



April to June 2020



About us

About Healthwatch Wiltshire

Healthwatch Wiltshire is the local independent champion for patients and users of health and care services. We listen to what people think of the services they use, and then feed this back to the people that plan and pay for those services so that changes can be made.

Our priorities

For 2020/21 are:

Covid-19

- Providing local and national information and guidance. Monitoring people's experiences of health and social care services as they change and adapt.

Primary care

- Gathering feedback about access, including telephone and virtual appointments and digital systems.

Learning disabilities and autism

- Hearing views of people living with autism around service provision.

Mental health

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

How we make 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.

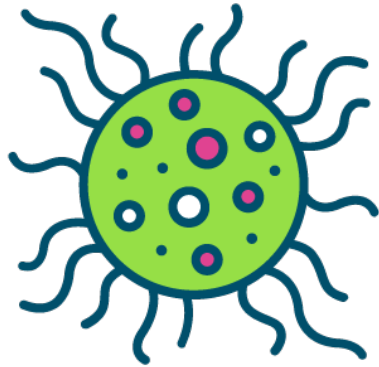
This page will be regularly updated as our work continues.

Find out more on our [website](#).



Highlights

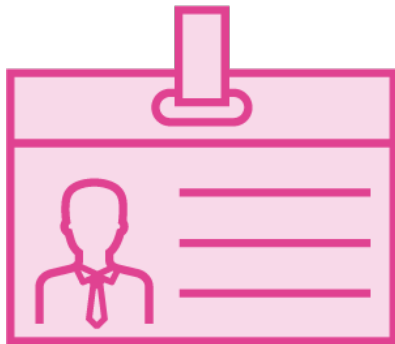
Published 5 Covid Insight Reports



Established and updated our Coronavirus Advice and Information web pages



Completed 1 Enter and View report



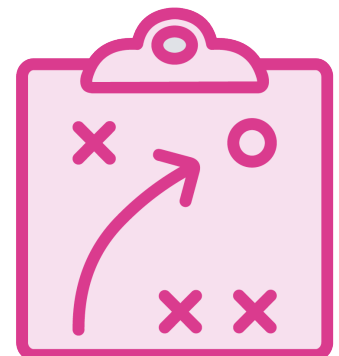
Published our Annual Report



Recruited 1 member of staff



Planned our Young Mystery shopper exercise



Talking & listening



We attended **50** meetings or forums

347 people shared their experience of services with us



26 contacts given information and signposted through our Helpdesk Hub Team...

...with an average call time of **30** minutes

20 volunteers were involved...

