

January to March 2020



About us

About Healthwatch Wiltshire

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen.

Our Priorities

Our Priorities for 2019/20 are:

Mental health

- Listen to adults, children and young people to hear their experiences of mental health services, and to ensure patients are involved in service redesign.

General Practice

- Keep local people informed and involved with changes happening within GP surgeries.

Adult Social Care

- Listen to experiences of Wiltshire Council's Adult Social Care Advice and Information Service and the Reablement Service.

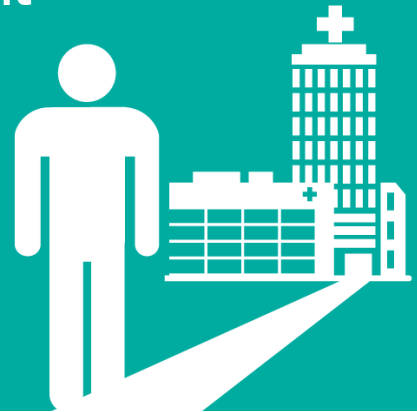


Highlights

Set our priorities for the year ahead



Carried out one Enter and View visit



Recruited 8 volunteers



Published one report



Create dedicated advice and information web pages in response to Covid-19



Launched our How we make a difference web page



Talking & listening



Attended **32** events

...and **25** meetings or forums

We spoke to **693** people



26 contacts given information and signposted through the Healthwatch Wiltshire Helpdesk...

...with an average call time of **31** minutes

33 volunteers were involved...

