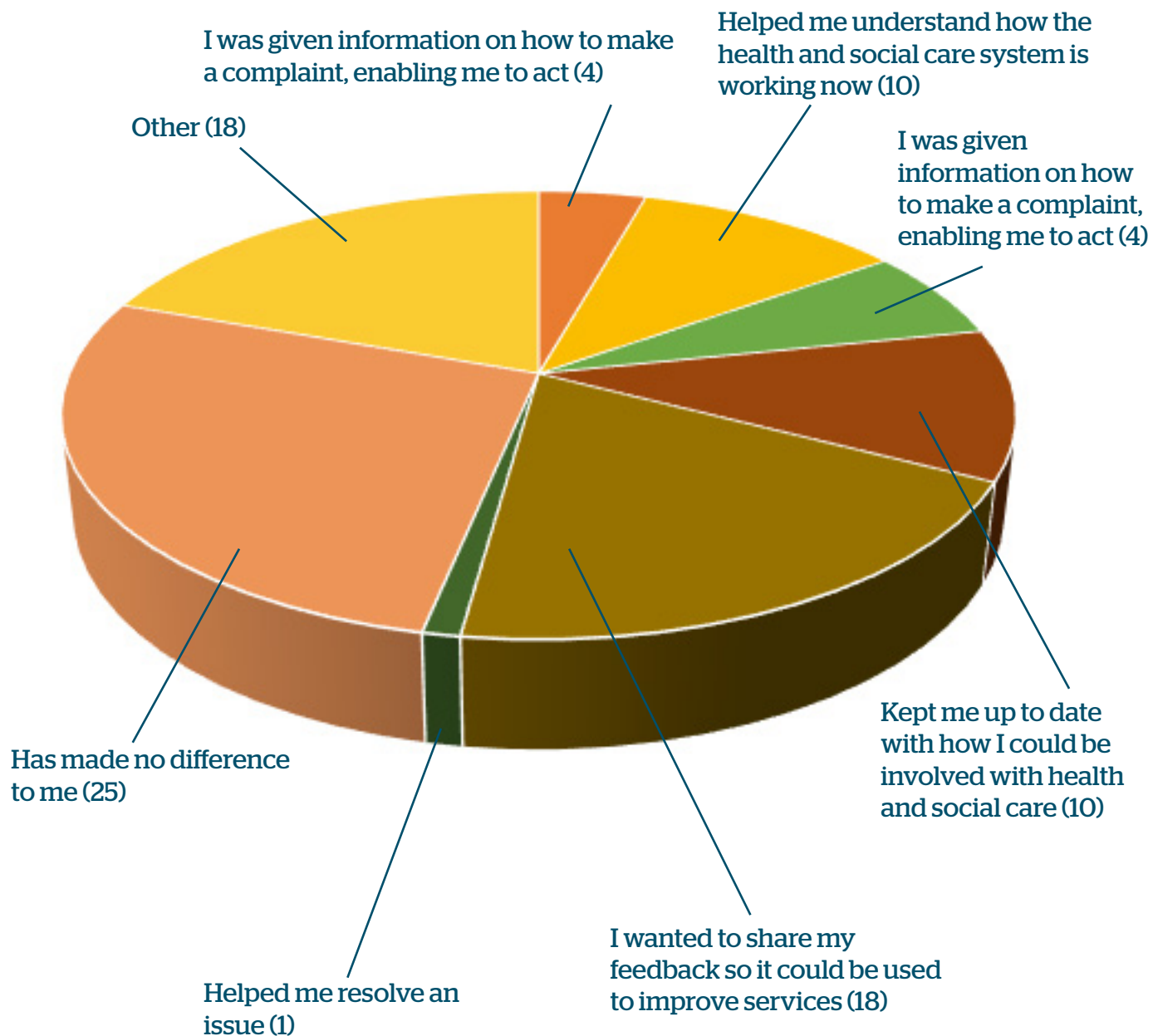
5. If you didn't know about Healthwatch Wiltshire, do you use social media? Please tick all that apply.



6. Where do you think would be good places for Healthwatch Wiltshire to be to hear people's feedback? Please tick all that apply.



7. How has your involvement with Healthwatch Wiltshire made a difference?

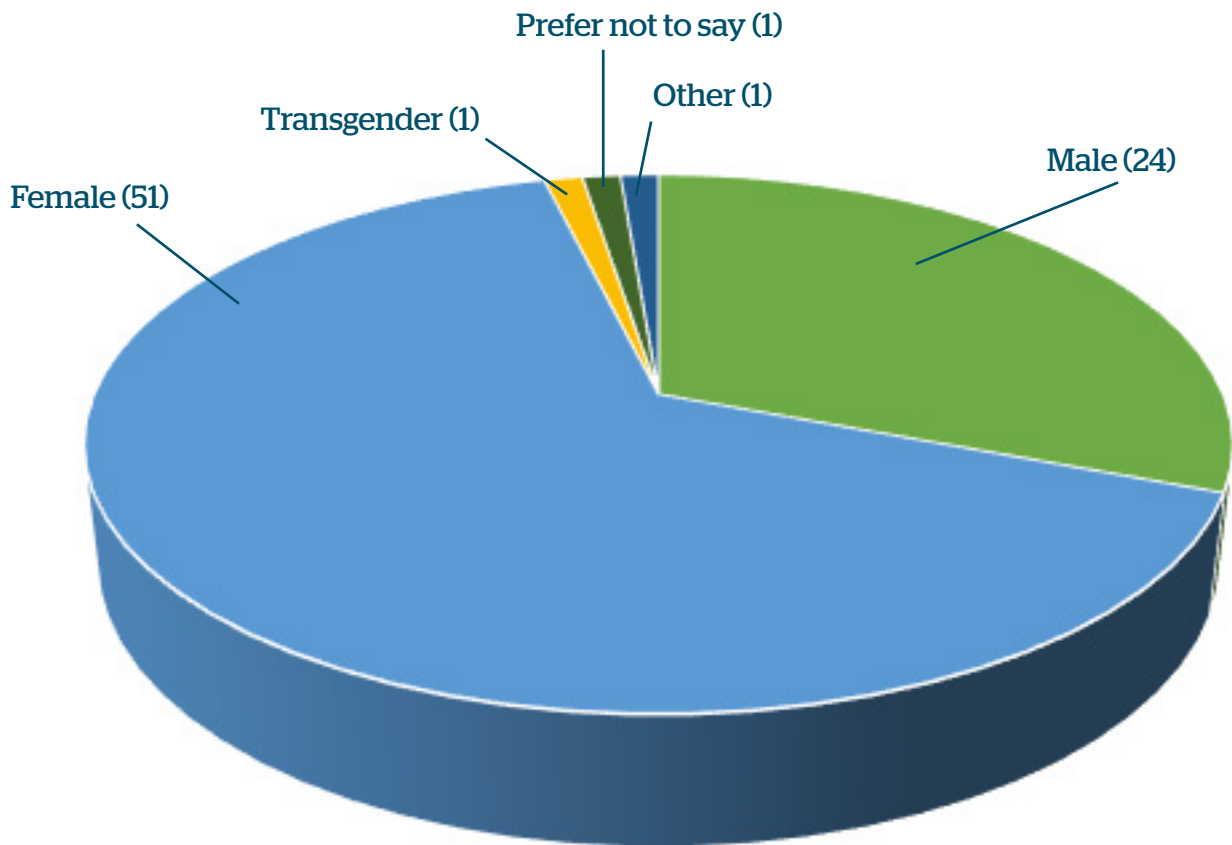


8. How do you think we could do better? (free responses given)

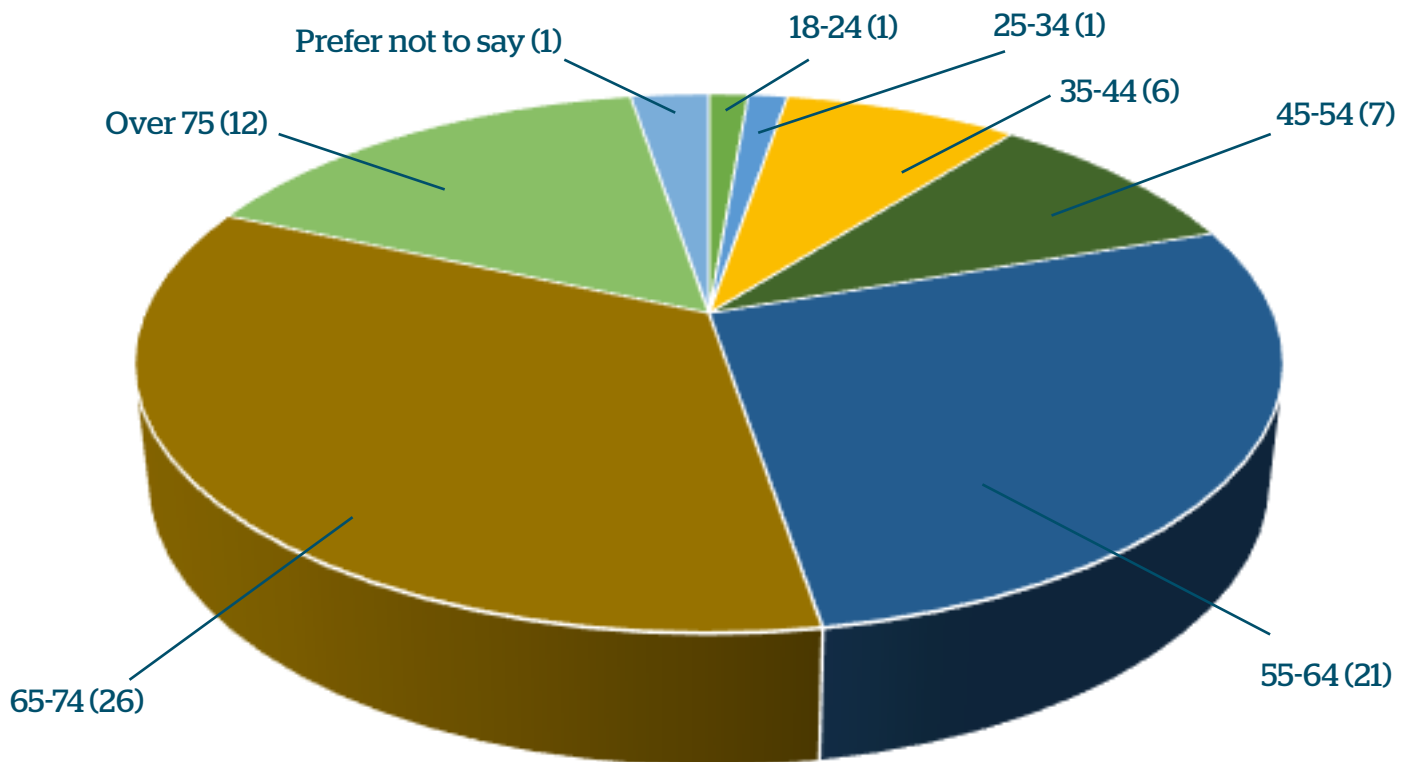
9. Do you have any areas you think we should focus on in health or social care in Wiltshire? If so, please let us know why. (free responses given).

