

Annual Report 2015/16



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Message from our Chair - Chris Graves



Healthwatch Wiltshire exists to make health and care services work for the people who use them. We came into being in 2013 and it is hard to believe that this is our third Annual Report and we are now into our fourth year as a local Healthwatch for the people of Wiltshire. During 2015/16 we have been in a strong position to deliver the service with an experienced Board of Directors and a team of committed and skilled staff and volunteers. I would like to take this opportunity to thank everyone at Healthwatch Wiltshire for all their hard work and enthusiasm. Together we have built an organisation and service which is really making a difference in Wiltshire.

Given we are now well into our life as a local Healthwatch we considered it was a good time to ask our partners and stakeholders how they feel we are doing. The Board of Directors commissioned an independent evaluation which provided an opportunity for us to receive some valuable feedback about our performance. It was very encouraging to hear positive feedback and also valuable to learn about the areas we need to work on. During the forthcoming year we will be taking action on the areas for development which include reaching out more into local

communities. You can find a 'quick read' of the evaluation on our website.

One of our roles is to influence the commissioners and providers of health and care by speaking up for local people. We are in a good position to do this as we have a place on Wiltshire's Health and Wellbeing Board, NHS Wiltshire's Governing Body, the Adults Safeguarding Board and the Children's Safeguarding Board, and on the Council's Health Select Committee. We also are invited to a wide range of programme boards on areas such as End of Life Care, Better Care, and Dementia. These all provide us with an opportunity to challenge in a constructive way and feedback what local people tell us about their experiences. You'll find examples of where we are making a difference in this Annual Report as well as on our website.

Ultimately we want to see a health and care system that works for local people. We rely on local people to tell us about their experiences – the good and the bad. Remember that your voice is our voice!



The Board of Directors

Message from our Chief Executive - Emma Cooper



This Annual Report gives you an overview of our work during 2015/16 and I hope that you will find it interesting and informative. If you would like to find out more about any area of our work then please do contact us or visit our new website. It is hard to summarise all our activity into an Annual Report especially since 2015/16 was a year of high energy!

One important area of focus for us has been involving more people in our work. We have a fantastic team of volunteers who support us with a lot of our engagement activity. We are keen to grow our team of volunteers and we have done this through two innovative projects. One of these has seen us partner with Wiltshire People 1st to support people with a learning difficulty to volunteer with us to check the quality of care services. The other has led us to work with Youth Action Wiltshire to involve young people in our engagement work. You can read more about these projects in this Annual Report.

At the start of the year we were pleased to launch the new health and social care information website – Your Care, Your Support Wiltshire. We are working in partnership with Wiltshire Council and NHS Wiltshire on the website which is designed to address some of the feedback we

regularly receive from local people which is their difficulty in finding good quality information about health and care services. The website is continuing to develop and we hope that you will find what you need when you visit it. If not, then let us know! We also recognise the importance of people knowing that it exists and so we will continue to publicise it widely.

Finally, I would like to say thank you to all the people in Wiltshire who have taken the time to share their experiences of health and care services. During 2015/16 we have worked with commissioners and providers to access their customers, patients, and service users. Through our engagement we have found out what it is like living with dementia, what would help unpaid carers to cope in a crisis, and people's experience of making a complaint. All of the feedback we gather is used to help make improvements and develop the services we rely on. Our aim is that all services have a good understanding of people's experience of them. After all, without information about patient and carer experience how will we and they know whether they are working well?

The year at a glance

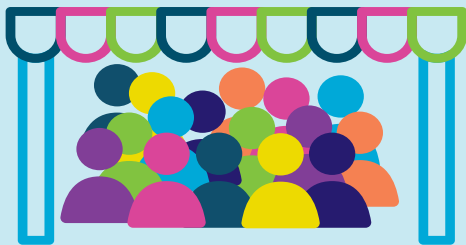
This year we reached over 100,000 people on social media.



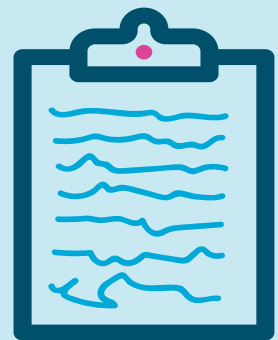
We've spoken to over 450 people about dementia - one of our top priorities



We've engaged with over 1,000 people



We visited 46 services in Wiltshire



We have published 18 reports



We have signposted and provided information to over 30,000 people



We have 44 active volunteers



We have been involved in 15 PLACE* visits



* Patient-led assessments of the care environment

Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences will help us to understand what works well and what needs to be improved.