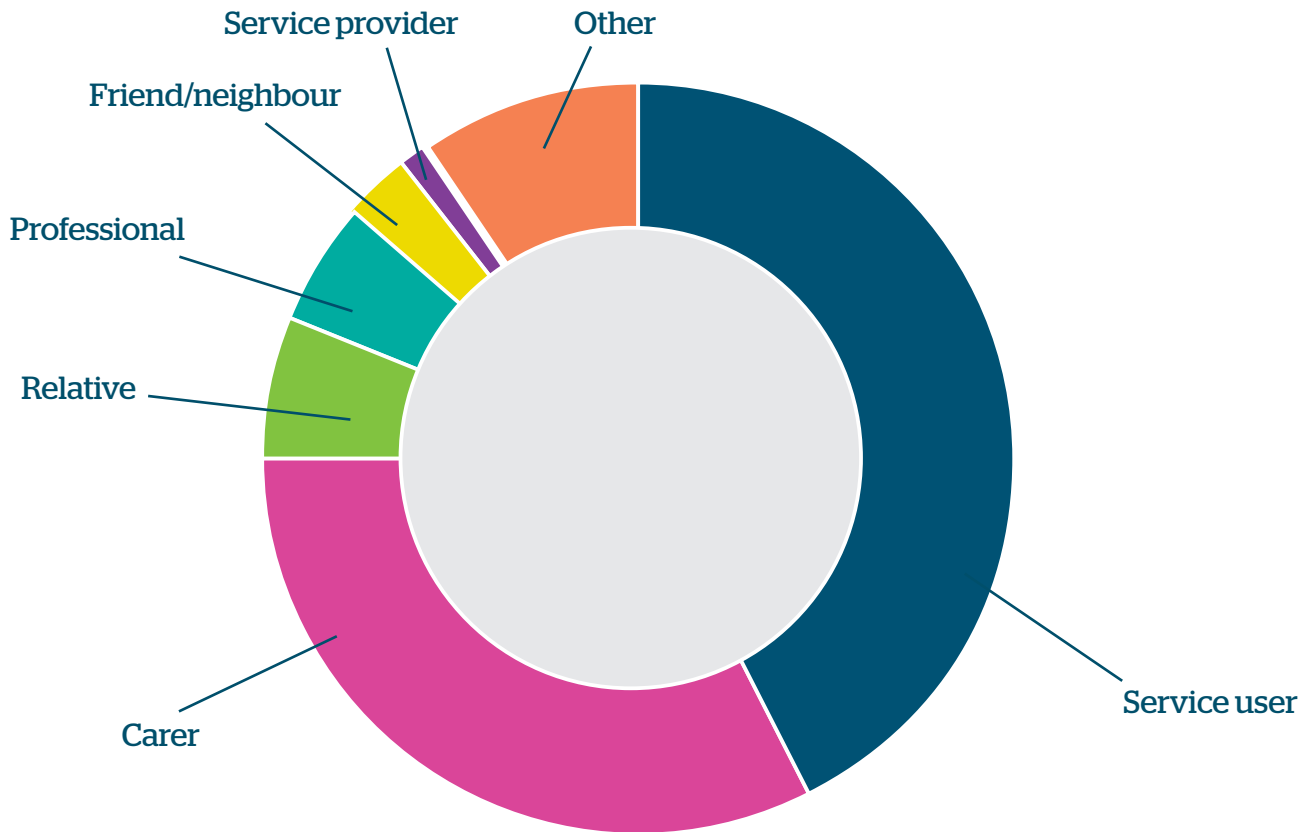
...and volunteered over **167** hours



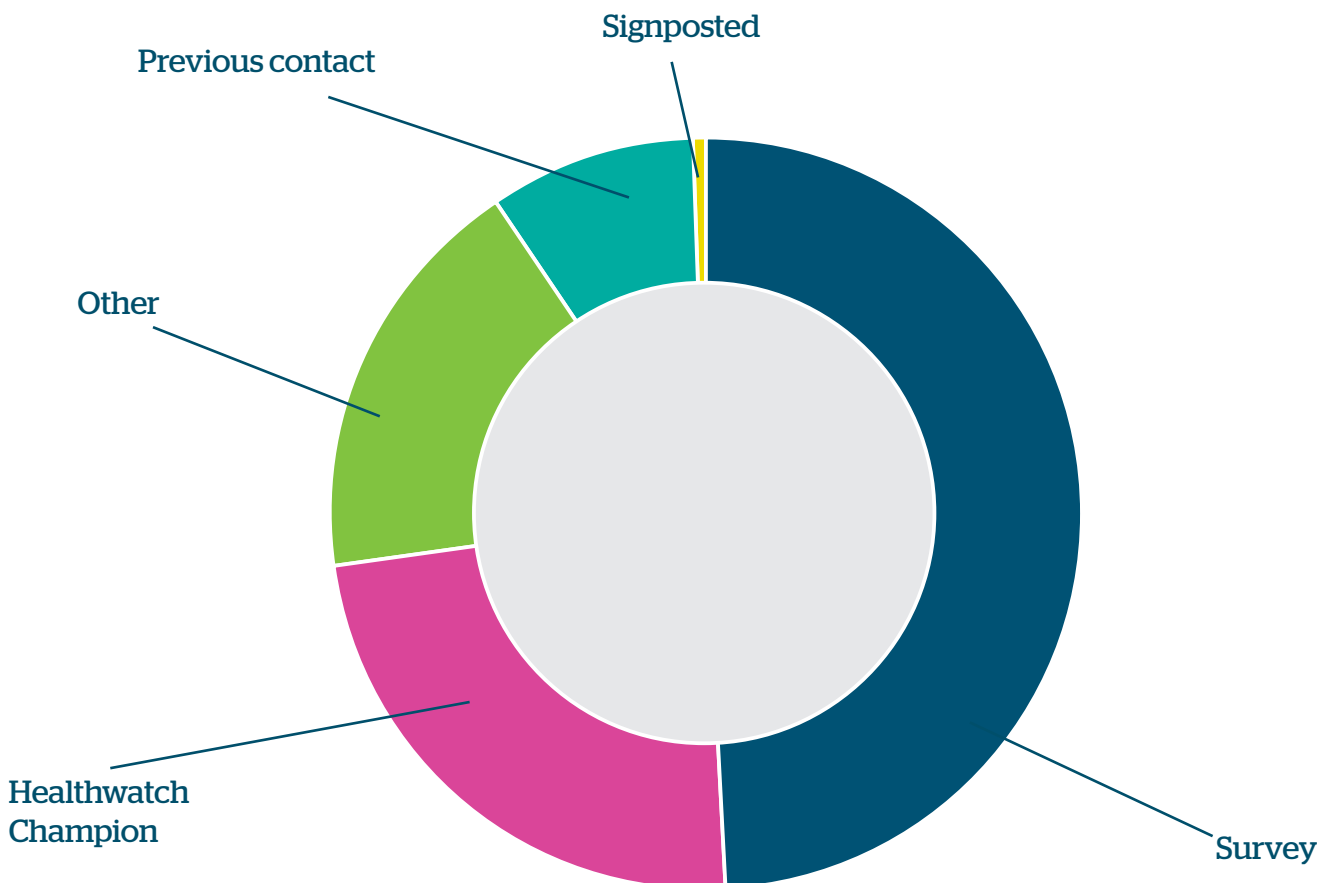
314 social media posts...