Equality and Monitoring section

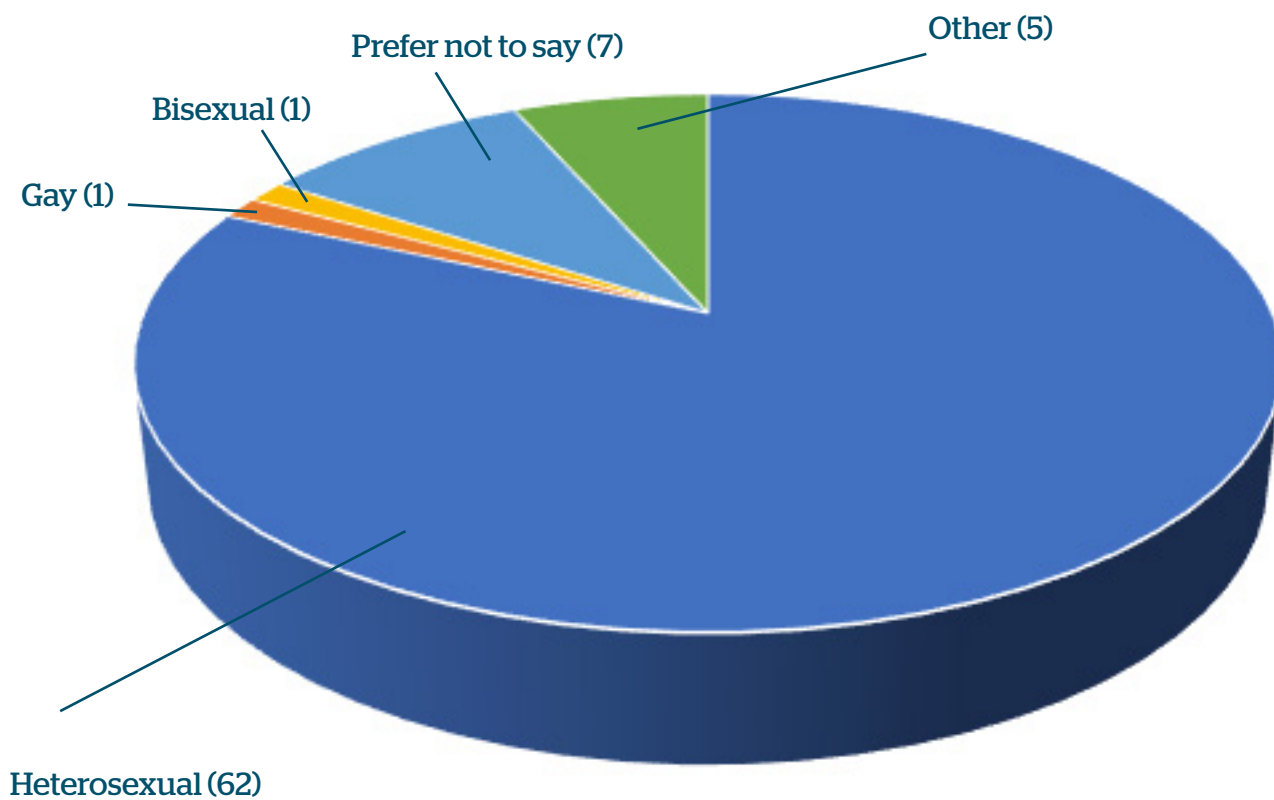
What is your gender?



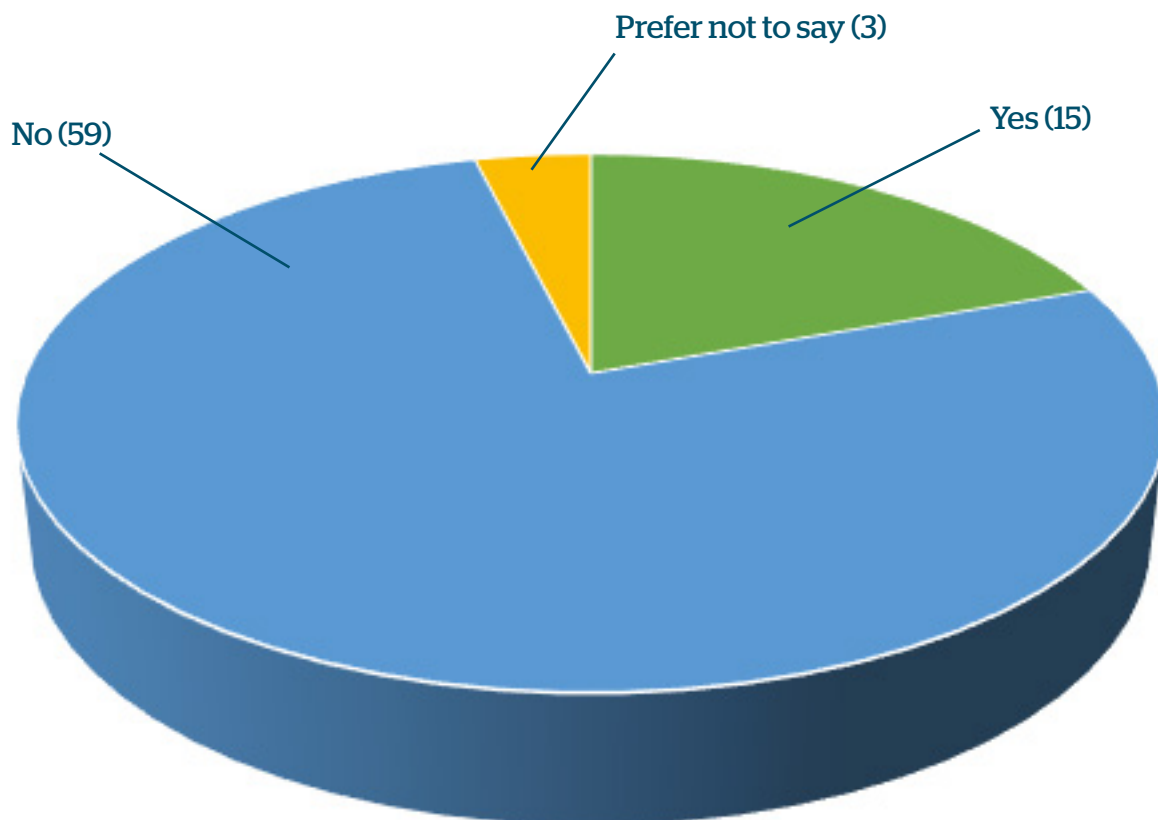
What is your age?



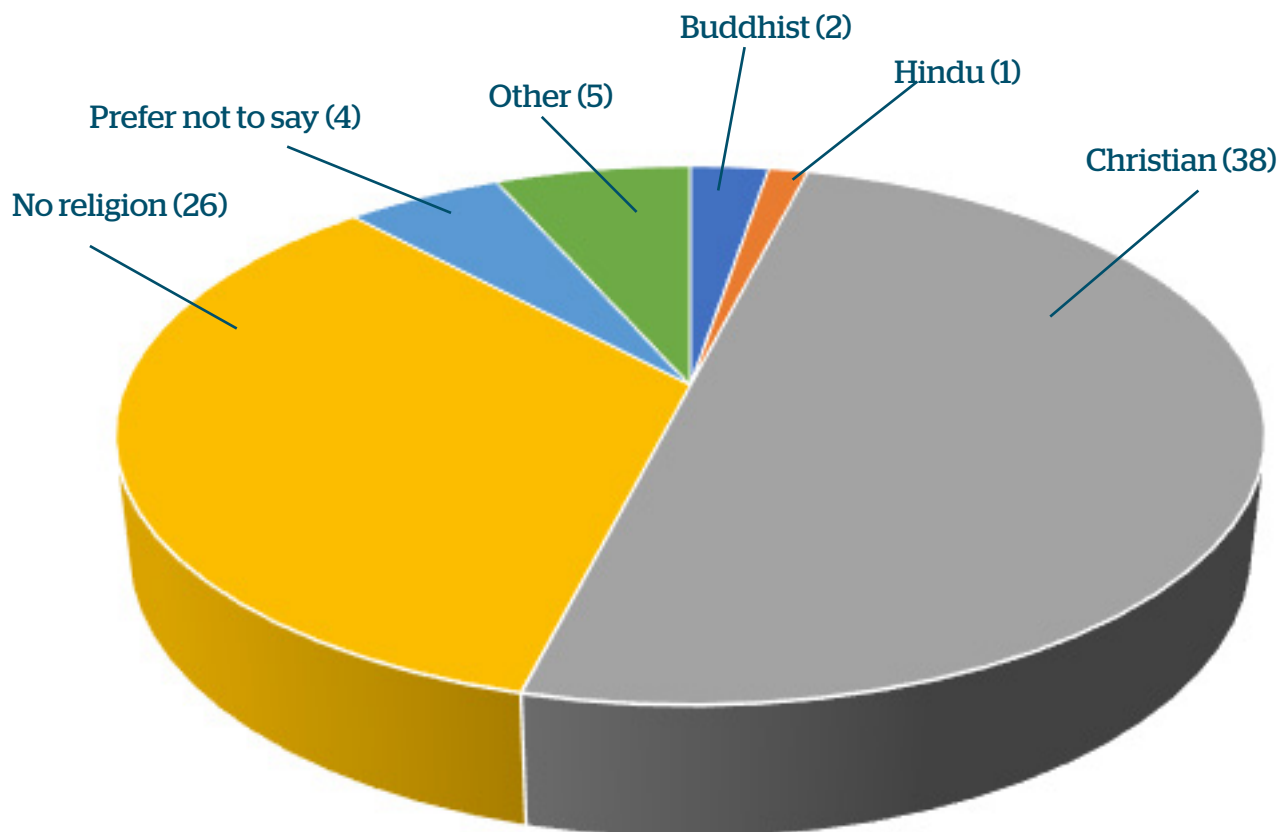
How would you describe your sexual orientation?