Our vision

Our vision is for a health and care system which meets the needs of Wiltshire people. This means a system which listens to what people say about their experiences and views. Our role is to listen to those experiences and views and reflect them back to the organisations which plan, pay for, and deliver health and care services (the commissioners and the providers).

It's our health and care system! Our mission is making sure that local people are included in the big decisions and that we all have a good experience of health and care services. Whilst we carry out our own engagement to find out about people's views and experiences, we also challenge commissioners and providers to provide

opportunities for involvement. Influencing others is a critical part of our role.

A well informed community is a powerful one. An important part of our vision is that Wiltshire people have the information they need to make personal choices about health and care. We want people to have the facts so that they can be involved in the big commissioning decisions.

We want to see more local people giving feedback about their experiences of health and care services – the good and the bad. Healthwatch Wiltshire can only do its work effectively if we understand Wiltshire people's experience. Remember, your voice is our voice!

Our priorities

Our priorities were set in 2014 for the period until March 2016. We listened to what local people said about what is important to them and as a result we identified five priorities:

Dementia

Finding out about people's experiences of services to support the implementation of the Wiltshire strategy for dementia.

Integration of health and care services

We are interested in how all parts of the health and care system work together so that people have a better experience overall.

Complaints and raising concerns

During 2015/16 we have worked on making sure that the recommendations from our report on NHS complaints are acted on.

Information and signposting

We know that many people in Wiltshire struggle to find the information they need when they need it. Because of this we have worked to improve the information available online.

Quality of services

We have an important role in scrutinising services and enabling local people to monitor the standard of provision. We have been collecting our own evidence, raising issues with commissioners and providers, and pressing for positive change.



The Healthwatch Staff Team



Listening to people who use health and care services



Gathering experiences and understanding people's needs

We rely on what local people tell us about their experiences of health and care services. We use this information to influence both the delivery of services today and the design of services for tomorrow. We gather people's views and experiences through a variety of ways. This includes working in partnership with the local voluntary and community sector.

During 2015/16 we have used a variety of methods to gather people's views and experiences including one to one interviews (telephone and face to face), focus groups, public meetings, surveys, and outreach in Wiltshire's communities. Generally we prefer to talk to people where they are using services as we find that this is a good way to get 'real time' feedback. We have appreciated the help of hospitals and care providers in helping us to reach their patients and service users.

The voluntary and community sector in Wiltshire is an important partner and we aim to work with relevant organisations wherever possible and when it doesn't compromise our independence. The voluntary sector helps us to reach their customers and service users many of whom are often people who are vulnerable or find the service providers hard to communicate with.

One of our priorities in 2015/16 was to work more closely with young people (under the age of 21). We were pleased to partner with Youth Action Wiltshire (part of Community First) to recruit, train, and support a team of Young Listeners.

These Healthwatch volunteers, aged between 15-18, have delivered an engagement programme, by talking and listening to children and other young people.

This model of engagement has proved very effective with lots of additional benefits especially for the young people involved including increased confidence, a sense of empowerment, receiving training, and working as a team. The outcomes of this engagement work will be published in 2016.

Finding out about the experiences of older people (over the age of 65) has been a big focus for us in 2015/16. We have done this through a range of projects including dementia, end of life care, and in support of Wiltshire's Better Care Plan (which focuses on improved health and care services for older people).

As a local Healthwatch we are interested in engaging with people who we believe are seldom heard or vulnerable. In 2015/16 we have had the opportunity to engage with people who are unpaid carers for a family member or friend. This resulted in a report called 'Care in a Crisis' which is being used to inform the new Wiltshire Carers Strategy. We have also been pleased to work with Wiltshire People 1st which is a user led organisation for people with learning difficulties. Through this work we have provided an opportunity for people with learning difficulties to volunteer with us and engage with other people in care home settings (the 'Quality Checkers' project).

What we've learnt from visiting services

Healthwatch Wiltshire has powers to go into health and care services to talk to people about those services (this is called 'Enter and View'). During 2015/16 we carried out 46 visits to services which has provided us with the opportunity to talk to people about their experiences and views. These services have included care homes, hospitals, and day centres for example.

