



January-March 2021



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 to hear their experiences of mental health services and to ensure patients are involved in service redesign.

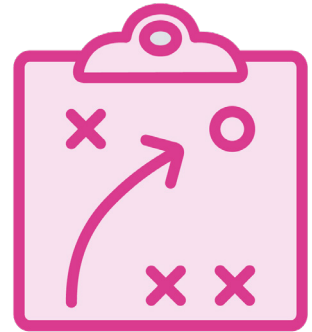


Highlights

Launched our Community Cash Fund



Launched a survey for people with autism and their carers



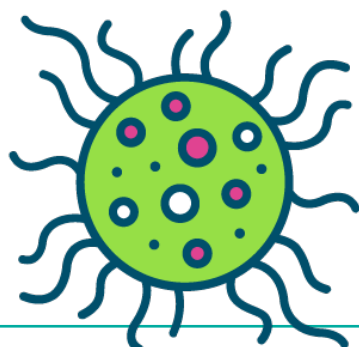
Began consulting with our partners on our priorities for next year



Achieved the Investing in Volunteers award



Continue to update our Coronavirus Advice and Information pages



Published two reports

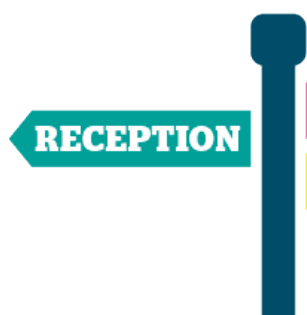


Talking & listening



768 people shared their experience of services with us

we attended **56** meetings or forums

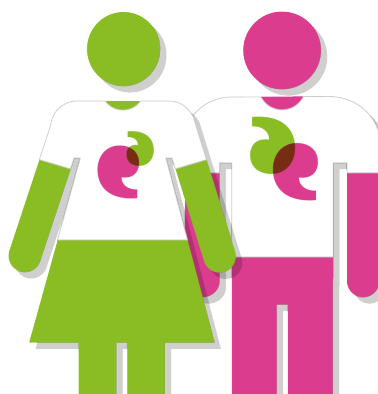


88 contacts were given information and signposted through our Helpdesk Hub Team...

...with an average call time of **16** minutes

30 volunteers were involved...