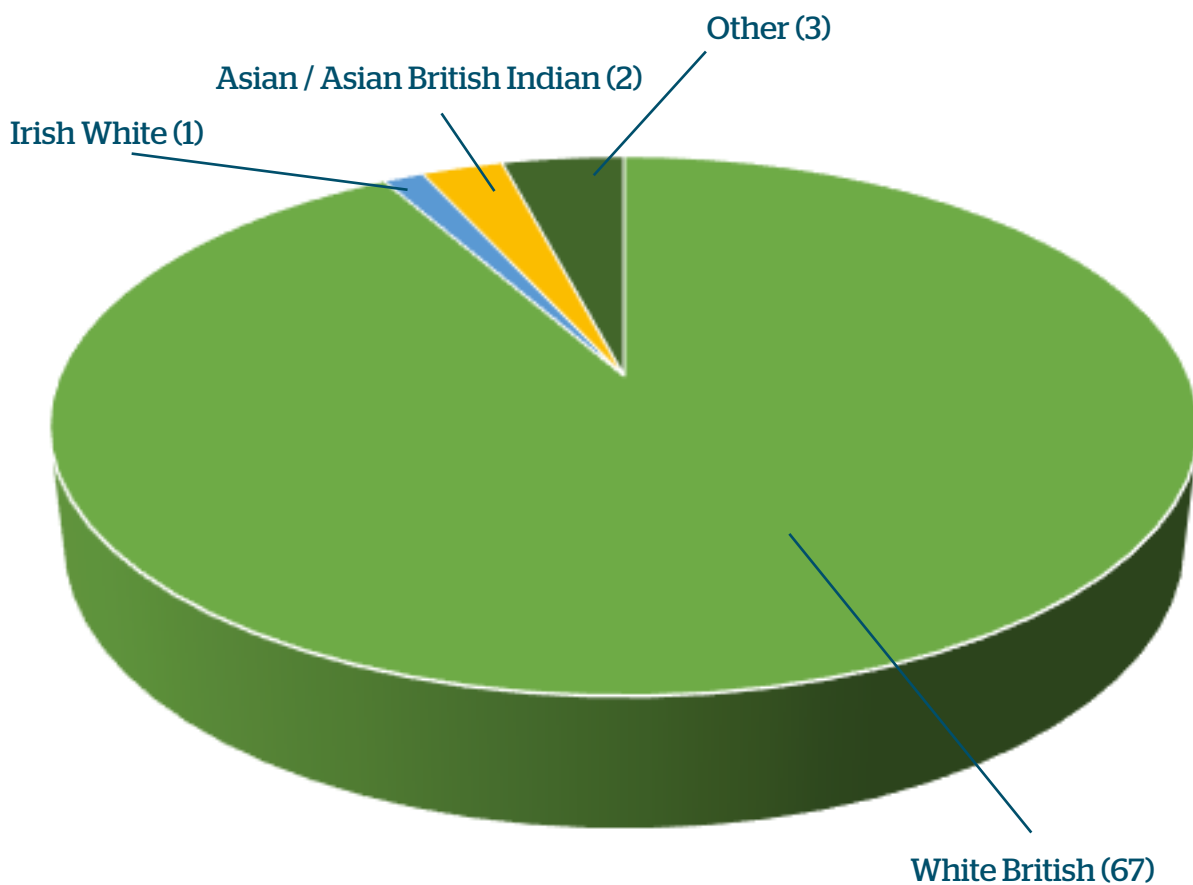
Do you consider yourself to have a disability?



What is your religion, faith or belief?



Which ethnicity best describes you?



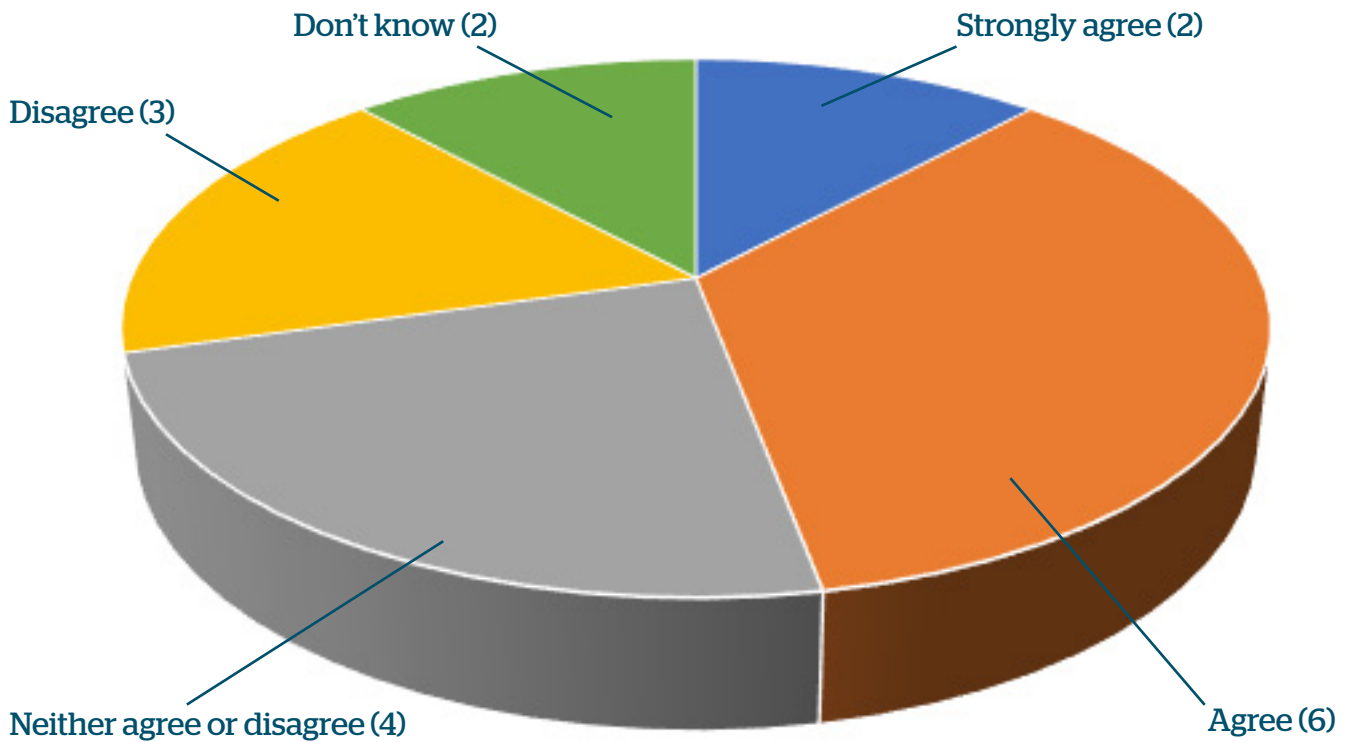


Appendix 2

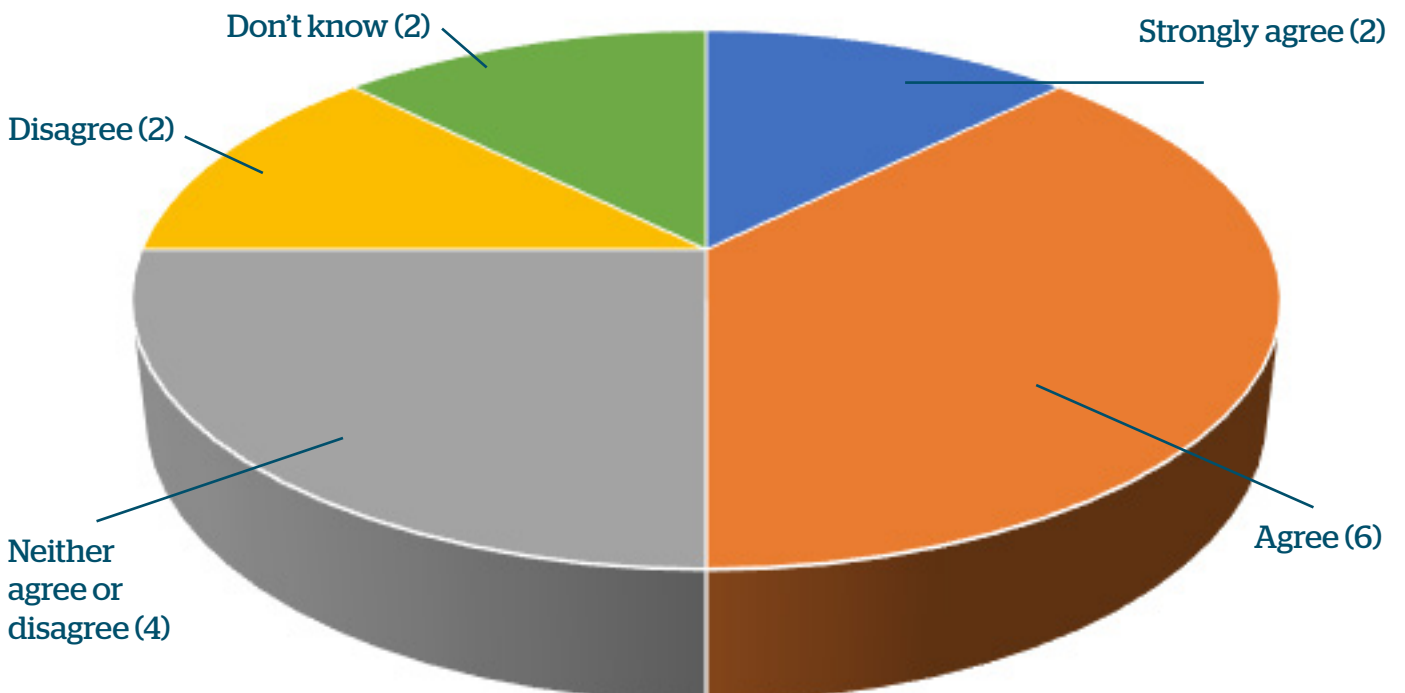
Healthwatch Wiltshire Provider and Commissioner Survey

