



October-December 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.



Highlights

Won a national award for the 'Impact we make with partners'



Continue to update our coronavirus Advice and Information web pages



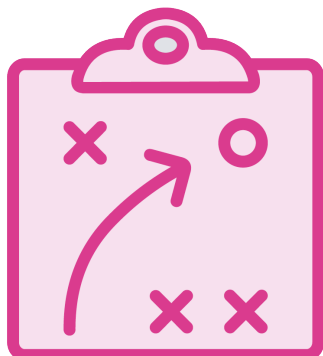
Developed a guide to mental health resources



Published our Community Cash Fund report



Launched our survey gathering views on services



Recruited 4 new Board members, including Chair and Vice Chair



Talking & listening



We attended **79** meetings or forums

367 people shared their experience of services with us



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

...with an average call time of **39** minutes

28 volunteers were involved...

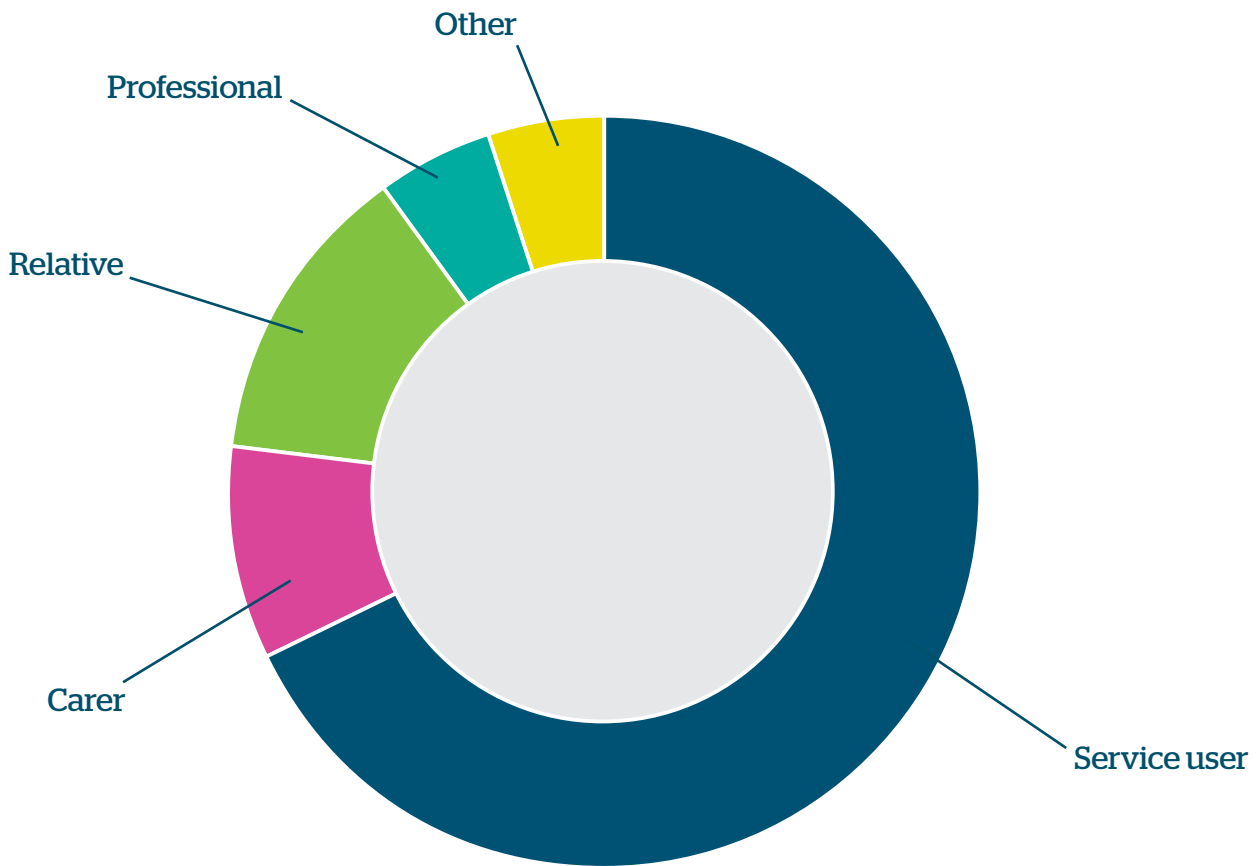
...and volunteered over **259** hours



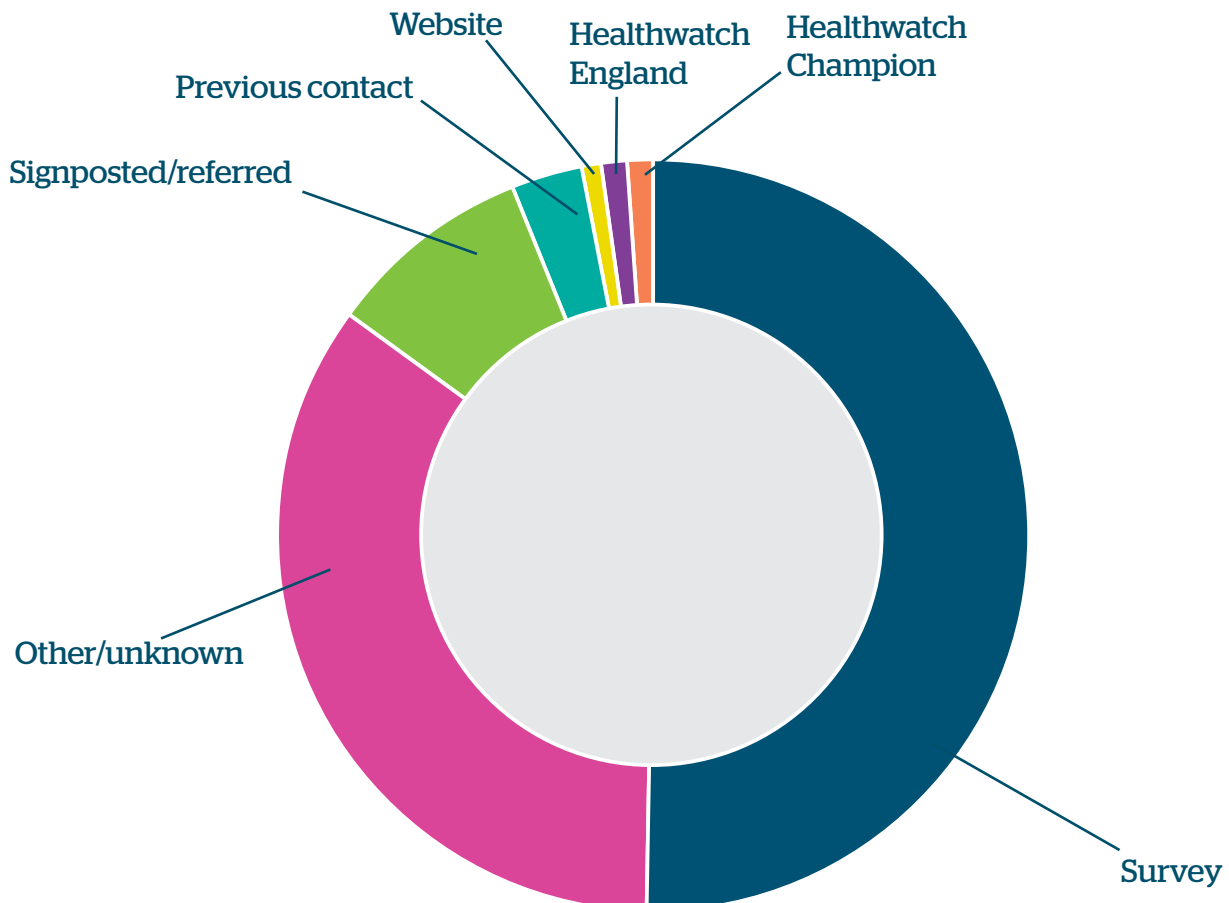
270 social media posts...