...and volunteered over **455** hours

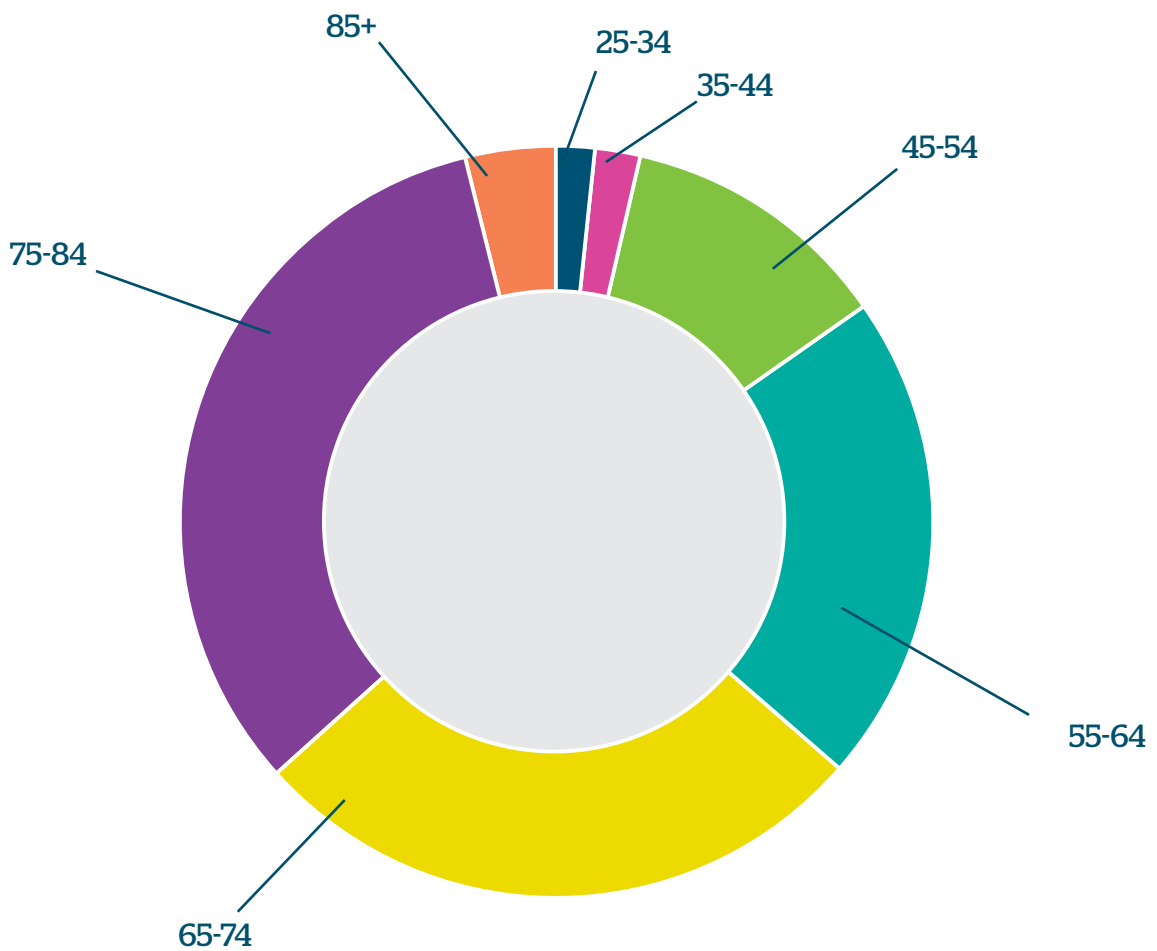
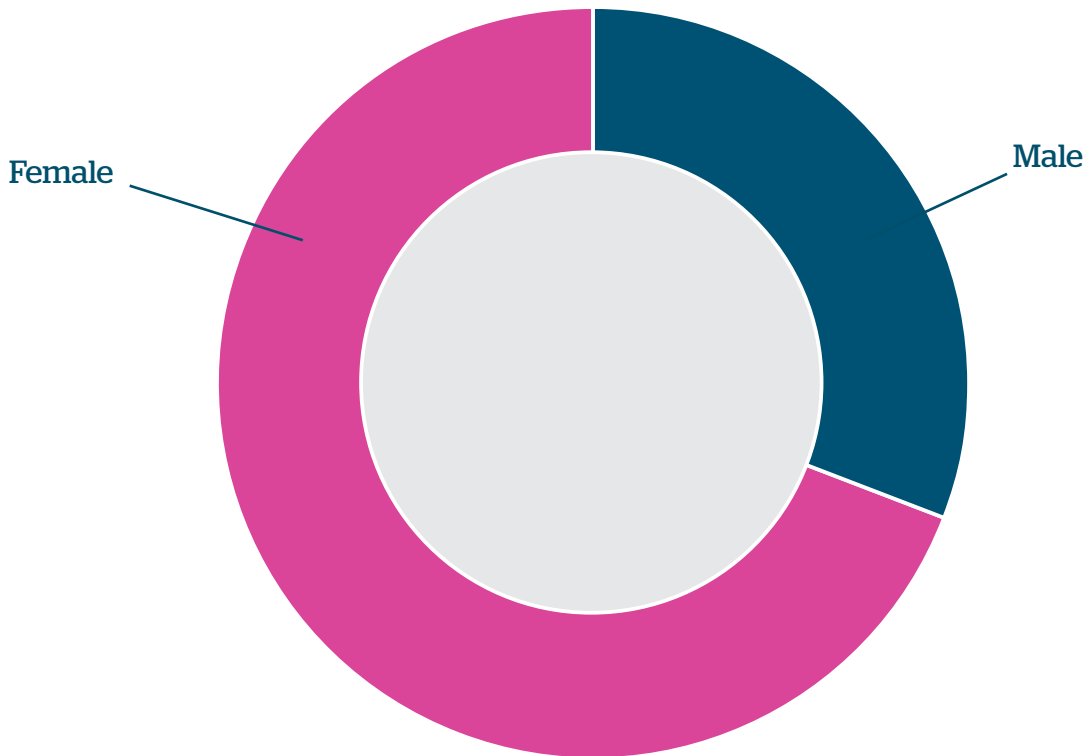


252 social media posts...