Strategic context and relationships

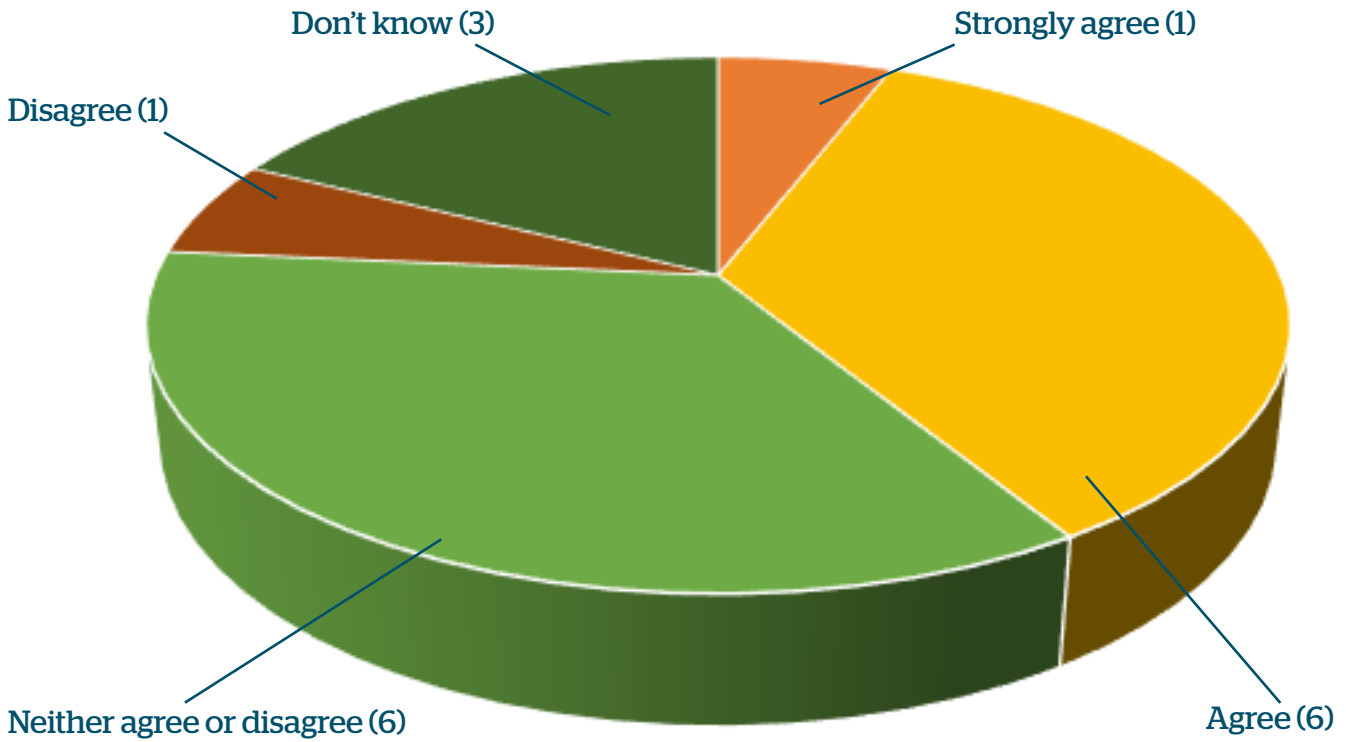
Healthwatch Wiltshire brings added value to our work thanks to its unique perspective.



Healthwatch Wiltshire has collaborative relationships with key decision makers in my organisation that allow information to be shared and concerns to be addressed.

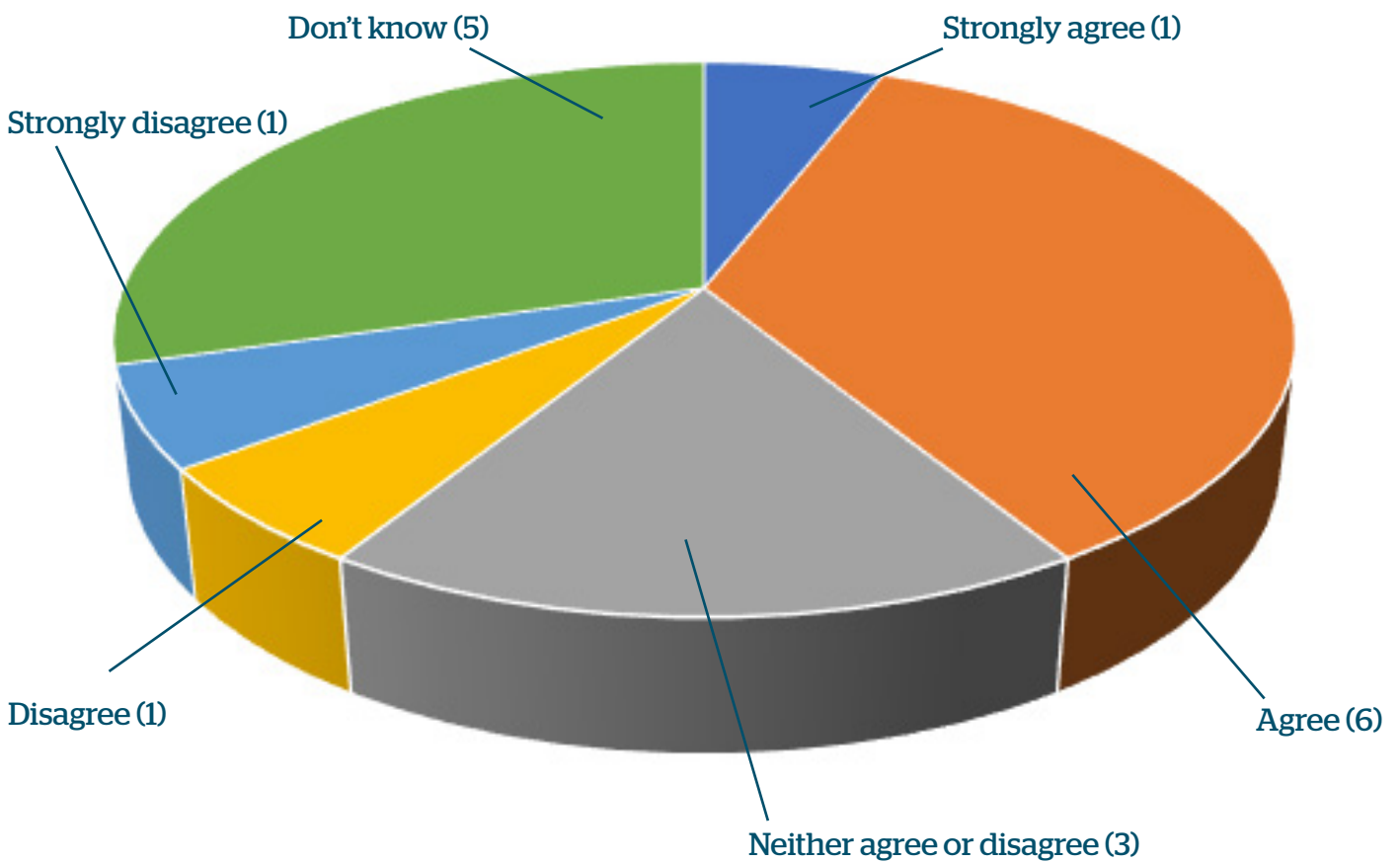


Healthwatch Wiltshire brings a distinct contribution to decision making structures in the local system (e.g. the Wellbeing Board or other strategic boards or forums).