...reached **86,893** people

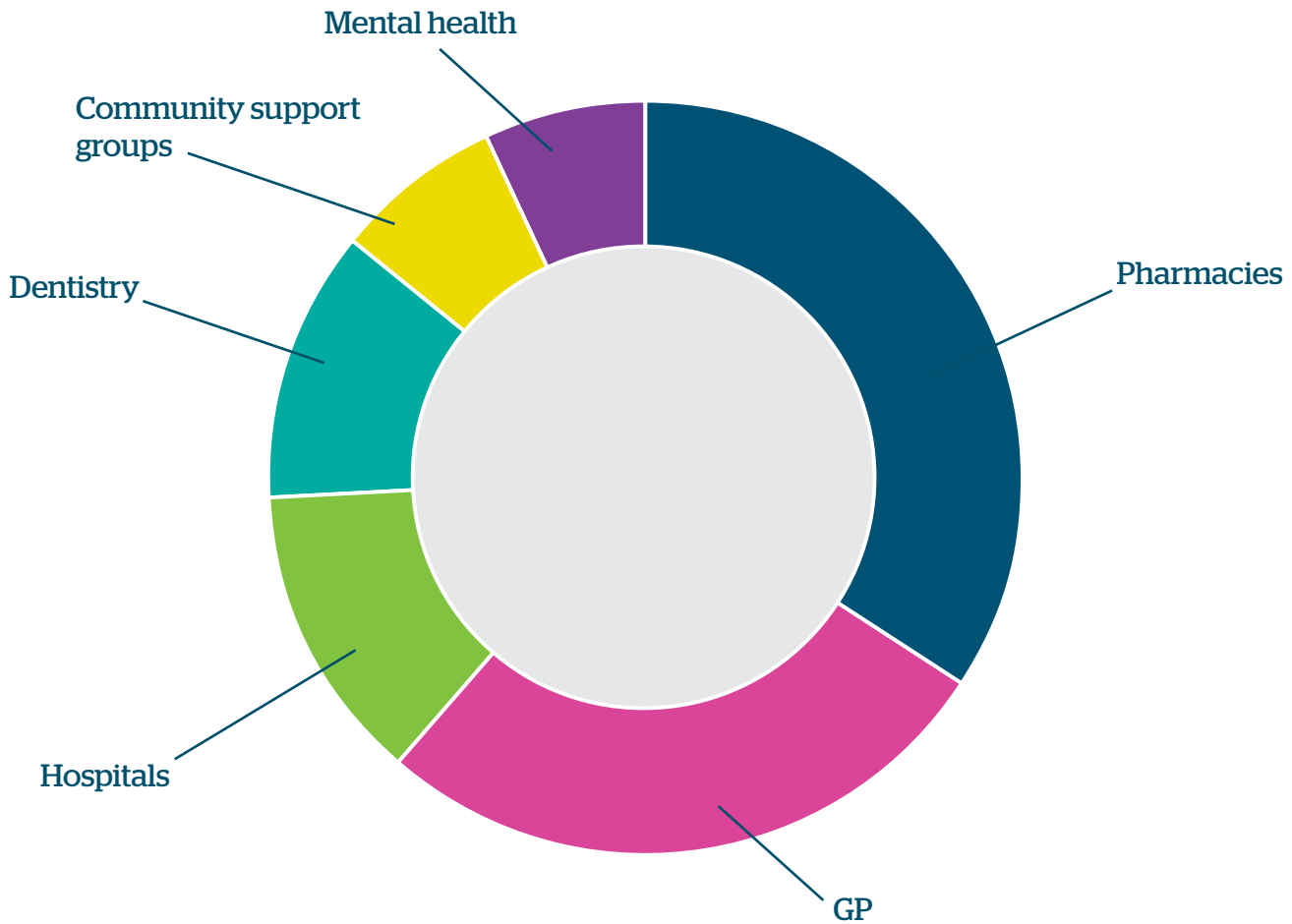
Who shared their experience with us?