Often our volunteers will carry out these visits. We have a fantastic group of volunteers who are fully trained and supported to carry out engagement in service settings.

Whenever we visit a service and talk to people who are using that service we provide feedback to the provider. We do this on the day so that the provider can respond immediately if something isn't working well. We also like to share any positive observations on the day. As well as any 'real time' reporting we prepare a report which sets out any key messages and recommendations. All our reports are available on our website.

For example, our work with Wiltshire People 1st on the 'Quality Checkers' project resulted in visits to 11 care homes and a report with a number of recommendations. Our engagement to support Wiltshire's Better Care Plan has provided us with the opportunity to talk to people in hospital settings as well as in their own homes. They have told us about their experiences of using services across health and social care. In particular, we have been interested in finding out how different services work together (often referred to as 'integration').

Healthwatch Wiltshire is often invited to send our representatives to participate in 'Patient Led Assessments of the Care Environment' (PLACE). During 2015/16 we participated in 15 visits across 4 different providers. These visits are in hospital settings and provide the chance for lay people to assess the cleanliness, quality, and comfort of the environment. The feedback is used by the hospitals to make improvements.

Through our visits to services, and talking to patients and service users, we've learnt that Wiltshire people value and appreciate health and care services. Often we find that people are generally satisfied or very satisfied with the services they use. When we learn about things not working well we have the opportunity to reflect this feedback to commissioners and providers in a wide variety of forums.



Giving people advice and information



Helping people get what they need from local health and care services

Healthwatch Wiltshire has a role in providing information about local health and care services so that people can make choices. We know through our engagement work that local people often struggle to find the information they need when they need it. Wiltshire is a large rural county with diverse communities and we recognise that it is important for people to be able to find out easily about services in their own community area.

“It is important for people to be able to find out easily about services in their own community area”

The main way we have been addressing the need for better quality and accessible information is through a partnership project with Wiltshire Council. On 1st April 2015 a new information website went live – Your Care Your Support Wiltshire. The website is intended to be the ‘one stop shop’ for information about health and care. It also contains a directory of services such as clubs and societies in local areas.

Before it went live and during its first year, Healthwatch Wiltshire engaged with local people about what they wanted on the website. People told us that they wanted it to have a ‘friendly feel’, easy to navigate, and for the information to be up to date and relevant. The website will always be continuously developed because services are always changing. However, during its first year it has been restructured to improve navigation and a lot of new content has been added including audio visual and printable guides.

We recognise that there are many people who do not use the internet to access information. That’s why we have made sure that there is information on Your Care Your Support Wiltshire which can be

easily printed off. We have been raising awareness of the website amongst health and care professionals (including in the voluntary sector) so that they can share information from the site with their customers and service users.

We often receive telephone calls into the office from people who are struggling to find the information they need about services. We will always do our best to find out the information required even if it means returning a call. One example of this was when a woman called about a relative who had had a severe stroke, was going to be returning home, and desperately needed some help. We were able to provide her with some information about Continuing Health Care (a referral had been made but they didn’t know what it meant). We were able to make them aware of the services available through a local charity called Carers Support Wiltshire including the legal entitlement for a carers assessment. And finally we put the woman in touch with the Wiltshire Stroke Association – a local organisation specialising in supporting people who have had a stroke.



