



July-September 2022

About us

About Healthwatch Wiltshire

Healthwatch Wiltshire is your local health and social care champion. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice.

Our priorities

For 2022/23 are:

Primary care

- Following on from our work on accessing GP services and how they are recovering post-pandemic.

Mental health

- Monitoring services in light of increasing demand, with a particular focus on learning disabilities and autism.

Children and young people

- Young Healthwatch volunteers will focus on sexual health.

Hospital discharge

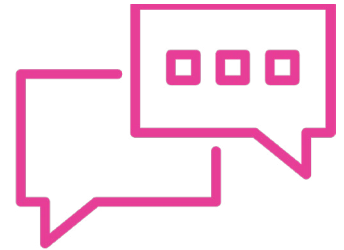
- Exploring the links between discharge and social care.

Highlights

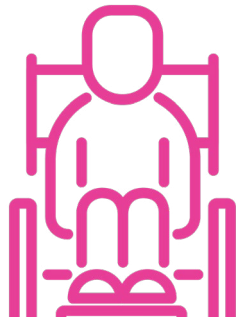
Published 3 reports



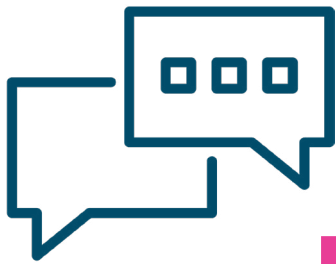
Heard from Fijian and Nepalese military families



Planned care home visits to assess pilot rehabilitation project



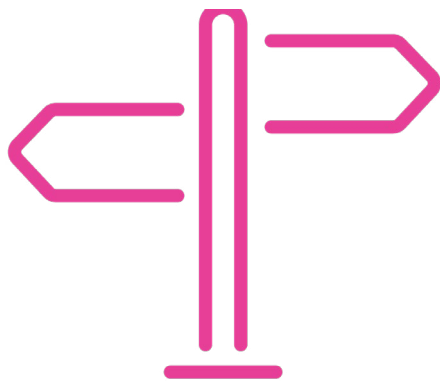
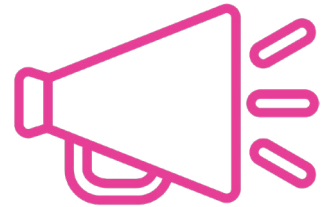
Talking and listening



57

people shared their experience of services with us

We attended **55** meetings, forums and events



63

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

...with an average call time of **23** minutes

14

volunteers were involved...