...reached **57,097** people

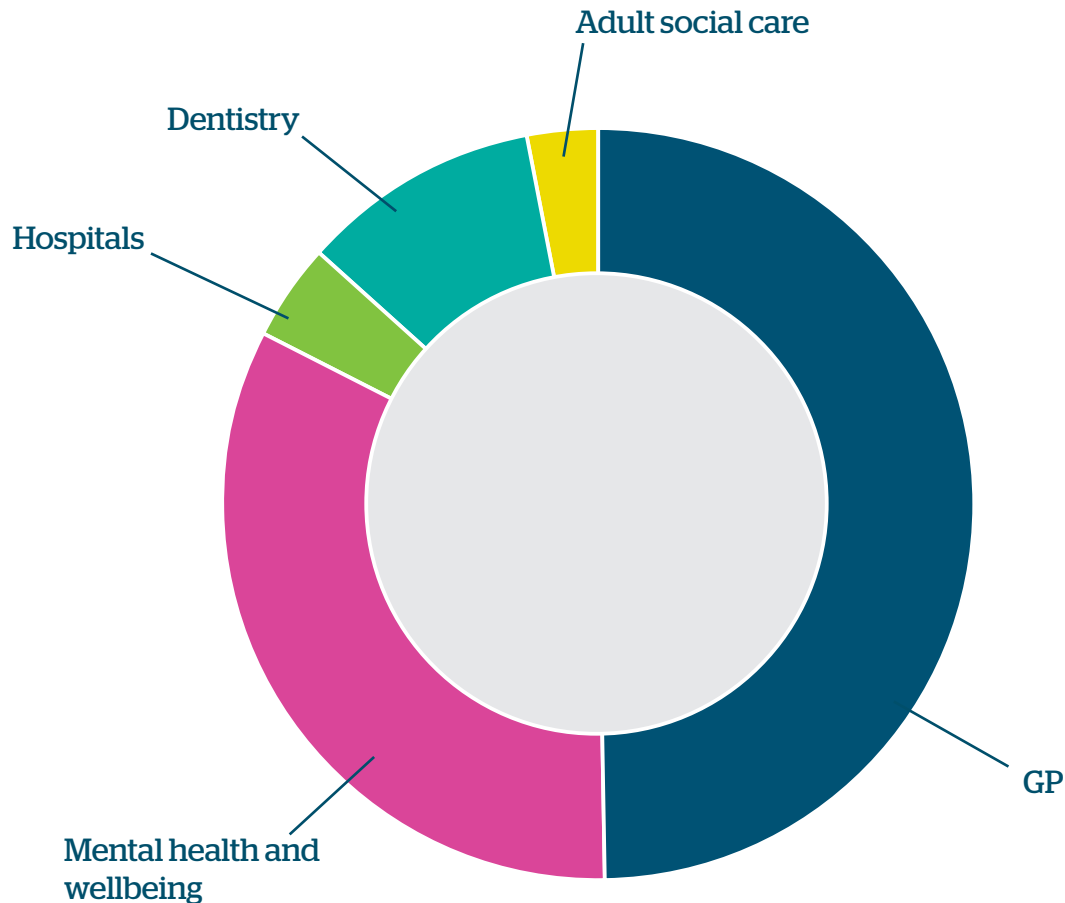
Who shared their experience with us?



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	Standard of treatment Staff attitudes Organisation/Access Flu Vaccine	Getting an initial appointment Communication
Mental health	Staff attitudes	Communication Access
Hospital care	Staff attitudes Virtual appointments	Access Waiting times Pathways of care
Dentists	-	Access Communication
Adult social care	Continuity of service during Covid-19	Communication Pathways of care

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.

As services begin to reopen and may be changed, we have released news stories that share some of the important health messages. These include:

- Tier system and lockdown
- Protect yourself and your loved ones against flu
- NHS 111 First
- Covid-19 vaccination

We have also continued to update our dedicated Coronavirus Advice and Information pages so people can 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. Information we have added this quarter includes:

- Community support
- What you need to know when visiting a care home
- Guidance on shielding

We have shared information via social media including Facebook and Twitter.

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

Gathering experiences

Although we have not been able to carry out face to face engagement during this time, we have continued to gather local people's views through:

- Launching a new survey asking people to share their experiences of health and care during this period, that can be completed online, by post or by telephone.
- Promoting our survey on the radio.
- 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.
- Continuing to liaise with voluntary and community groups so that we can understand the experiences of the people they support.
- Subscribing to Care Opinion and monitoring feedback left there by people living in Wiltshire.

With a fast-moving and changing response to Covid-19, it is important that we continue to gather insight into people's experiences of services. The aim of this is to support 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.

Community support during the coronavirus outbreak

Advice and Information - 7 December 2020

Help and support available in Wiltshire.



Wiltshire Wellbeing Hub

Wiltshire Council's hub is available to anyone who is struggling during this difficult time, such as people who are identified as clinically extremely vulnerable or self-isolating and don't have a support network around them or know where to get help.

The hub is open 9am to 5pm Monday to Friday and 10am to 4pm on Saturdays. Email wellbeinghub@wiltshire.gov.uk or call 0300 003 4576.



The Music for the Mind group in Seend featured in our video about our dementia project

We earn national recognition for dementia project

In November, we won a Healthwatch England national award for ‘The impact we make with partners’ in relation to our engagement with people with dementia and partnership working.