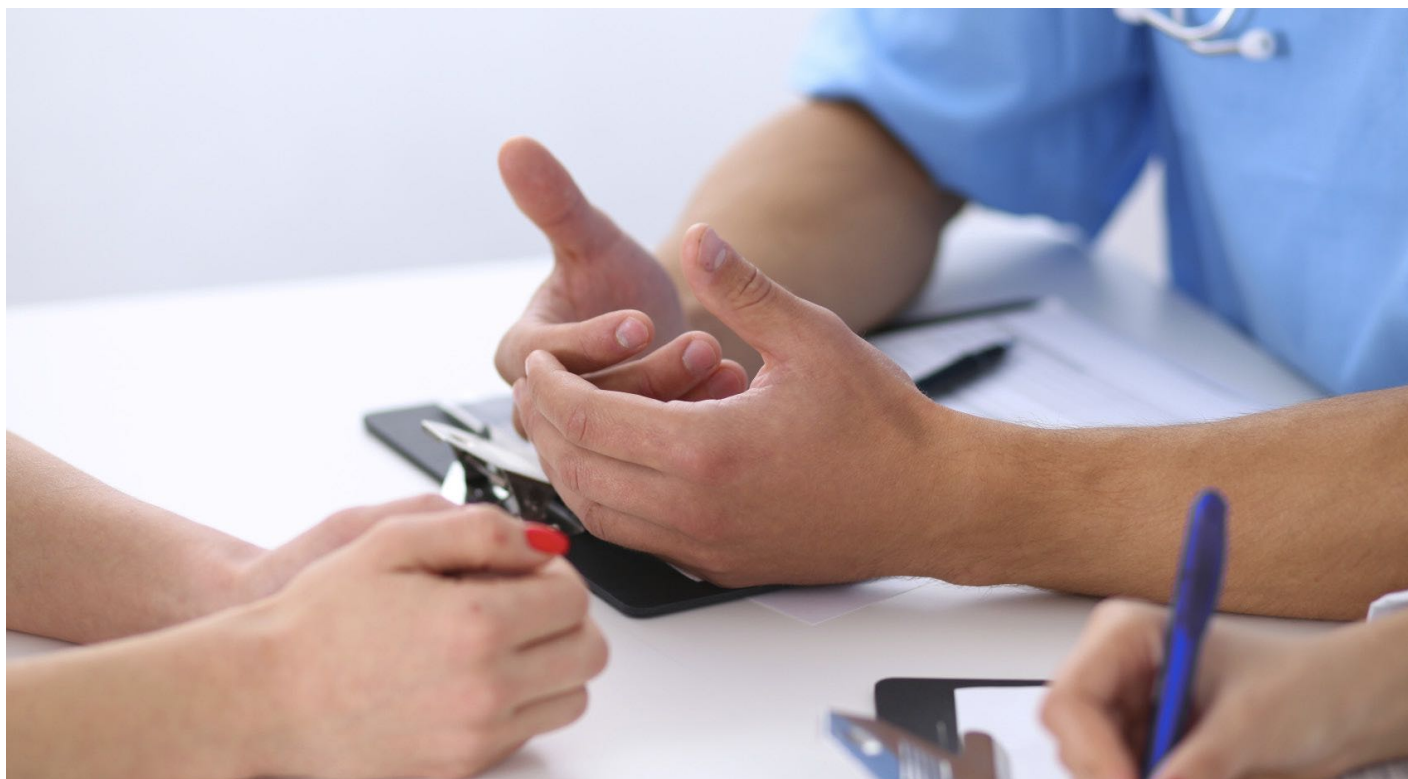
When people have a poor experience of services

Healthwatch Wiltshire is interested in people's experiences of health and care services – both good and bad. Whilst we find that many people tell us that they are satisfied with the services they use we are also contacted by people who want to find out what to do about a poor experience. Through our engagement work, to support our research on complaints, we know that most people don't want to make a formal complaint but would prefer for things to be put right straight away and to receive a prompt apology.

As a result of our extensive work on complaints, we are now bringing together staff from health and care services who deal with complaints. Together they are sharing good practice, raising issues, and sharing trend information with us. Together we hope to improve people's experience of making a complaint and to identify any trends which need to be investigated.

We have had the opportunity to contribute to national work on complaints led by Healthwatch England. Alongside some other local Healthwatch organisations we have produced a tool kit on complaints which can be used in local areas. It will be launched in 2016.

Whilst we cannot take on complaints on people's behalf, we can advise them how to engage with service providers' complaints systems, and signpost them to the advocacy service if they need it. During 2015/16 we have been working with seAp Advocacy which provides Wiltshire's NHS Complaints Advocacy service. The service is there for people who need help in making a complaint. We are pleased to have helped promote the new service as well as signpost people to it. Together with seAp Advocacy we are sharing anonymised information so that any trends can be identified.



How we have made a difference



Our reports and recommendations

Whenever we carry out an engagement project we always produce a report which is published so everyone can read it (see our website). During 2015/16 we produced a number of reports all of which have included recommendations or key messages:

- Reports on the outcomes of our extensive engagement on dementia
- A report on the engagement we delivered with unpaid carers
- Reports on our work to support Wiltshire's Better Care Plan including people's experience of end of life care
- A report on the project work we did with Wiltshire People 1st (Quality Checkers)
- Following a stakeholder engagement event we produced a report on the Your Care Your Support Wiltshire website

It is important to us that it can be demonstrated that commissioners and providers of health and care services have listened to what local people have told us and take action where appropriate. As the local Healthwatch for Wiltshire we enjoy a constructive relationship with commissioners and providers and have found that our reports have been welcomed and responded to.