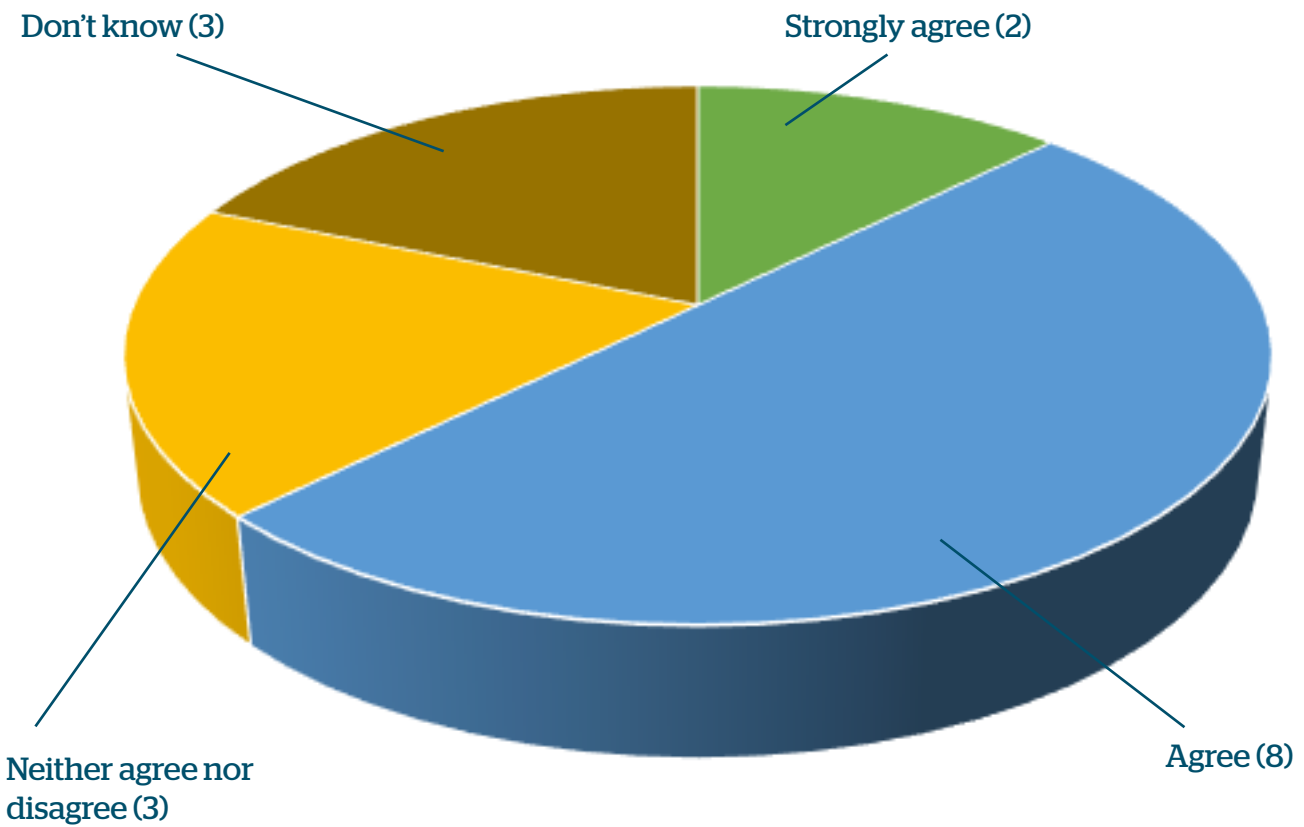


Community Voice and Influence

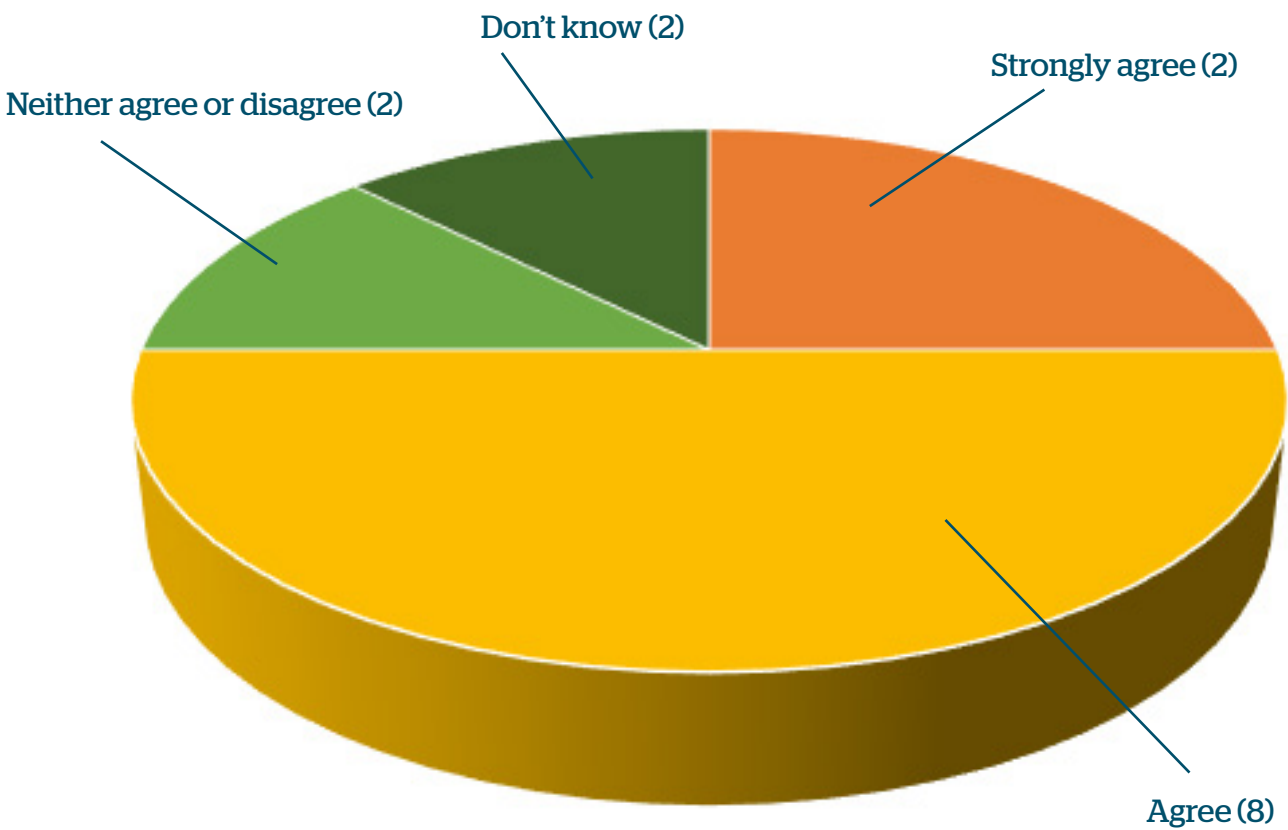
Healthwatch Wiltshire pays particular attention to seldom heard groups.



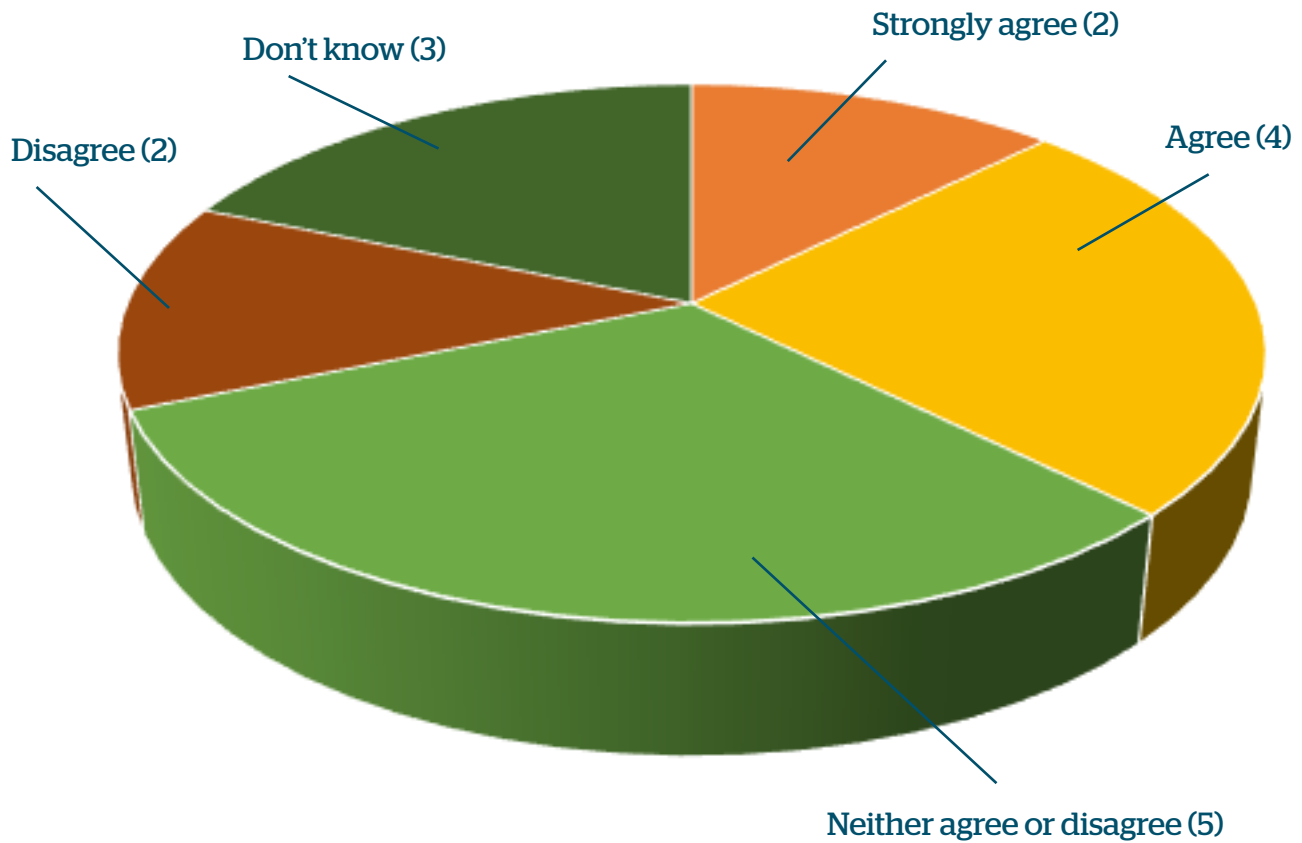
Investigations conducted by Healthwatch Wiltshire are built on the experiences of local people.



Local people are involved in the delivery of Healthwatch Wiltshire as volunteers, spokespeople and Board members.

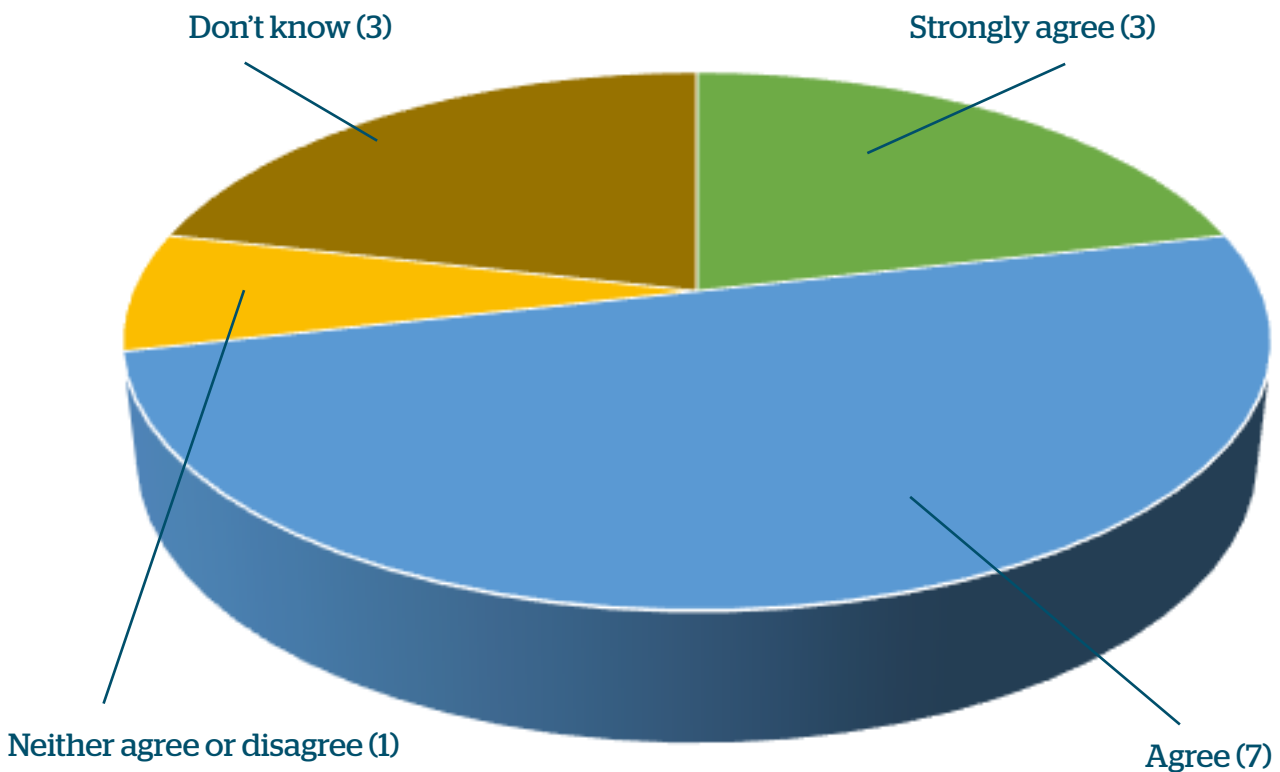


Healthwatch Wiltshire enables local people to actively participate in commissioning, delivery and scrutiny.