...and volunteered over **139** hours



179

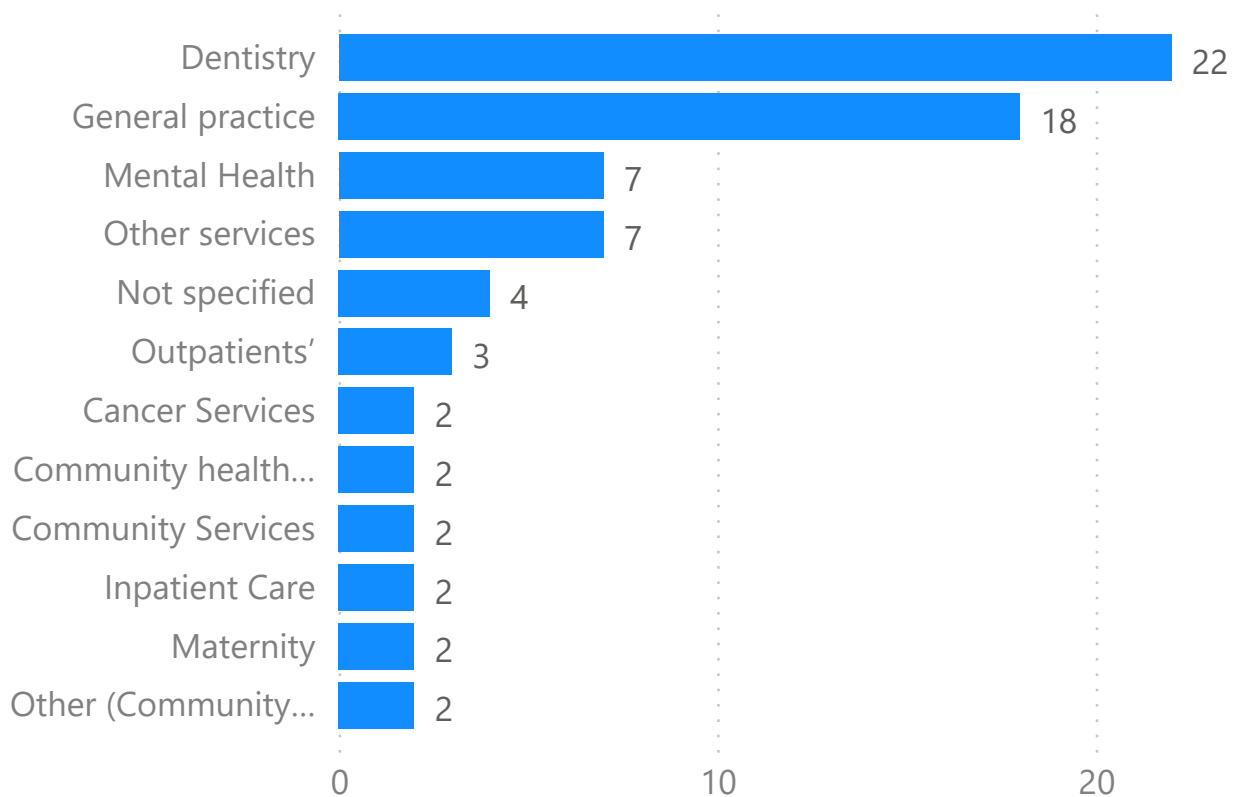
social media posts...