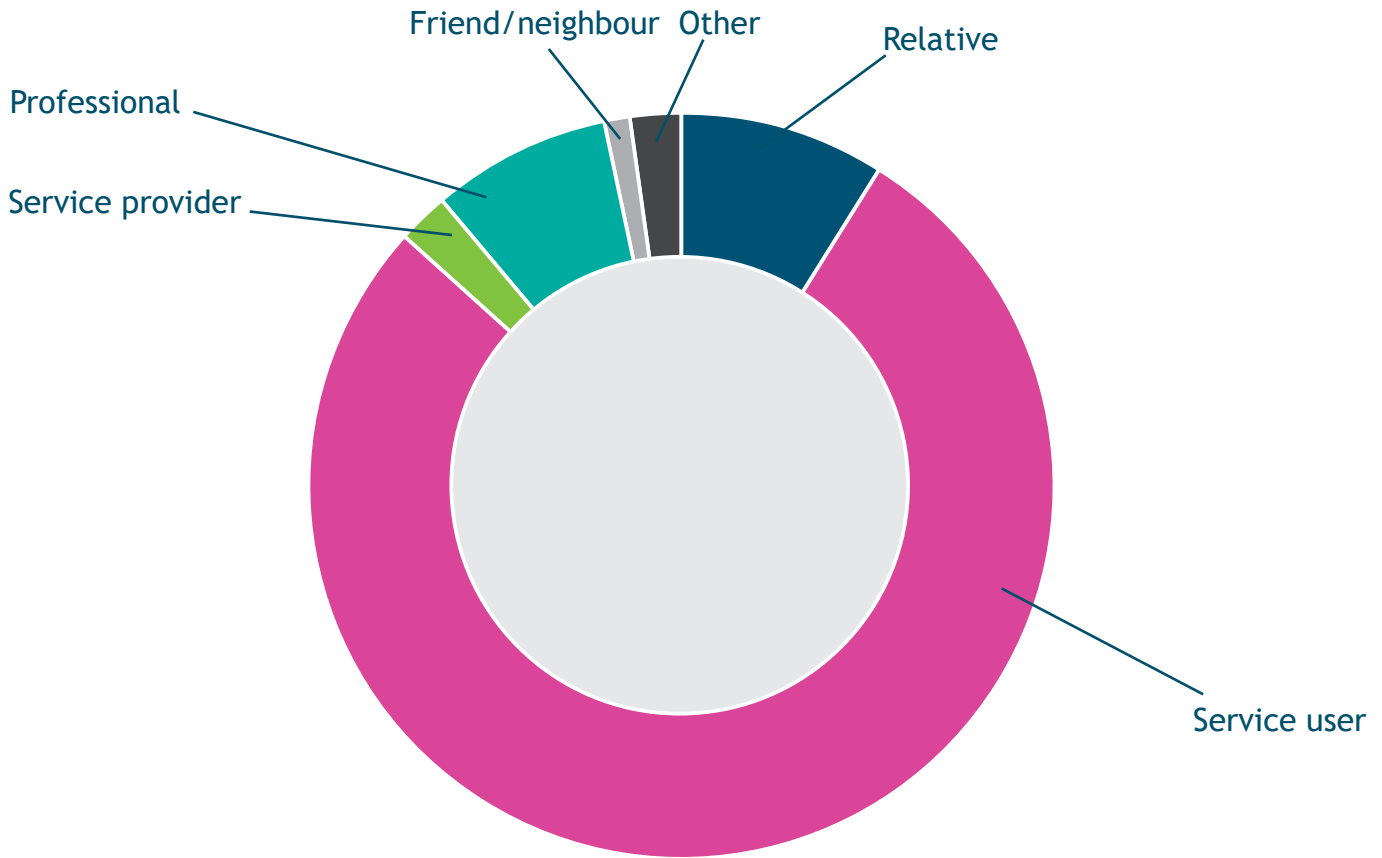
...and volunteered over **505** hours



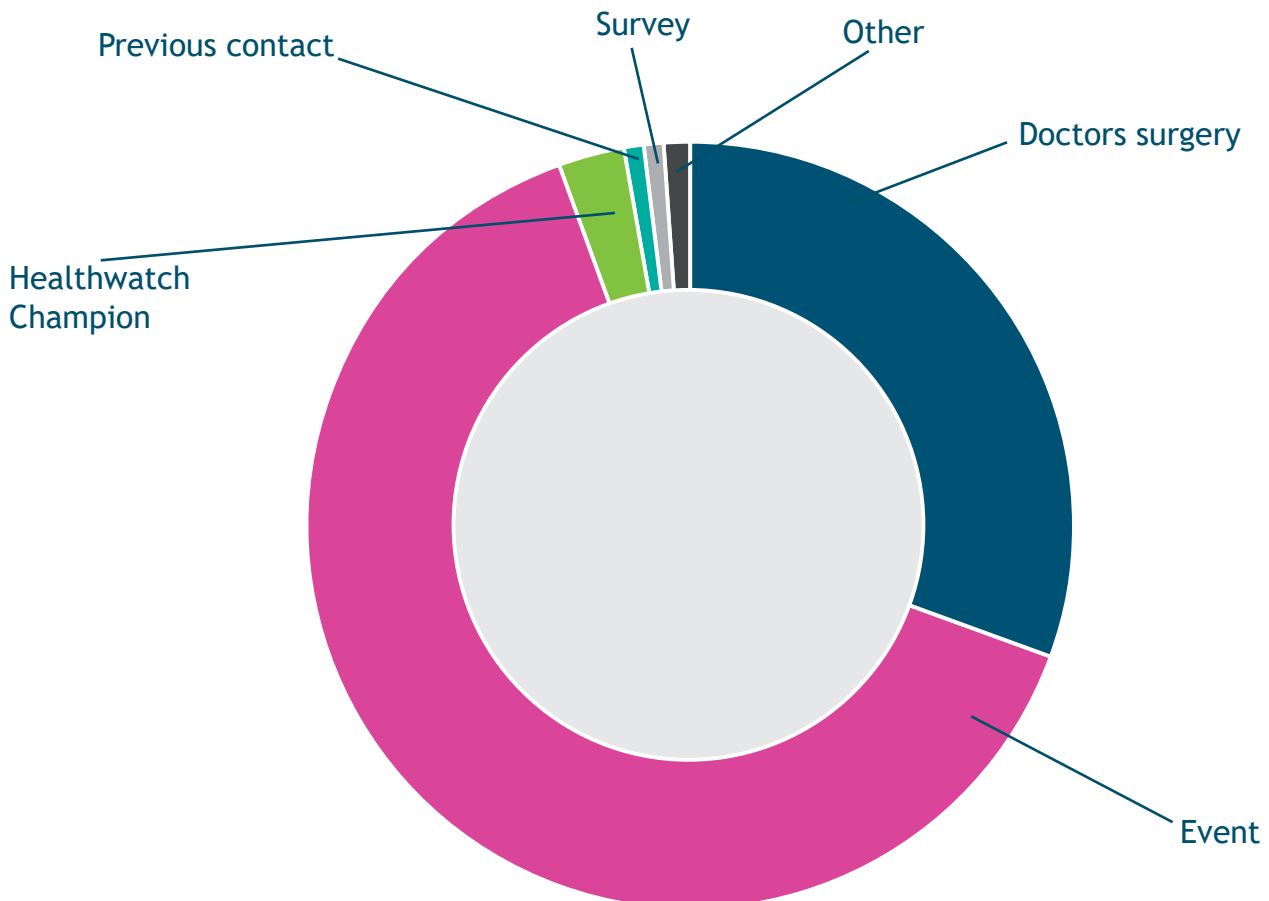
343 social media posts...