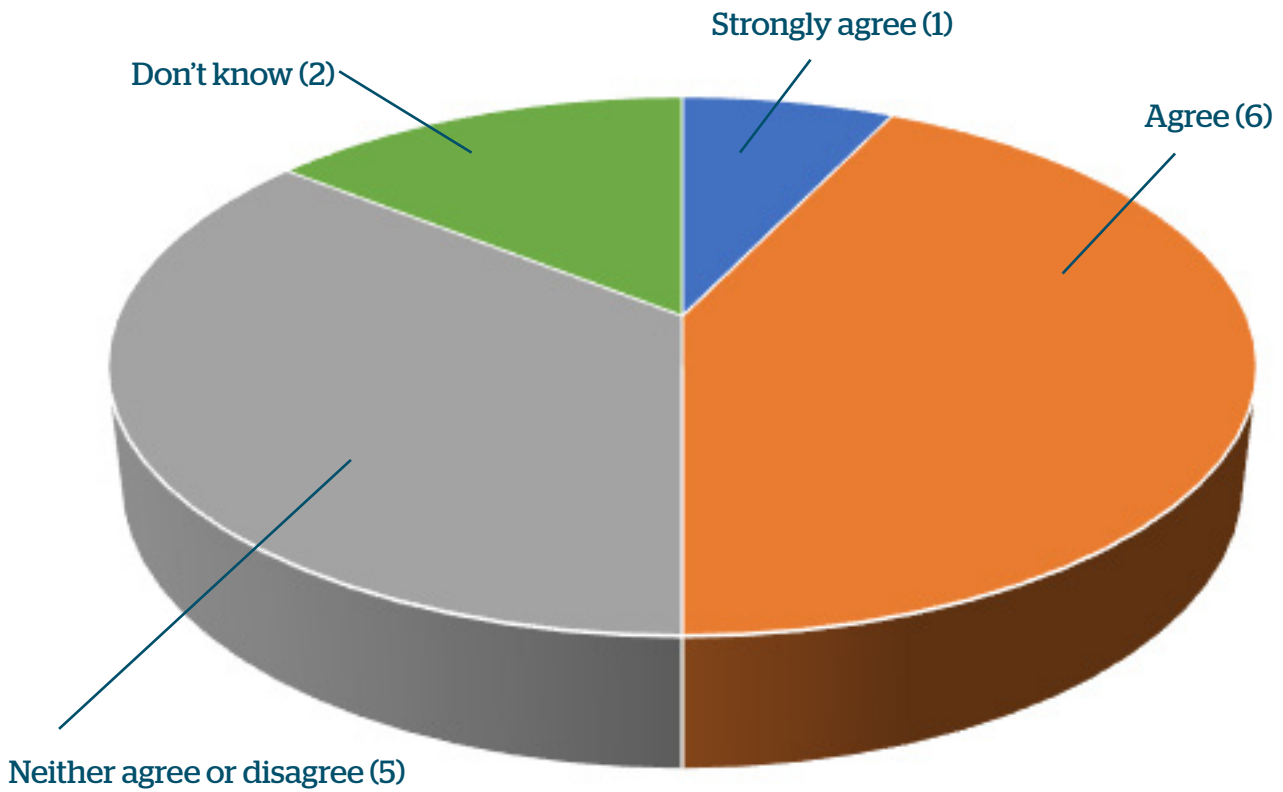


Making a difference

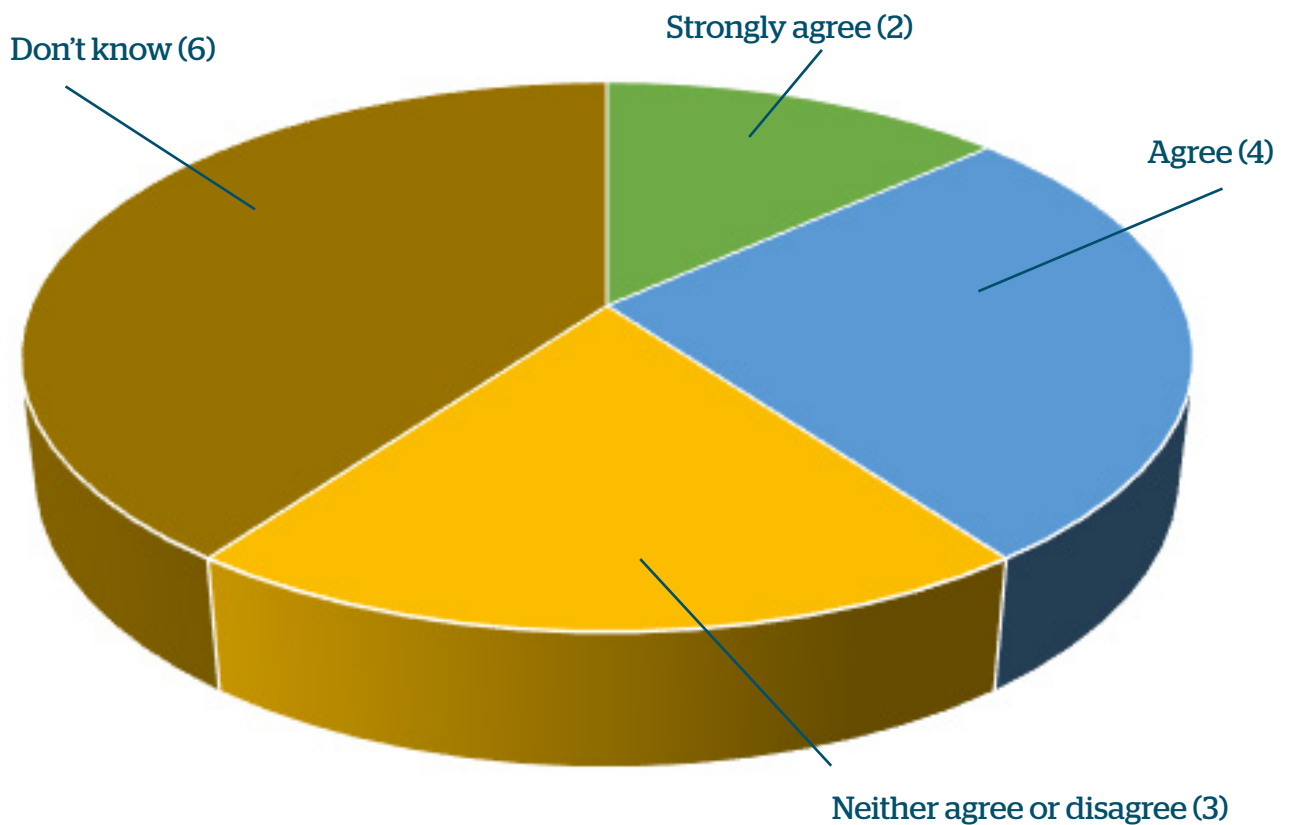
Healthwatch Wiltshire investigations bring added value through the incorporation of strong public voice - particularly from seldom heard people and communities.



Healthwatch Wiltshire investigations and reports are critical, independent and clear about the rationale for the evidence used.