...reached **12,030** people

...and our website received **8,040** page views

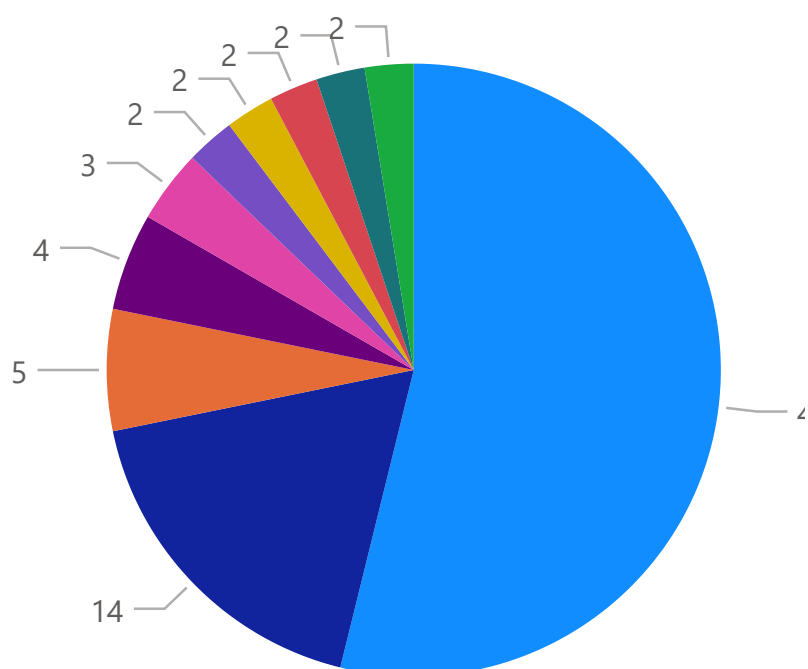
Experiences you shared

Top 10 Services

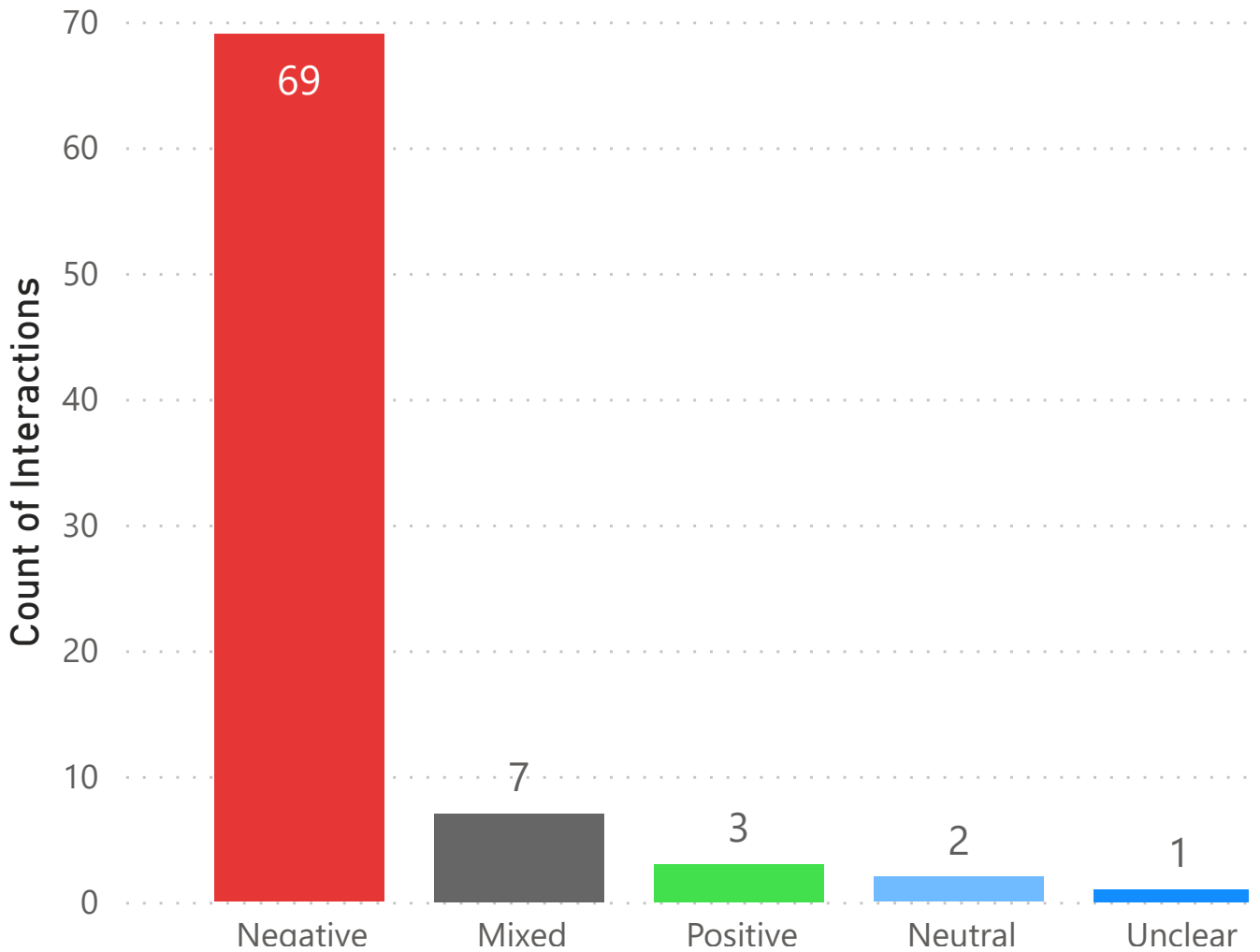


Top 10 Themes

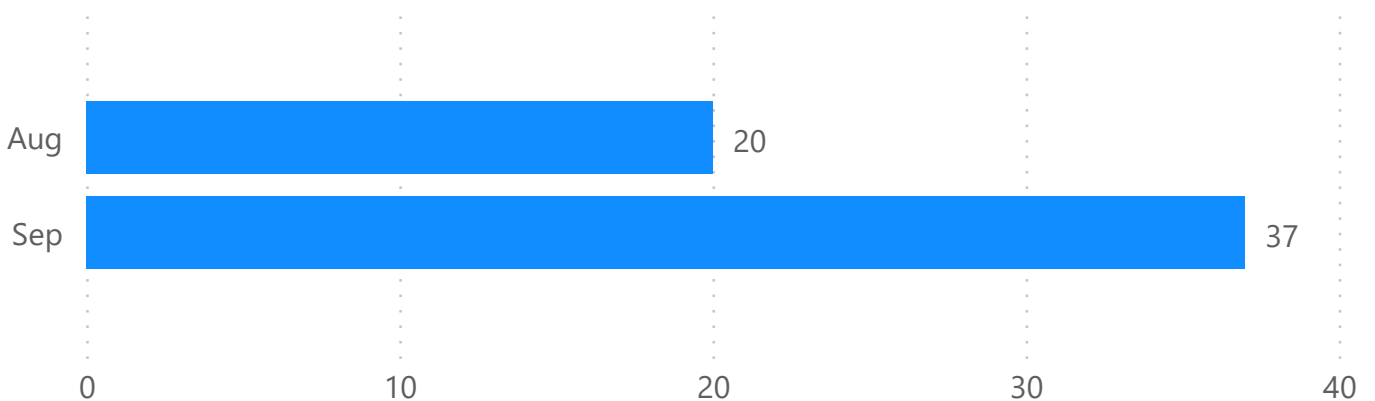
- Access and Choice
- Treatment/Care
- Support available
- Communication
- Level of provision
- Assessment
- Diagnosis
- Funding available
- Not specified
- Waiting times



Story Sentiment



Number of people who shared their feedback/raised issues about health and care services



Our work

Volunteers review automated GP messages

Our volunteers have carried out a review of automated phone messages at all 49 of Wiltshire GP practices. The aim was to identify what sounds good and is easily accessible to patients and the public so that a set of recommendations can be shared with GP practices on improving their automated messaging.

Our volunteers listened to the phone messages

and assessed their content, tone and length, noting a wide variation in messages across the county. Their findings are being summarised, along with recommendations for improvement, in an upcoming report.

This was largely a benchmarking exercise, following on from their review of GP websites, with the recommendations they make to be used as a form of checklist.

Projects focus on hearing from minority groups

In September, we began a new project with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS) and children's charity Spurgeons to hear the experience of Fijian and Nepalese military families of accessing health and care services.

We held two workshop sessions, funded by the Armed Forces Covenant Fund Trust, with members of these communities where we listened to their feedback and offered advice and guidance.

Key themes to emerge from the sessions were the language barrier in making GP and healthcare appointments over the phone and being understood in an emergency; a lack of understanding about the GP