...reached **68,923** people

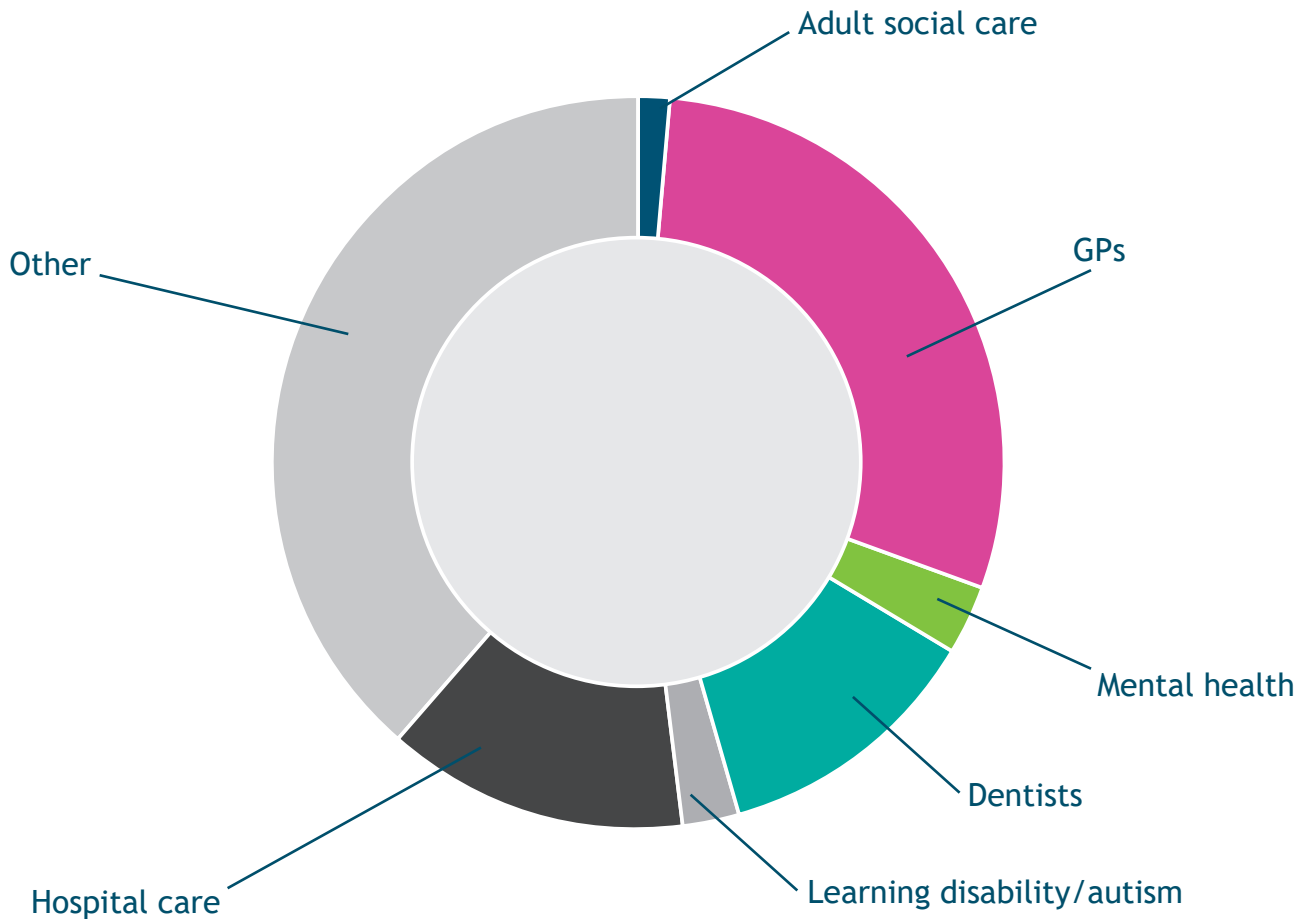
Who shared their experience with us?