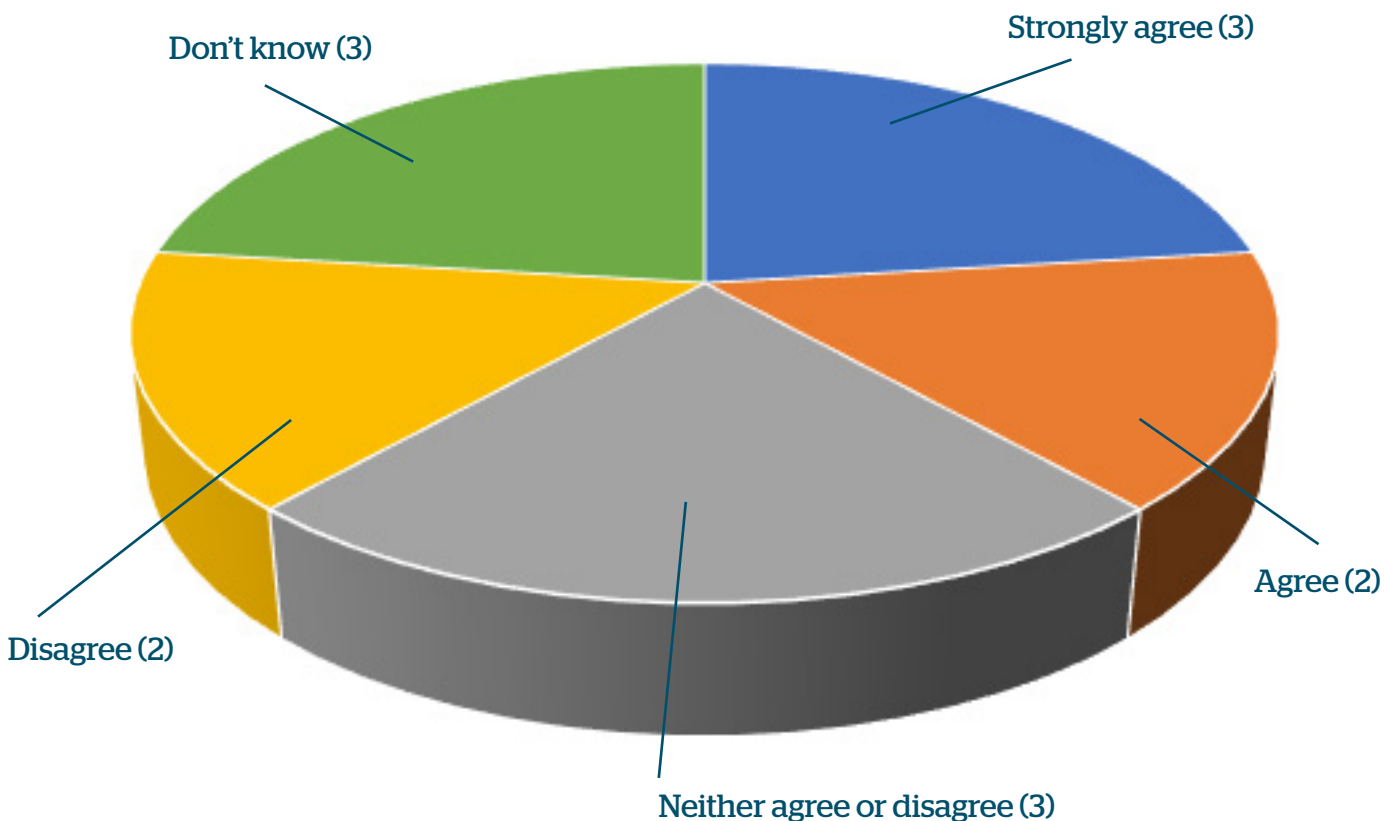


Local commissioners and providers have been involved in Healthwatch Wiltshire investigations in an appropriate and timely way.

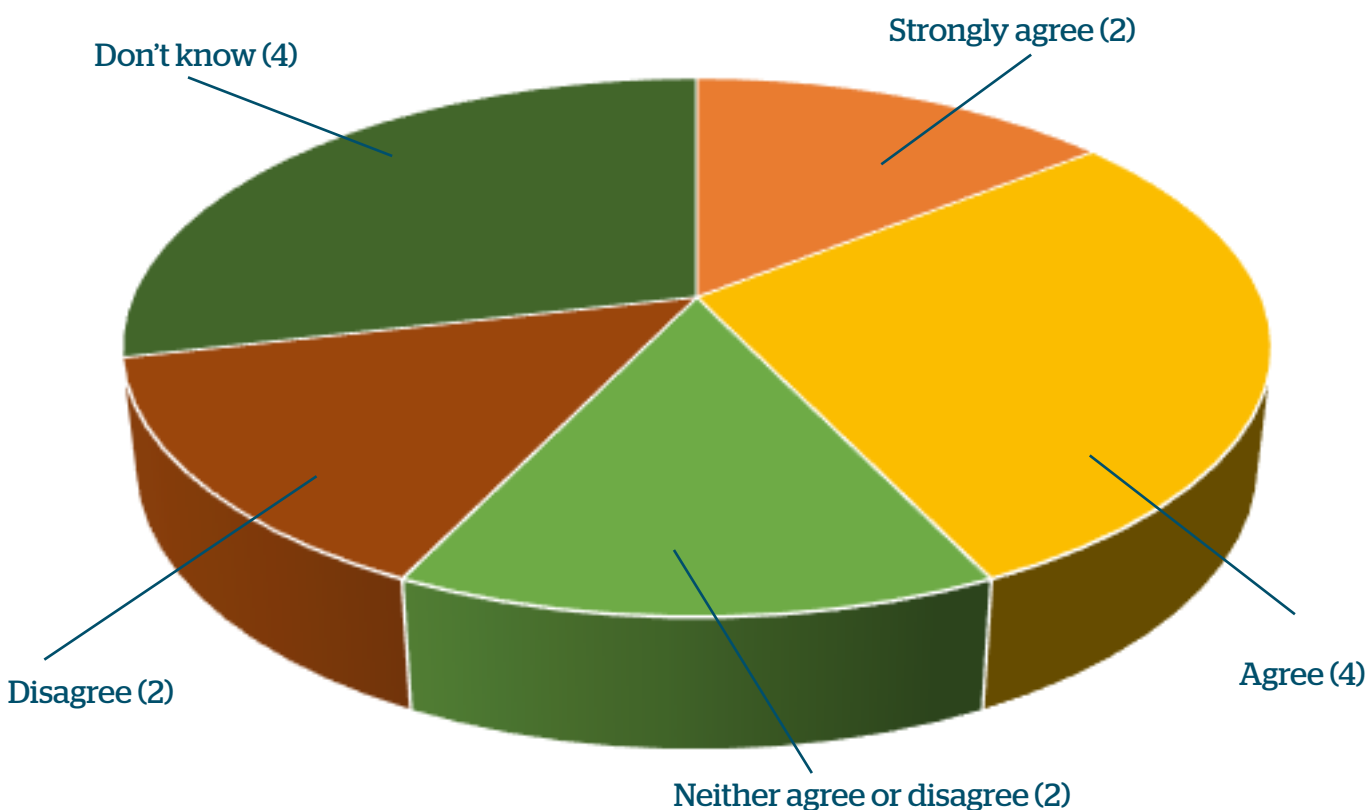


Informing People

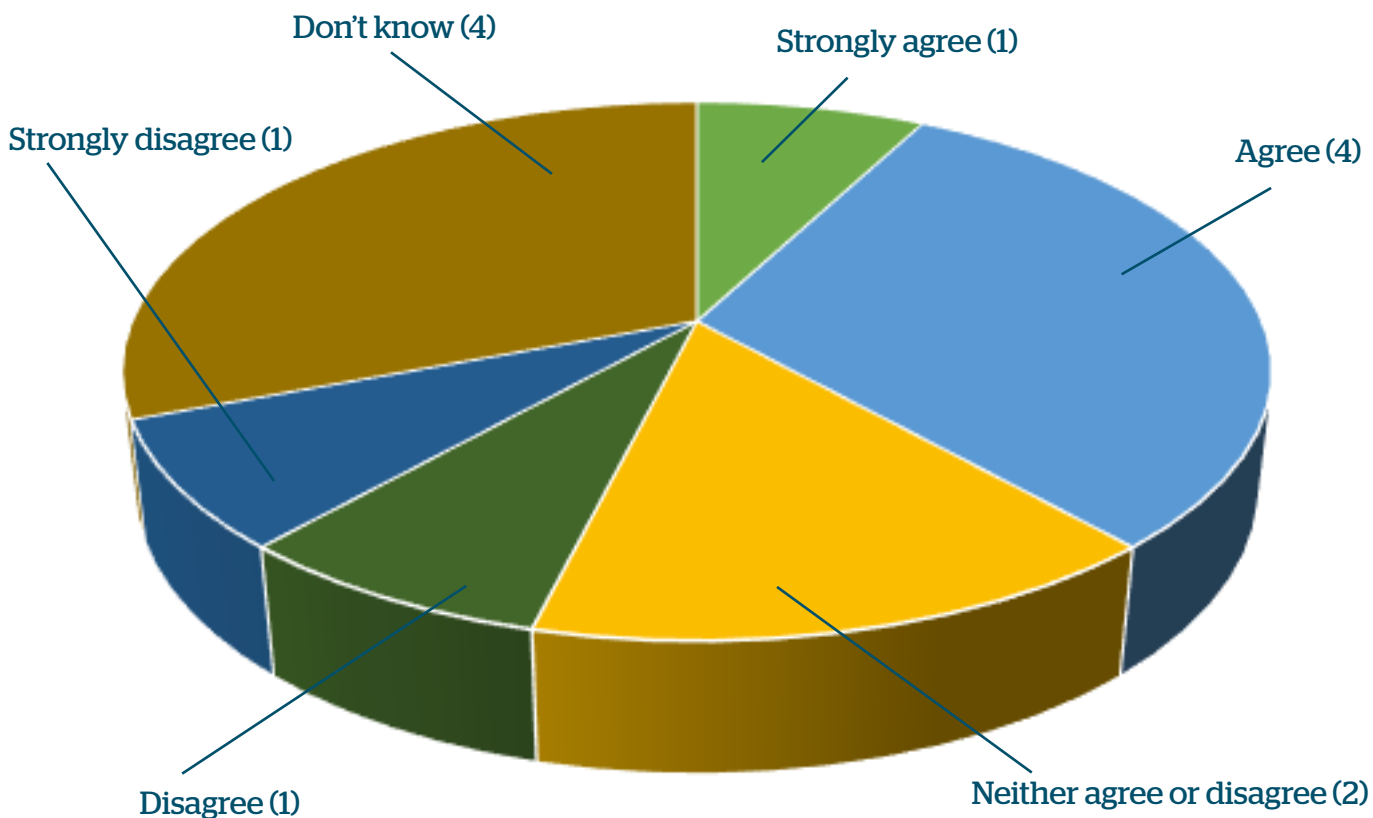
The signposting, information and advice service provided by Healthwatch Wiltshire has a clear and distinct role that complements those provided by other local health and social care information and advice services.