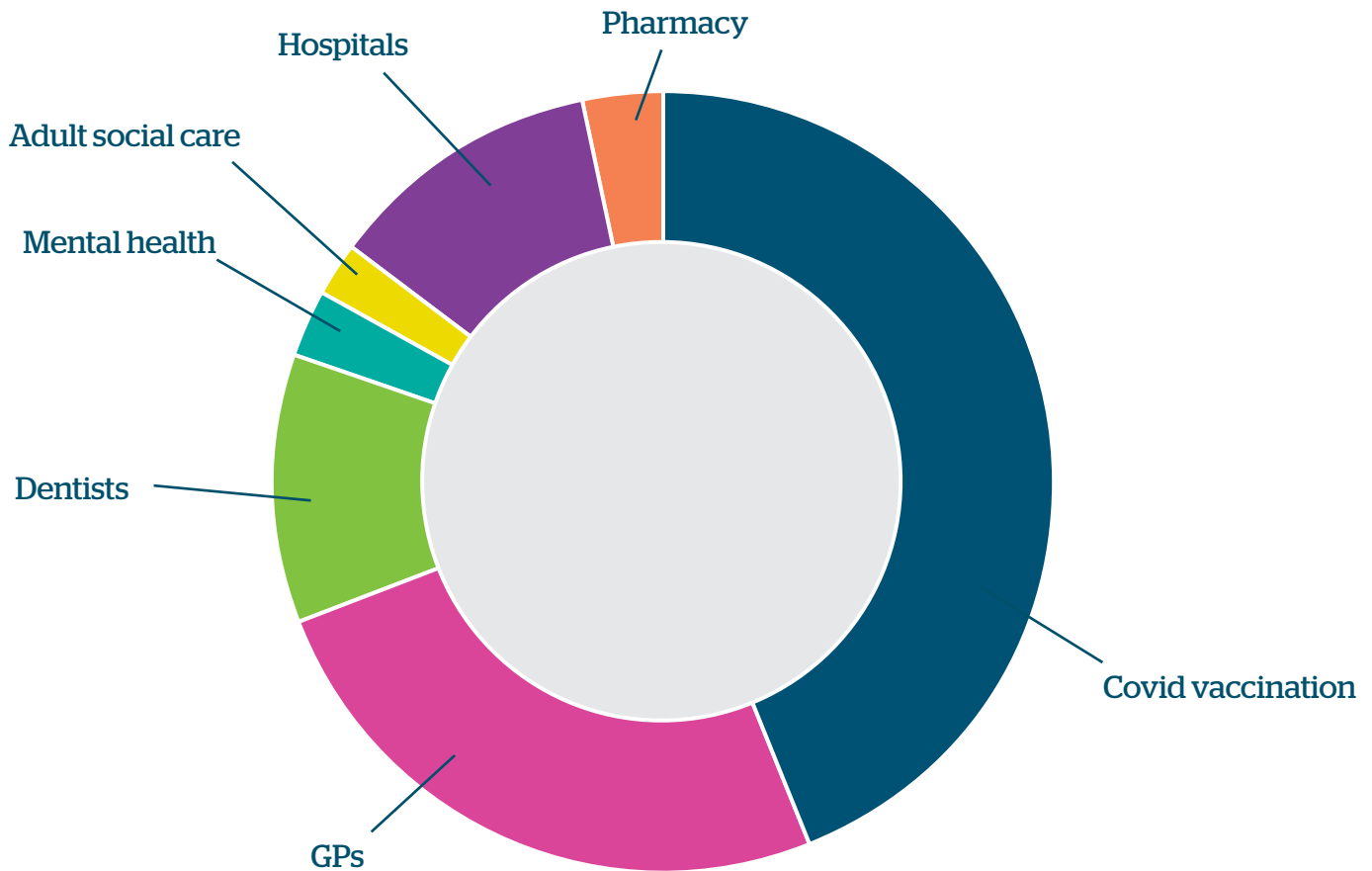
...reached **48,369** people

...and our website received **30,242** page views

Who shared their experience with us?



What services did people speak to us about?