triage system, when they expected to see a doctor straightaway. On a positive note, all were registered with a GP, reported good experiences of hospital treatment and no problems with getting the medication they needed. They were also generally satisfied with the dental treatment they received.

Our work with EMTAS and Spurgeons will continue in 2023 with a two-year project which aims to signpost key medical services and to deliver activities to support Ethnic Minority and Traveller families' mental health and wellbeing.

This project, funded by NHS Charities Together fund, will involve hosting sessions across the county, focusing on Traveller, Boater and Eastern European communities in the first year.

Hearing views on new hospital discharge scheme

We're working with Wiltshire Council to look at how a new scheme to help people recover more quickly from a hospital stay by receiving rehabilitation within a care home setting.

The Pathway 2 model of care is designed to help people build their independence and prepare for their next move, and involves therapists working closely with social workers, care and nursing staff as one multi-disciplinary team on-site. Together, they

assess the patients' needs and a range of treatments and activities is devised to support them and speed up their recovery.

We are planning visits to Little Manor care home in Salisbury where the pilot is being tested, to hear feedback from patients, staff and therapists. We will also seek the views of families and carers. Our findings will help inform Wiltshire Council's decision-making on the future of this scheme.

Latest advice and information

Our website offers a range of advice and information to help you keep up to date with the latest changes in health and care.

Over the last quarter from July to September 2022 we have published information on the importance of vaccinations and included information on:

- The [signs and symptoms of monkeypox](#), what to do if you think you have it and who is eligible for a vaccine.

- [The signs and symptoms of seasonal influenza \(flu\)](#) and who is eligible for a free vaccine.