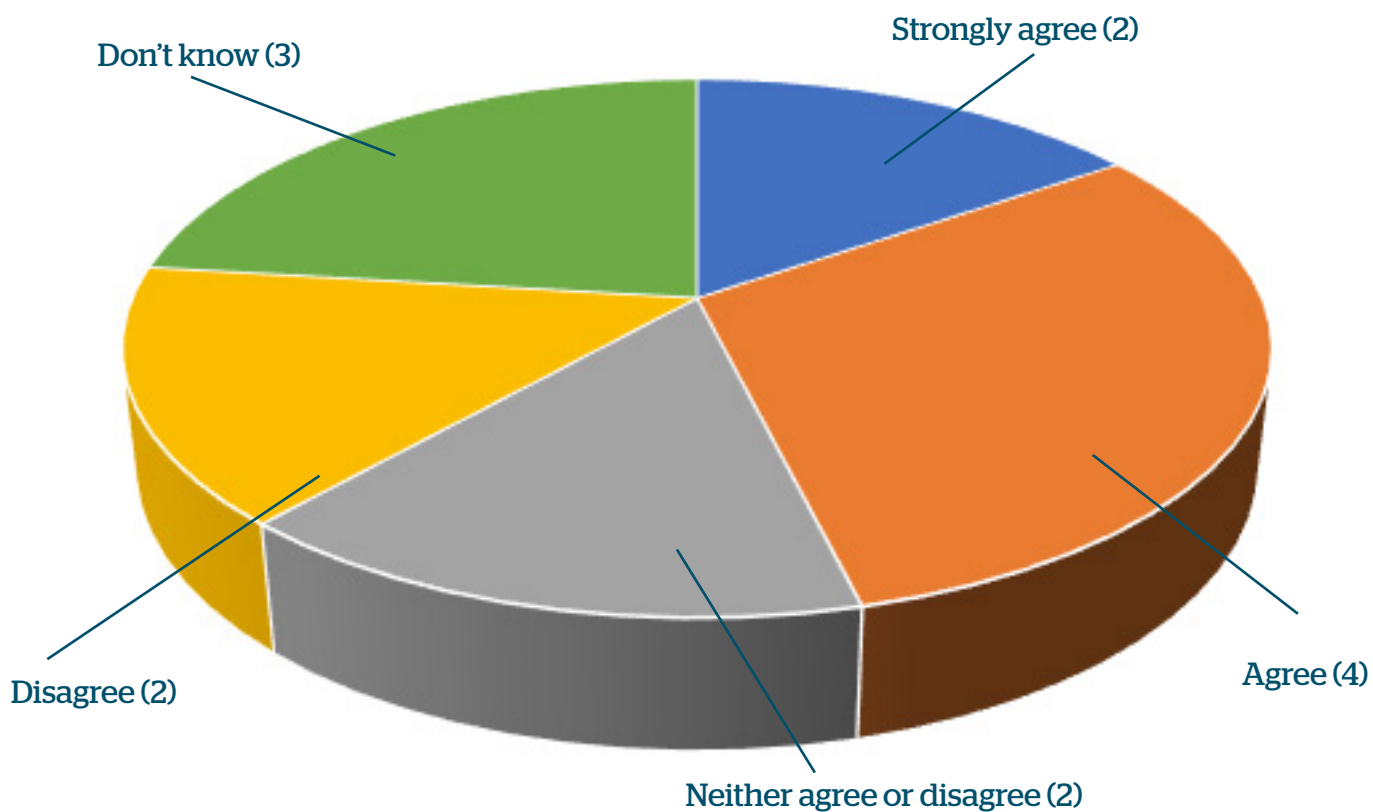
The signposting, information and advice service provided by Healthwatch Wiltshire makes a clear contribution to ensuring that the voice and experience of easily ignored and marginalised groups is heard.



The signposting, information and advice service provided by Healthwatch Wiltshire is delivered to high standards through the quality of information and advice provided, referral to other providers, and the way in which personal information is recorded and used.

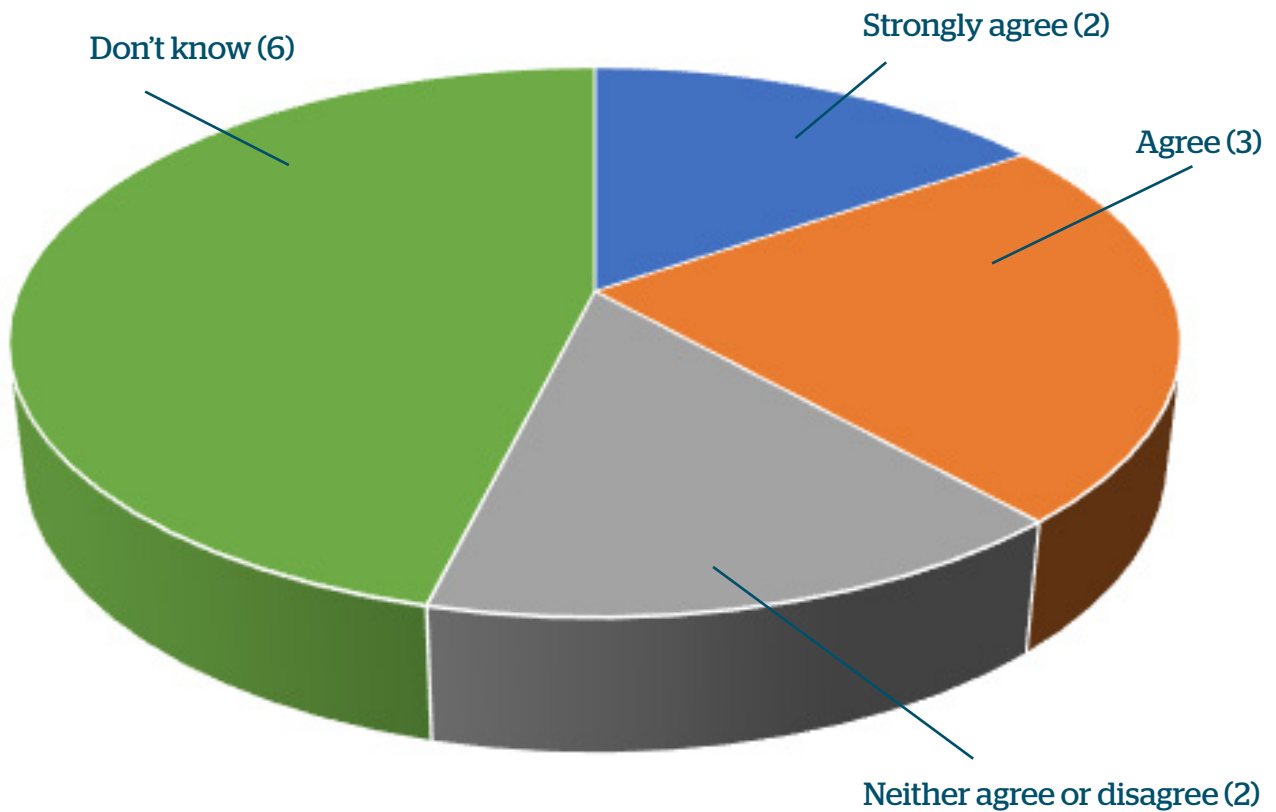


The signposting, information and advice service provided by Healthwatch Wiltshire is used to provide an insight into gaps in local information and advice services so that they can be addressed.

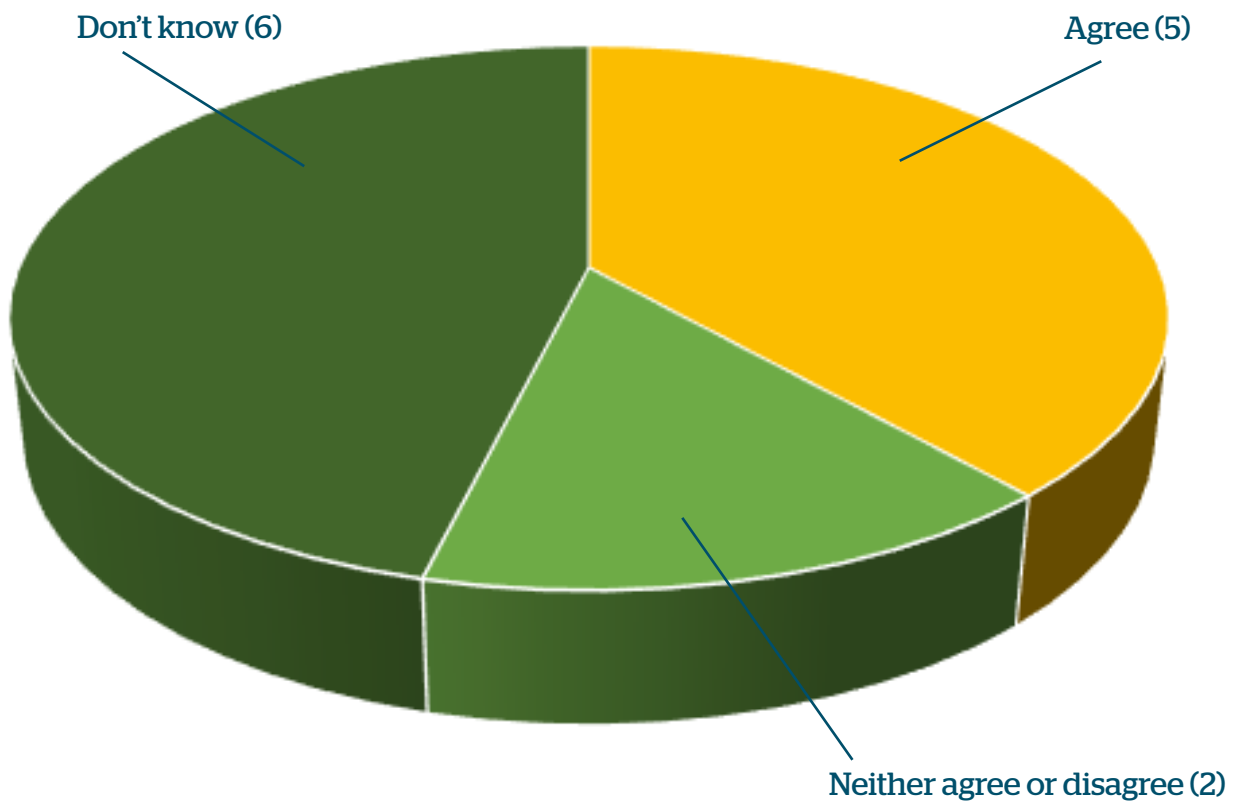


Relationship with Healthwatch England

Healthwatch Wiltshire has helped place local concerns into a national policy and practice context through their relationship with Healthwatch England.



Healthwatch Wiltshire has used its relationship with Healthwatch England to strengthen the development of good practice with regard to local Healthwatch itself and the local health system.



healthwatch Wiltshire

Freepost RTZK-ZZZG-CCBX
Healthwatch Wiltshire
The Independent Living Centre
St George's Road
Semington
Trowbridge
BA14 6JQ

www.healthwatchwiltshire.co.uk

01225 434218

info@healthwatchwiltshire.co.uk



facebook.com/HealthwatchWiltshire



[@HWWilts](https://twitter.com/HWWilts)



[healthwatchwiltshire](https://www.instagram.com/healthwatchwiltshire)