A good example of this is in relation to dementia which was one of our top priorities in 2015/16. We delivered extensive engagement with people living with dementia and their unpaid carers. We wanted to find out about their experiences of services and their views. We have had the opportunity to share the information we gathered with the lead commissioner who has welcomed the rich data and is using this to inform plans for the future and reviews of current services. All of this has been reported to Wiltshire's Health and Wellbeing Board and the Dementia Delivery Board. We are continuing to work with the

commissioners to make sure that people's feedback is being taken into account.

During 2015/16 we carried out an engagement project with unpaid carers. We wanted to find out what would help carers in a crisis situation and we did this through a survey, interviews, focus groups, and other meetings. We gathered together all the information and reported on the main messages from unpaid carers to the commissioners and the Health and Wellbeing Board. The feedback has been used to inform the draft strategy for unpaid carers. The strategy will frame all future commissioning of services to support unpaid carers in Wiltshire.

Wiltshire's approach to Better Care Plan engagement has been recognised nationally as good practice. In March 2016 Healthwatch Wiltshire was asked to talk about it at a national conference. The Better Care Plan Programme Director at NHS England, talked about the importance of working with local Healthwatch and national developments. Wiltshire's engagement approach helps to make sure that service users are 'centre stage' of Wiltshire's Better Care Plan.

"Healthwatch Wiltshire act as a key partner, they are 'around the table' and support on strategy, communications and wider political discussions. They are a key part of the system approach"

Wiltshire's Integration Director for Better Care

Working with other organisations

Healthwatch Wiltshire regards itself as a critical friend of commissioners and providers of health and care services. We believe it is important to be a constructive and positive partner where this is possible. As such, we seek to work in collaboration with a number of organisations as an equal member of the health and care system. Examples of this is where we work with providers to support their Patient Led Assessments of the Care Environment (PLACE) or with 'mock' inspections. Through our Better Care engagement programme we have worked with providers, including Acute Hospitals and Care Homes, to gain access to patients to find out about their experiences. Usually we find that providers welcome our independent approach to engagement and are keen to hear what people have to say about the services they provide.

The Care Quality Commission (CQC) is the regulator for all health and care services in the country. At a national and local level Healthwatch and the CQC are working more closely together and this will develop further in 2016/17. In Wiltshire we have had the opportunity to support the CQC with its inspections of the Great Western Hospital in Swindon, Salisbury District Hospital, the Royal United Hospital in Bath, and the Avon and Wiltshire Mental Health Partnership. Our relationship with the CQC makes it possible for us to share any concerns about services. The CQC contacts us about its inspections of GP practices to find out if we have any information which we can share. We always share the anonymised information we hold about people's experiences of services with the CQC.

Healthwatch England is the national umbrella body for local Healthwatch. It provides leadership and support to the network of 150 local Healthwatch. We have been pleased to support Healthwatch England with its work on complaints. This has led to us contributing to a new toolkit on complaints for local areas which has provided us with an opportunity to input the Wiltshire voice and our local learning about complaints handling and patient experience.

We recognise the important contribution local voluntary sector organisations and community groups make. Some of these organisations have a role in speaking up for their members and service users whilst others also provide services which are valued by local people. We are pleased to have worked with a number of Wiltshire organisations during 2015/16 on specific areas of our work for example dementia, engagement with carers, and children and young people.



Young Listeners

Involving local people in our work

Healthwatch Wiltshire has an important role in promoting or supporting the involvement of local people in the commissioning, provision and management of local health and care services. We do this in a variety of ways. When we are unable to deliver involvement activity directly ourselves, we always provide advice about what represents good practice in respect to patient and public involvement.

A more innovative example of involving people can be found in relation to Wiltshire's Better Care Plan. With a small grant from Wiltshire Council's Arts and Health initiative, we were able to work alongside the Wiltshire and Swindon Users Network to commission an arts organisation called Elevate. Elevate delivered a series of vintage tea parties to help us engage with isolated and vulnerable older people. The project resulted in some very rich feedback which we have been able to include in our wider Better Care work.