How did people hear about us?



What services did people speak to us about?



Most talked about... what did people say?

Service	Positive	Negative
Pharmacies	Being able to access medication Support with delivery	Prescription handling Waiting times Lack of some medication
GPs	Staff attitudes Standard of treatment Virtual appointments	Waiting times
Hospital care	Dignity and respect	Communication to patients
Dentists	-	Communication Getting an appointment
Community support groups	Support for those who are shielding with shopping and prescriptions Tackling social isolation	-

Our work

Our response to the Covid-19 pandemic

Information provision

Since the coronavirus outbreak, we have had a greater focus on our information and signposting service, to help people get the information they need from a trusted source.

We have updated our dedicated coronavirus advice and Information pages to make them easier to navigate and for people to find the up to date information they are looking for.

These pages include all the latest national and local information plus information about local support and community groups and a bereavement support page. We also have created specific pages in response to what we have heard from local people and groups, and nationally. This has included pages on:

- Community support
- Dentists
- Cancer care
- Maternity
- Mental health and wellbeing

We have also shared information via social media and have seen an increase in our reach and an increase in the followers on Facebook and Twitter.

Find out more on our [website](#).

Gathering experiences

Even though we have not been able to carry out face-to-face engagement during this time, we have continued to gather local people's views. We have done this through:

- Gathering feedback and responding to calls and emails via our Helpdesk Hub Team.
- Utilising our volunteers who are spread across the county to share any

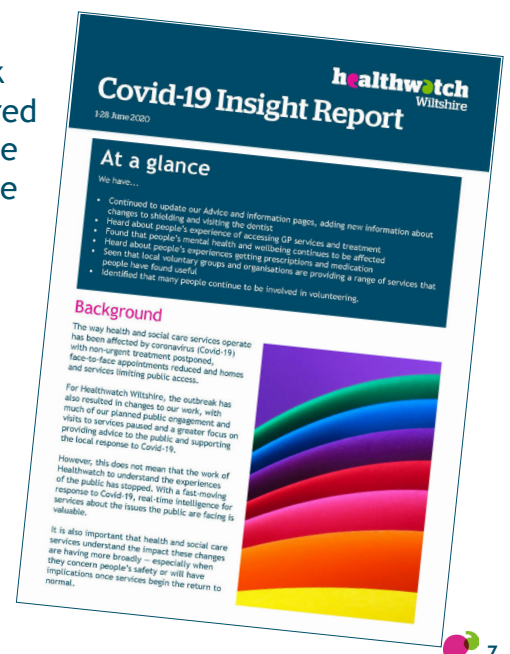
feedback they hear locally with us.

- Asking local community and voluntary organisations including local Covid-19 response groups to be our eyes and ears so we can understand the experiences of those they support.
- Launching an online survey asking people to share their experiences of health and care during this period.
- Subscribing to Care Opinion and monitoring feedback left there by people living in Wiltshire.