Health experts are predicting a big, early wave of flu this winter, and with a rise in Covid cases also expected, people are being urged to get both vaccines to help protect the nation from a double threat this winter.

[Visit our advice and information section](#) to find out more.

What you need to know about flu

Advice and Information – 28 September 2022

Know the signs and symptoms of seasonal influenza (flu) and who is eligible for a free vaccine.



Making a difference

NHS to focus on improving funded care in response to feedback

The experiences of people who have applied for NHS continuing healthcare (CHC), a package of care for adults with significant needs, is the focus of the latest report from Healthwatch Wiltshire.

Applying for CHC, which is arranged and funded by the NHS, involves a person being assessed for their eligibility on factors such as their breathing, mobility, nutrition and psychological needs.

Our project came about after local people expressed their concerns about trying to get information about CHC, the application process and meeting the eligibility criteria. Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (now BSW Integrated Care Board) asked us to devise a survey to hear people's views.

Our report reveals that people prepare carefully for the CHC assessment but don't always receive key information before they start, and find the process complicated and challenging.



We also found:

- Most applications are made by someone other than the person who needs to be assessed.
- The process is easier if people have a social worker to help them.
- Applicants who meet the criteria tend to be people who understand the terminology.
- People who didn't meet the criteria felt let down and were inclined to question the process.

A clear theme was the need for better liaison between CHC teams and care providers, particularly when a change of care setting is required – for example, when a person is moving to a care home.

People thought staff were professional, empathetic and supportive.

Our report has been shared with the BSW ICB, which is currently making improvements to the way it delivers the CHC service.

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



“One of the first actions in response to the feedback from the survey will be the development of a BSW ICB CHC Application Process document... this will provide the applicant with the timeline and stages of the CHC application process and will have a Frequently Asked Questions section to provide further information on roles, responsibilities and CHC funding.”

Kirstie Jackman, Head of Operations and Clinical Quality for Continuing Healthcare (CHC) and Funded Nursing Care (FNC) at BSW ICB



What people said



Signposting story – advocacy and bereavement

Our Hub team received a call from someone who wanted more advice on an issue with their father's care in hospital.

"My father passed away in August last year and I am not satisfied with the level of care he received, I made a complaint to PALS and subsequently attended a meeting where full responsibility was taken and apologised for. However, my family still don't understand what happened and how we came to lose my dad. We feel our questions and concerns were brushed under the carpet and nobody has ever given us an explanation.

"I have obtained my dad's medical records and need someone impartial to translate them for us and tell us exactly what went wrong and why my dad passed... If you are able to advise me who I can take dad's medical records to I would be extremely grateful."

Our Hub team advised the caller to approach their GP and advocacy support in the first instance, or to use advocacy support to hold a meeting between the hospital trust and the caller. They were also signposted to Cruse Bereavement Support. The caller thanked the Hub team for their help.



Signposting story – support for autism

Our Hub team received an email from a person living with autism about their treatment and care in hospital and mental health services.

"I have very bad [Post Traumatic Stress Disorder] from misdiagnosis and mistreatment. I am autistic, I have a heart condition, I have had mini strokes. When overwhelmed I cannot speak properly and behaviour takes over as a means of communication... My treatment in the past has caused me to be traumatised. Better understanding of [Autism Spectrum Disorder] is needed, in hospitals and GP surgeries... Basic human rights and... unable to communicate pain or describe strokes is a horrific situation to be in. They were

unaware I am autistic at the time but I ask more training, more educating in the signs to look for, for all the autistic people that find themselves being misunderstood and mistreated."

Our Hub team suggested the person contacted the Wiltshire Autism Hub for help and to recount their experience as the Autism Hub also provides autism training. Our team also mentioned the Wiltshire Mental Health Open Forum that we run monthly. An email from our manager invited them to the next meeting and highlighted that we are planning to look at the experiences of people with autism accessing mental health services in an upcoming project.



Coming up



Launching our Independent Living Open Forum to hear the views of Medequip service users and carers



Review of how mental health services are accessed and managed for people with autism, learning disabilities or neurodivergence

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

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