Healthwatch Wiltshire has a place on Wiltshire's Health and Wellbeing Board which brings together a range of organisations to plan and oversee health and care for local people.

Our place is taken up by our Chair whose role it is to speak up for local people as the lay champion for health and care. We take full advantage of our place by presenting information about our projects and the feedback we receive through our engagement activity.

Healthwatch Wiltshire has an important role in scrutinising health and care services and we do this in a variety of ways. We have a place on Wiltshire Council's Health Select Committee (Overview and Scrutiny Committee) and we contribute to its forward planning and task groups. Monitoring the quality of services is also done through NHS England's Quality Surveillance Group as well as Wiltshire's local equivalent group.

Our volunteers play a vital role in our work. A number of our volunteers are trained and supported to help us deliver our 'enter and view' function. This sees us go into health and care services (for example, care homes and hospital wards) to talk to service users and patients. Our volunteers also help us reach out across Wiltshire's diverse communities in a range of settings including libraries, day centres, and GP practices.



Volunteering Event

Our work in focus



Our work in focus:

Quality Checkers now in Wiltshire!



The Wiltshire Quality Checkers

A team of people with learning difficulties turned detective to take part in an innovative project to check the quality of residential care homes providing support for other people with learning difficulties. Healthwatch Wiltshire worked in partnership with Wiltshire People 1st, Wiltshire's user led self-advocacy organisation, to plan and deliver the project.

For the team of Quality Checkers who took part it meant an opportunity for training, to learn new life skills and to take part in a project which was designed to improve services. For Healthwatch Wiltshire the project increased awareness and understanding of what it's like for people with learning difficulties living in a care home. It also provided an opportunity to test out an inclusive approach to engagement and volunteering as the Quality Checkers project was included in our Enter and View programme.

The team of 8 Quality Checkers visited 11 residential care home across Wiltshire talking to residents, empowering them to speak out about their experiences. They focused on a number of questions:

- Is the service accessible to people with a learning difficulty?
- Are staff friendly and understand the needs of users?
- Is information displayed in a format that is accessible?
- Does the service treat users with dignity and respect, like all other people, and give them the power to exercise their own rights?

Overall they were very impressed with what they saw and heard and were welcomed by both staff and residents. They produced informative reports with a small number of recommendations which included improving the accessibility of some buildings for people with wheelchairs and walkers and producing more information as easy read. Some of the homes were doing this well already and were encouraged to share this good practice.



The care homes have already started to think about how they will implement the Quality Checker's recommendations. One home is preparing its summer menu to include photographs to help their residents understand and make choices. Another home will include a proposal to introduce easy access doors to their bungalows when redevelopment takes place in the near future.

The outcomes of the project have been shared with health and social care commissioners and other Healthwatch organisations across the country to highlight the importance of involving people with learning difficulties in monitoring the quality of services. There are now plans to use this approach as part of Wiltshire's Transforming Care programme which is designed to provide the right kind of services and support to people with a learning difficulty.



"I enjoyed the visits and my confidence got better and better with each visit"

Quality Checker



"I learnt what to look for and how to speak to people....this will be useful in other things I do"

Quality Checker



"I liked being part of the project, having the training to become a Quality Checker and doing the visits. It's really helped me get new skills and understand things better. It's also been good to see what life is like for people living in homes too"

Quality Checker

Our work in focus: Your Care Your Support



Your Care Your Support Project Team

During 2015/16 Healthwatch Wiltshire worked in partnership with Wiltshire Council to manage and develop a new website called Your Care Your Support Wiltshire:

www.yourcareyoursupportwiltshire.org.uk .

The website was developed with the help of local people and aims to be the 'go to' place for health and social care information. It contains information about different topics such as, dementia, keeping well and paying for care as well as an overview of how the NHS and social care work in Wiltshire. There is a service directory that provides details of local clubs, societies, GPs, dentists and care homes. People are able to search by area and postcode so that they can find services close to home.

The reason we decided to do this work is because one of the big messages which comes out of our

engagement work with local people is that many really struggle to get the information they need (about health and care) when they need it. People told us that information needed to be available in different formats, accurate and reliable, and should be easily available on-line since more and more people are using the internet.