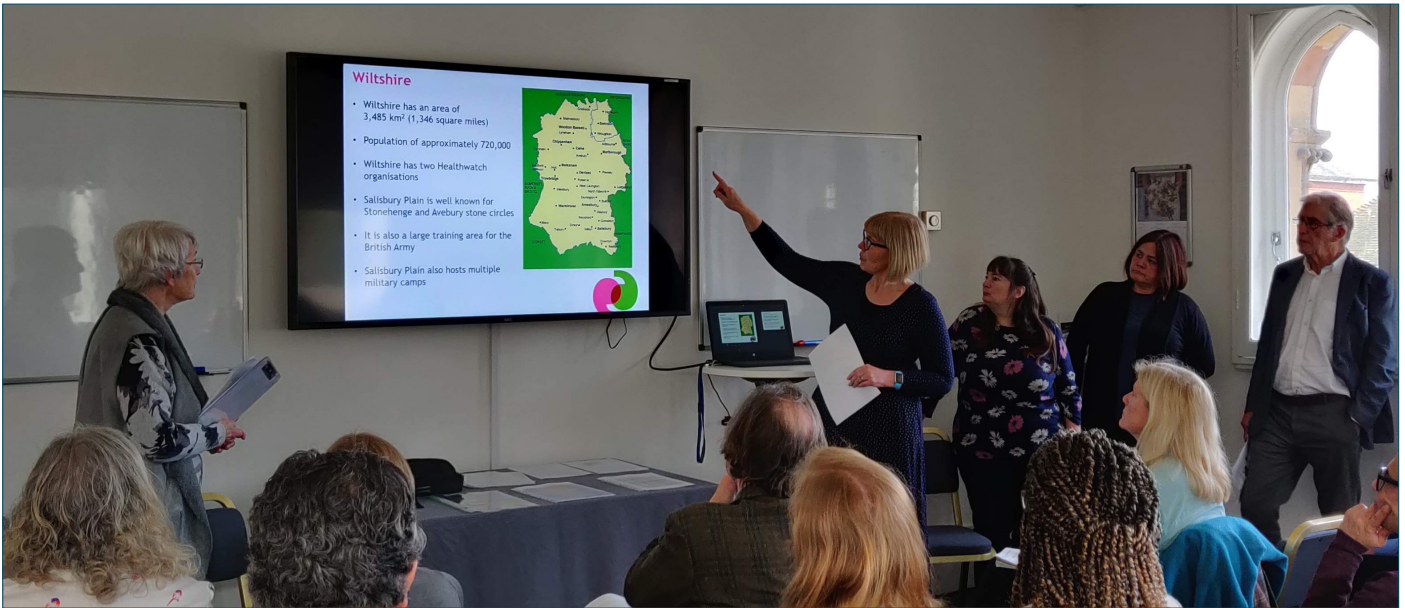
With a fast-moving response to Covid-19, real-time intelligence for services about the issues the public are facing is valuable. It is also important that health and social care services understand the impact these changes are having more broadly – especially when they concern people's safety or will have implications once services begin the return to normal.

We have collated and analysed all the feedback we have received on a regular basis during this time in order to provide real-time insight into people's experience of the fast moving and changes to services during the pandemic.

This feedback has been shared on our website and with those involved in health and care services via five [Covid Insight reports](#).



Volunteers complete military families project



Back in March, before the coronavirus outbreak, Meg and Deborah from our project team presented their findings to other local Healthwatch teams

Before the Covid-19 pandemic, our project team of volunteers spoke to 106 people associated with the military and about their experiences of health and care services.

The volunteers had been meeting regularly together to analyse their findings. When this was no longer possible due to the pandemic, they took to online meetings and used these

to meet and finalise the writing of the report. The report is now completed and will be published and shared in September.

This is the first time that our volunteers have led a whole project from start to finish and we are really pleased with what they have achieved. Due to its success, we are now planning a further volunteer led project.

Young Healthwatch team plan online mystery shop

Our Young Healthwatch project team have been meeting regularly to plan our next project that will involve young people in a mystery shop focusing on what's good and what could be improved about online mental health support available locally for young people.

This project has come about due to feedback from young people and our project team have played a central role in coming up with the idea for the project, writing the proposal, the questions, and guidelines for those taking part. We are very grateful and inspired by their hard work to get this project off the ground.

Revising our priorities for the year ahead

We have considered the impact of the Covid-19 pandemic and revised our priorities based on the way services have had to change and what people have told us about these.

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

- Impact of the Covid-19 pandemic
- Mental health

- Autism
- Primary care

We have started to link 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. [Please get in touch](#) to have your say.



What people said

Frustration as to why these services at the treatment centre can't start again as it is not a medical facility that would deal with COVID patients. However, it may be that staff are required elsewhere. It is the lack of any messaging that is most frustrating.

My mum went into care just as lockdown happened, therefore we were not able to help settle her in. Although normal activities and visits were stopped the care home was great at informing us of what was happening and keeping mum active and well.

The Stay at Home message is easy to understand for people with autism. The Stay Alert message and guidance changing day to day - what you can and can't do - is difficult. Especially when you manage best with clear rules and routine.

Feeling very lonely and isolated and found people don't really want you to say anything other than "I'm OK", even when you are not.

Used our local volunteers to pick up prescriptions, they were really helpful.

Case study

During the early stages of the pandemic, our helpdesk received a call from Mrs S* who said that she didn't have any food and that no one was able to get any shopping for them.

The Healthwatch Hub gave Mrs S two numbers for local community groups that offered support with shopping and sent further details by email.

The helpdesk followed up the call and Mrs S told them that she had used the information, and someone was now collecting her shopping for and would be able to help delivering medication and thanked the Hub for their help with this.

*Name has been changed.



Coming up

Hearing views about the different ways that people have accessed GP services.

Finding out what young people think about online mental health support.

Hearing from care homes about how they have kept their residents active and involved during the pandemic.

Working in partnership to hear from people with autism.



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