Most talked about... what did people say?

Service	Positive	Negative
GPs	Standard of treatment Staff attitudes Organisation/Access flu vaccine Covid measures	Getting an initial appointment Communication
Mental health	Staff attitudes	Communication Access
Hospital care	Staff attitudes Virtual appointments	Access Waiting times Pathways of care
Dentists	Staff attitudes Covid measures	Getting an initial appointment
Pharmacy	Access Staff attitudes Covid measures	Wait times

Our work

Community Cash Fund scheme launched

Healthwatch Wiltshire has launched a small grants scheme to enable more people from seldom heard groups to share their ideas of how health, care and community services could be improved.

The aim of the Community Cash Fund is to help us get more feedback on services from people we might not otherwise hear from, by supporting and funding new and creative ways of engaging with people.

The closing date for applications has now been extended to Monday 3 May. [Apply on our website.](#)



People with autism asked to share views



Working in partnership with Wiltshire Service Users Network (WSUN), which runs the National Lottery funded Wiltshire Autism Hub, we want to learn more about the experiences of adults with autism when they attend health and care appointments, and whether they feel they are getting the support and information they need from local services.

You can [complete the survey online](#) or you would like to complete the survey over the phone or would like a paper copy, please call us on 01225 434218.

The survey closes on 28 April.

Report highlights care home good practice

During the Covid-19 pandemic care homes have faced considerable challenges and there has understandably been a high focus on preventing the spread of the virus.

But there is also recognition that the wider wellbeing of residents is important too. As part of our engagement with local people during the

pandemic, we were told of the commitment of care home staff to caring for their residents and the strong relationships they have formed with them, and we received feedback about some of the innovative ways care homes were keeping their residents in touch.

Read the full report [on our website.](#)

Healthwatch Wiltshire and Help & Care achieve Investing in Volunteers award

We are delighted to have achieved the Investing in Volunteers (IiV) award, alongside our provider, Help & Care.

We were assessed in 2020 by NCVO (National Council for Voluntary Organisations) against key standards including: volunteer involvement, commitment to our volunteers, communication, satisfaction and many more.

Some of our strengths included:

- Our expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation.
- Our strong commitment to ensuring that

volunteers had their own needs met.

- Our help to fulfil their reasons for volunteering; considerable flexibility as to how volunteers can contribute with no pressure to do more than they want to; scope to develop different ways of getting involved based on issues that mattered to them.
- Volunteers said that they felt valued in their roles and gave examples of the different ways in which staff expressed their appreciation of their contribution.

Investing in Volunteers (IiV) is the UK quality standard for good practice in volunteer management. Help & Care hold the contract for Healthwatch Wiltshire.

Our response to Covid-19

Gathering experiences

Covid has meant that we have had to change the ways that we engage with people, with more being carried out online and over the telephone.

Our latest survey asking for people's general views on health, care and community services during the pandemic closed in March and had over 140 responses. We are now analysing the findings and these will be published in due course.

Information provision

We have continued to have a greater focus on

information provision, ensuring people can find the information they need easily, particularly information about the Covid vaccine and testing.

Between January and March we have had our highest ever number of website visits and the Coronavirus Advice and Information pages have continued to be our most frequently visited pages.

The latest articles to be added include:

- What you need to know about the Covid-19 vaccine
- The roadmap out of lockdown
- What you need to know when visiting a care home.

What you need to know about the Covid-19 vaccine

Advice and Information – 8 February 2021

Take a look at what you need to know about the Covid-19 vaccination programme including how you will know when it's your turn, where to go, and why it's important.



The roadmap out of lockdown

Advice and Information – 1 March 2021

The Government has announced an easing of lockdown restrictions from 8 March, including a four step plan to lead us out of lockdown. Find out what this means for you.





What people said

RUH has arranged appointments and surgery with efficiency, Covid procedures have been implemented. The GP practice has gone above and beyond to ensure I was able to access critical medical products when shortages were reported. Their Covid procedures have been exemplary; they ensured I felt safe to have flu jab and to attend the surgery. The pharmacy has also been efficient in ensuring products and prescriptions were available. Specsavers Covid procedures were also implemented to help me feel safe and confident in their premises.