How did people hear about us?



What services did people speak to us about?



Most talked about... what did people say?

Service	Positive	Negative
GPs	Staff attitudes Standard of treatment	Waiting times
Dentists	Standard of treatment Staff skills and attitude	Wait times Getting initial appointment
Hospital care	Standard of treatment	Wait times Communication to patients
Mental health	Standard of treatment Staff attitudes	Getting an appointment and follow up

Our work

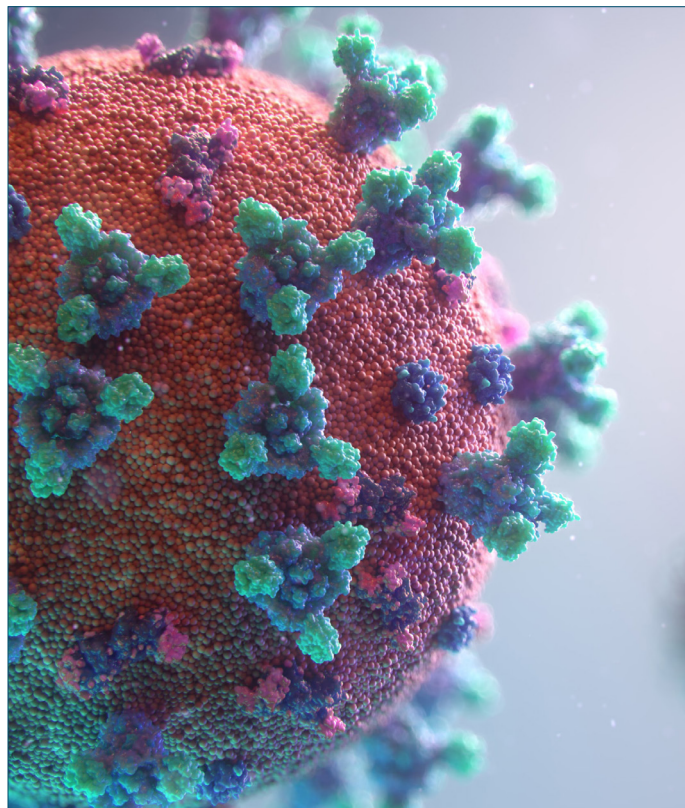
Our response to the Covid-19 pandemic

The coronavirus outbreak has had a big impact on our work over the last month: all face to face engagement activity and meetings were cancelled in early March, volunteer engagement visits have been paused and all staff are working from home for the foreseeable future.

This has resulted in some of our work being postponed until later in the year or our engagement activities finishing earlier than planned.

We have set up a [dedicated page](#) on our website which is regularly updated including all the latest national and local information and advice.

We are still here to hear people's views and experiences and have been encouraging people to get in touch with us on the phone, through our website or email.



Setting our priorities for the year ahead

In the last year, we have visited all corners of the county and collected more than 1,400 comments about health and social care services.

These have all been analysed together with our volunteers and Local Leadership Board to decide what our focus will be for the coming year.

Our main areas of focus for 2020/21 will be:

- Mental health
- Learning disabilities and autism
- Primary Care

We are in the process of linking in with commissioners and providers to identify specific areas of work.