This award recognises the commitment of local organisations in Wiltshire to listen to people’s views and to work together to take action that improves people’s lives, and to let people know about improvements they have made. Find out more on our [website](#).

We also produced a guide for Healthwatch England on our model of dementia engagement. This highlighted what has worked well in Wiltshire and focused on partnership working and co-production of survey and approach with people living with dementia.

In November, we presented this model at the Healthwatch England conference for teams across the country to use and adapt for their own projects.

Mental Health Forum starts work on support guide

We have formed a virtual Mental Health Forum, working with Avon and Wiltshire Partnership NHS Trust, Richmond Fellowship and other organisations. The forum is open to users of mental health services and frontline staff who work with people and can feed their views. It has continued to meet monthly.

This quarter, members of the forum identified that information about available services was an issue and to help address this they worked together to produce an information sheet covering mental health support services that they thought people might find useful. This is now in the process of being produced and will then be shared more widely.



New members join Healthwatch Wiltshire Board

We recruited four new Board Members this quarter including a new Chair and Vice Chair. We now have a board of nine, who bring a wealth of varied knowledge, experience and expertise.

The Board will be key to developing a new work plan for next year that focuses on what matters most to the people of Wiltshire. You can find more information about our Board members on our [website](#).

Building our virtual volunteer involvement



Due to the Covid-19 pandemic, many of the ways that our volunteers would have previously engaged the public to support our work have not been possible.

In response to this we have looked to develop other ways that they can continue to be involved.

As well as continuing to gather feedback remotely, they have also been supported our work by:

- Our volunteer readers panel has read and contributed to Great Western Hospitals Equality Strategy and the Clinical

Commissioning Group's Communication and Engagement Strategy for BaNES, Swindon and Wiltshire.

- Volunteers have been involved in supporting the assessment of tenders for NHS advocacy.
- A young Healthwatch volunteer's work is supporting us with administration and attending the Children and Young People Mental Health network.
- Our volunteers support the Wiltshire Mental Health Open Forum by co-facilitating and taking notes.
- Involvement in a shared lives panel.
- Attending a range of online forums, meetings, and consultations.

Developing our next engagement projects

Hearing the views of people with Autism

This project will aim to gather the views and experiences of people with autism about their experiences of health and social care and other support they receive. We have worked with Wiltshire Service Users Network to develop a survey, which has involved sharing drafts and incorporating suggestions from

people with autism spectrum conditions.

Access to GP Services

We know that the way that people have accessed GP Services has had to change rapidly due to the Covid-19 pandemic. This project will look at people's recent experiences of GP services through a variety of methods.



What people said

The Diabetes team were very caring, encouraging, informative and gave us time to digest all the information before sending us home (my son and I). He was 12 when he was diagnosed with Type 1 diabetes. They are still supportive and we see the team every three months. I know I can phone them for advice support when I need it.

I had a cardio version to correct atrial fibrillation. The staff, the treatment, the whole event was incredibly well organised and in spite of the current situation, I was treated with respect, care and understanding.

Me and my family moved to North Wiltshire around a year ago, we have had multiple dental emergencies in that time and been told to find a dentist to prevent issues reoccurring. Multiple times we have looked all around our local area and further afield but to no avail, are you able to point us in the right direction?

36 attempts to get through, request for photographs to be sent, a wait for a call back, no appointment availability, eventual face to face, referral to consultant. Took weeks and very very obstructive processes.

Nothing was good about a consultant ringing me and making a snap judgement over the phone without seeing me or any test at this time.

Case study

We were contacted by a caller whose relative was in hospital. Their relative was ready for discharge but was waiting for support to be put in place.

The caller was anxious about the care that would be put in place and had been unable to find any information or contact details of

who would be providing it. We were able to find and provide the caller with information and contact details about the service the person would be receiving when they were discharged.

The caller was reassured by this information and was able to contact the team.



Making a difference

Volunteers input to Clinical Commissioning Group Communication and Engagement strategy

We were asked for comments about the proposed new Communication and Engagement Strategy for the Clinical Commissioning Group across BaNES, Swindon and Wiltshire, which plans and provides services across the region.

Our volunteer readers panel read the draft and provided a range of comments that covered proof-reading, language, and content.

Their suggestions were welcomed and were incorporated into the final document and this also led to a further discussion about how they could also be used to shape the future approach to engagement.

Visit healthwatchwiltshire.co.uk/how-we-make-difference to find out more about the impact we make.

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



Coming up

A project looking at people's experiences of using the Place of Safety during the Covid-19 pandemic.

Our Community Engagement Grant project, supporting work with seldom heard groups.



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