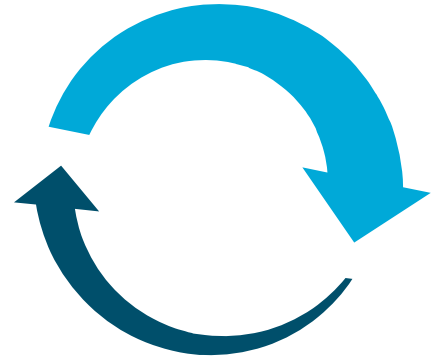
People have been invited to feedback their views on the site. In response to what they said, the website was restructured with a view to making information easier to find. Before the work was carried out we ran a workshop for local stakeholders including voluntary and community sector groups, NHS Wiltshire Clinical Commissioning Group and Wiltshire Council adult social care staff. Over 35 people attended the event. Stakeholders were asked to look at mock-ups of the new structure and pages and to provide feedback. They were also asked what improvements and additions could be made .

Future plans include adding more detailed, localised information on end of life care and mental health services, updating and building on existing information and adding more videos and easy read pages. Most importantly, we will continue to engage with local communities to ensure that the site contains all the information they need to access services and groups in their area.

The flexibility of the web means it can change quickly and therefore, we are able to act on some of the suggestions we receive quite quickly. A real case of 'you said, we did'!



**Over 20,000 people used the
Your Care Your Support Wiltshire site**



**Over 1/3 of users
are returning users**



**Over 160,000 pages
accessed by users**



**Over 130,000 minutes were spent on the
Your Care Your Support Wiltshire Site**



**The most popular
sections are:**

- **The Service Directory**
- **Paying for care**
- **Help to live at home**
- **Safeguarding**
- **Health and social care in Wiltshire**

Our plans for next year



Future priorities

As a local Healthwatch we have a number of statutory roles which influence our future plans. These can be summarised as follows:

- Strategic Context and Relationships – having a strong understanding of the strengths and weaknesses of the local health and social care system.
- Community Voice and Influence – enabling local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social care services.
- Making a Difference Locally – formulating views on the standard of health and social care provision and identifying where services need to be improved by formally or informally collecting the views and experiences of the members of the public who use them.
- Informing People – a core part of our role is to provide advice about local health and social care services to the public.
- Relationship with Healthwatch England – working with Healthwatch England to enable people's experiences to influence national commissioning, delivery, and the re-design of health and social care services.

Our work plan for 2016/17 was published in April 2016 and can be found on our website. Our priorities include:

- Dementia and mental health
- Children and Young People
- How health and social care services work together
- Working in local community areas in Wiltshire



Our people



Decision making and involving the public and volunteers

The strategic decisions about Healthwatch Wiltshire are taken by its Board of Directors. Healthwatch Wiltshire is a Community Interest Company which means that it is a social enterprise. It is registered at Companies House. The Board was appointed in 2013 for a term of three years. We have been fortunate in that the original founding Directors of Healthwatch Wiltshire completed their full term of office. In 2015/16 we were pleased to welcome two new Directors which enabled two of our founding Directors to step down. Our Directors bring a wealth of experience and skills to the organisation as well as their passion for the work of Healthwatch Wiltshire. We continue to seek new Directors to join the Board during 2016/17.



Members of our Board, volunteers and Young Listeners

The staff team is led by the Chief Executive officer and is broadly split into two main areas: engagement and volunteering and information and communications. Our team benefits from some very experienced and skilled individuals who have a background in areas such as patient and public involvement, academic research, IT

development, market research, and health or social care service provision.

Healthwatch Wiltshire relies heavily on its team of volunteers. Our volunteers make a vital contribution to the delivery of our work programme as well as helping the organisation to set its priorities. We hold regular sessions with our volunteers and our Directors attend these too. We ask our volunteers to provide us with feedback on our work programme and to share any issues raised with them through the engagement activity they deliver on our behalf. We are fortunate to have a skilled, committed, and enthusiastic team of volunteers.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		205,000
Additional income		145,300
Total income		350,300*
EXPENDITURE		£
Operational costs		31,867
Staffing costs		264,104
Office costs		52,736
Total expenditure		348,707*

*Figures produced prior to preparation of financial statements for year ended 31 March 2016



Contact us



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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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If you require this report in an alternative format please contact us at the address above.

Thank you

Healthwatch Wiltshire would like to thank all those people it has worked with for their help over the past year. We would especially like to thank all of those local people who took the time to tell us their experiences and views of health and social care services.