While these will be our priorities, we're keen to hear about any health or care issue that matters to you. [Get in touch](#) to have your say.

Thank you for sharing your views on advice team

Over the last three months, we have gathered feedback from 44 people who have been in touch with the Adult Care Advice and Contact team at Wiltshire Council and our volunteers have carried out 15 mystery shopping calls.

We are now in the process of analysing this information and creating a report highlighting what we found that can be shared with the Advice and Contact team to help improve the service going forwards.

Volunteer team analyse military survey



Our volunteers have been busy analysing the views shared by 106 people associated with the military and writing a report to highlight what they found.

This is the first time that Healthwatch Wiltshire volunteers have led a whole project from start to finish and we are really pleased with how this has progressed and what they volunteers have achieved.

In March, they presented what they had found so far and their experiences of working on a volunteer led project to other local Healthwatch supported by Help and Care (our host organisation).

The final report will be published soon, and will include recommendations for commissioners and providers of services on how they could improve services for military families.



Our project team of volunteers Meg, Hazel, Deborah and Chas, and top, Deborah helps a military wife complete a survey



What people said

Should be more information on how to access help rather than see a GP as sometimes you can wait a few weeks just to get a doctors' appointment.

[In hospital] for a knee replacement. The surgeon was great and the ward very comfortable. The food was not good at all! After care - very little at all. Left to my own devices.

Long wait in reception to be seen at times. Good access to timely appointments. GPs and nurse good. Kids have same GP works well.

Help was good, my husband was deployed and I had an 8 week old baby. I self referred (for Mental health support) and was seen the next day.

I had an accident with a tooth... It also came up in an abscess while my husband was away, we had only been in the house 2 weeks at the time and I couldn't register anywhere as an NHS patient. I called well over 50 different practices and nobody would take me on. I also tried NHS 111, and was only placed on a waiting list, to which I still not have heard back from.

Case study

Mrs B* e-mailed on behalf of her friend, Stuart*.

Stuart's sister was due to attend hospital for chemotherapy but another company had recently taken over the hospital transport and advised that Stuart could not attend with his sister.

He was very concerned and anxious and

didn't want her attending on her own. The Healthwatch Hub signposted to Community First, the local group that provides patient transport and the patient transport advice centre at the Clinical Commissioning Group.

Stuart e-mailed back to thank the hub for the information.

*Names have been changed.

Making an impact

Your views of GP Improved Access scheme shared with commissioners

Our report highlighting people's experiences of the Improved Access scheme (routine appointments during the evening and weekends) was published in January and has been shared with commissioners and providers across Wiltshire.

The GP Alliance, who provide this service, said: "We were very glad to invite Healthwatch to carry out an independent and impartial assessment of the innovative Improved Access service.

"The introduction of evening and weekend appointments has not been without controversy, and it is pleasing to hear that patients really value this additional access, particularly those who genuinely struggle

to attend daytime appointments. We will use the lessons learned... to further develop and improve the service."

We are now working with the GP Alliance and local NHS to monitor how this services changes and develops going forwards based on the recommendations in our report.

You can read the full report on our [website](#).



Your priorities influence NHS Long Term Plan

In March and April last year, we spoke to people across the county as part of our #WhatWouldYouDo campaign which asked people what they thought was important in terms of health and care.

The local NHS has now published its plan for the next five years and set its priority areas, and these were based on the what they heard from local people, both through their own engagement work and also the feedback that we shared with them from our campaign.

We also worked with other local Healthwatch to collect the views of a further 700 people from across the region about how health and care services should be provided in the future. This feedback was also used in the development of this plan.

We will continue to be involved and monitor the implementation of this plan going forwards.

Read more on our [website](#).

How Healthwatch Wiltshire makes a difference

We have set up a dedicated page on our website to highlight how the experiences and stories that people share with us make a difference to and improve services. This

page will be regularly updated as our work continues. Read more at: www.healthwatchwiltshire.co.uk/how-we-make-difference



Coming up

Identifying our engagement projects for the year ahead

Hearing views on the Continuing Healthcare process

Hearing views on the Homefirst and Reablement service

Monitoring the impact of Covid-19 on people's experiences of health and care services



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