Getting through to the surgery can be a nightmare, not the fault of the people there I am sure, just too many trying to get through at one time. I do miss the fact of speaking to whoever is on duty and not trying to link with one GP. Again it is the way the service has had to work and we do have a good and caring service.

A telephone appointment was easy to organise and an in-person appointment was arranged quickly. Security arrangements were effective and clear.

Initial referral by the GP was made but without response and unfortunately we had to hit crisis before the Mental Health team came in like the cavalry and saved the day.

Delighted that Alzheimer's Support kept their services going which for us meant my husband could be taken out one afternoon a week. They also started their group on the church hall which had to be shut again with the second lockdown.

Local village Covid-19 support group is excellent. I was classified vulnerable, all services offered or requested were excellent.

Signposting story

A pregnant woman requiring urgent NHS dental care contacted us for advice.

She had been diagnosed with Hyperemesis Gravidarum and as a result of the retching and vomiting she was worried she had injured her jaw. She explained she was having trouble chewing, talking and could hardly open her mouth. She was also experiencing immense migraine-like pain which had persisted for nearly two weeks. She was growing concerned as she had

recently moved to the Wiltshire area, and said dentists were not taking NHS patients.

She said dental care, especially when pregnant, is very important, and as a result was getting very distressed as she was unable to get registered anywhere unless she paid privately.

The Healthwatch hub signposted her to NHS 111, NHS England and the Oral Health Foundation.



Making a difference

Mental health forum members produce their own guide to support services

Members of the Wiltshire Mental Health Open Forum worked together to compile the Wiltshire Mental Health and Wellbeing Support Services list, which details where adults, children and young people can get support, counselling, and advice on topics such as addiction, bereavement and homelessness.

Forum regulars identified that they struggled to find the information that they needed, and so decided to create the list of contacts as a way of helping people who are struggling with their mental health to find the right support for them quickly and easily.

One member said: “I found, as a mental health service user, it was especially useful to learn more about the different organisations that are out there and to be able to contribute my opinions and ideas and for them to be listened to by professionals. Being part of the creation of the list was very exciting.”

Claire Edgar, Director - Learning Disabilities and Mental Health at Wiltshire Council, said:

“Having access to support and advice for those struggling with mental health is so important and particularly so at this current time as we all cope with the challenges of life during the pandemic. This guide is going to be a tremendous help to many people to help them access the right support with ease.”

So far, the guide has been downloaded over 250 times.



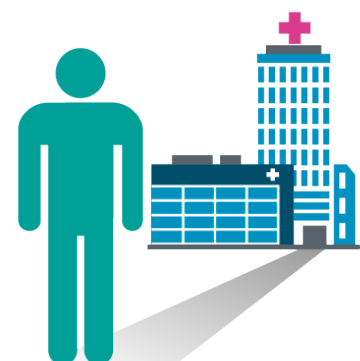
Salisbury NHS Foundation Trust develops new guidance for responding to complaints

Last year we spoke to a small number of people about their experiences of the complaints process at Salisbury Hospital.

Their feedback was shared with Salisbury NHS Foundation Trust, including some top tips on what the response should look like.

As a result of this feedback, the trust has developed new guidance on writing a final response letter which includes the top tips

that we shared with them, and created a new teaching package on responding to complainants.



Your experiences of the adult safeguarding process

We worked with Wiltshire Safeguarding Adults Board (WSAB) to develop a survey which aimed to find what had worked well for people, how supported they felt and what could be improved.

Responses came from a mix of professionals, relatives and/or carers and the individuals involved. The feedback we received was very mixed, with some people reporting a good experience and others telling us of concerns they had about the process.

The report was shared with the Adult Multi-

Agency Safeguarding Hub who carefully considered it and put in place a detailed action plan that addresses the recommendations.

The action plan included the redevelopment of the Making Safeguarding Personal (MSP) leaflet, ensuring that it is available in accessible formats, including Easy Read. This leaflet is in now in development and has recently been reviewed by our volunteer readers panel.

We're keen to work with the WSAB and revisit this work to see if people's experiences have changed after implementing the recommendations.

Find out more about our work at www.healthwatchwiltshire.co.uk

Coming up

Access to GP services

Setting our workplan for 2021/22



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