



June to September 2018

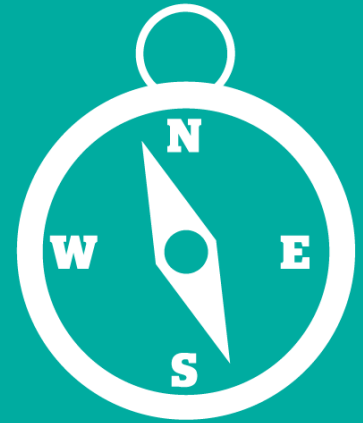


Highlights

Transferred to new provider - Help and Care*



Agreed new governance structure



Set our workplan based on priorities set by local people



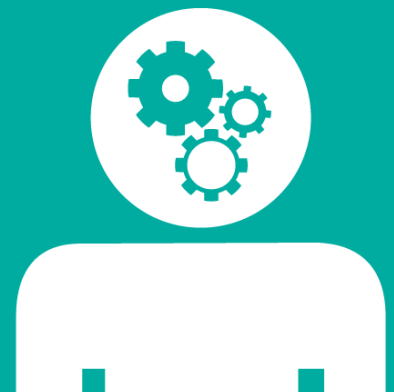
Published a report on people's views on a proposed new vision for health and wellbeing in Wiltshire



Recruited one new member of staff



Spoke to over 150 people to gather their views on mental health services



*The Healthwatch Wiltshire service transferred to a new provider - Help and Care on 1st June 2018. Before this the contract was held by Evolving Communities CIC.

Talking & listening



Attended over **20** events

Gathered feedback on services from more than **250** people



41 contacts given information and signposted through the Healthwatch Wiltshire Helpdesk...

...with an average call time of **33** minutes

13 volunteers were involved...

...and volunteered over **208** hours



72 social media posts...

...reached **18,711** people

Our work

Wiltshire Vision project

We were commissioned to carry out some engagement on the new vision for health and wellbeing in Wiltshire. We attended seven groups and events over a week to gather people's views on the proposed new vision statement. We produced a report and the key messages that came through were:



1. Most people we spoke to **support the vision** and recognise themselves or their communities in it.

2. A smaller but significant number of people (**24%**) **did not support the vision**. This was because they thought it was 'just words' or due to poor experience of health and care services.

3. The vision was thought to be about the right length - there was agreement that 'fulfilling, healthy lives' was a good aspiration. There were **mixed views** about some other parts of the vision.

4. People thought that **healthier** and **fulfilling** were the most important words in the vision.

5. There were a lot of suggestions about how the vision could be achieved in Wiltshire, they included **community development**, **improvements** to some health and care services and **health promotion**.

6. There was agreement that most people should have **control** over and take **responsibility** for their health. However, participants thought that there are a small number of people who **need greater levels of support** with this. There was concern that these people could be excluded from the Wiltshire vision.



Shrewton Fun Day, August 2018

These findings have been shared with the commissioners and we are now following up to see what is next.

Mental Health Priorities

Mental health was identified at the start of the year as one of our priority areas.

We are now running a survey and listening to people to find out what areas within mental health are the priority for people.

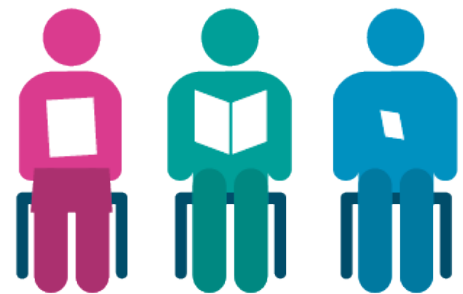
People have also shared their experiences of using these services with us.

This engagement is ongoing until the end of October but so far accessing services and services for children and young people are the most popular topics talked about.



Rowdey Cow Family Day, August 2018

Non-emergency patient transport

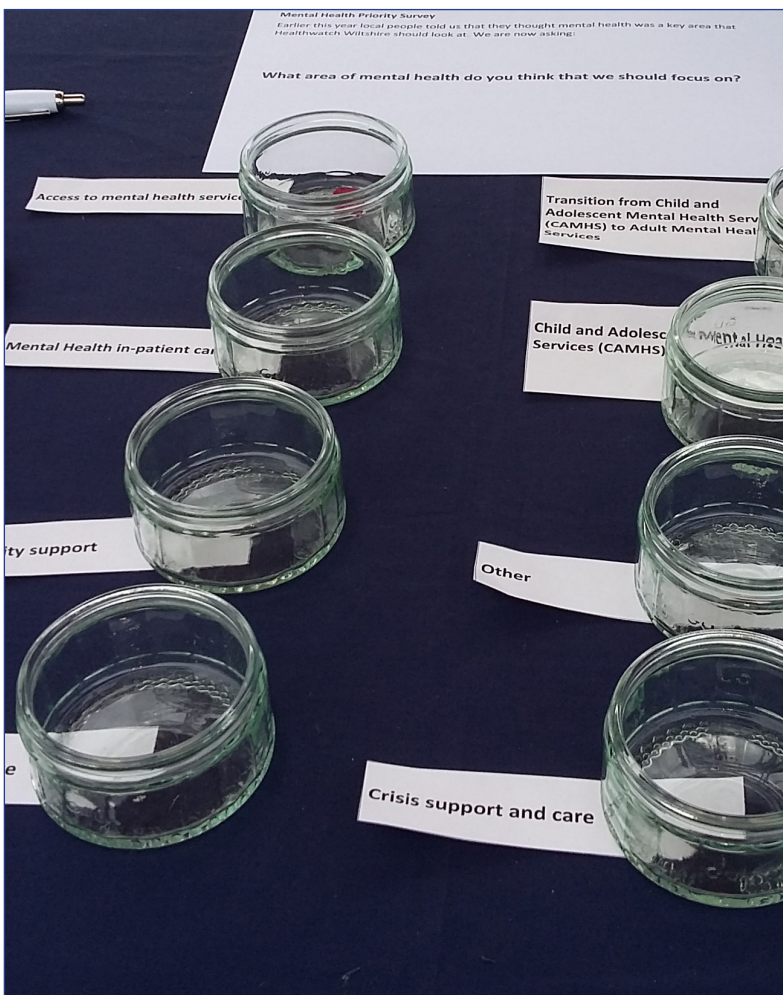


About a third of calls that we received to the Healthwatch Wiltshire Helpdesk were about non-emergency patient transport.

Many people got in touch because they had been told that they were not eligible for non-emergency patient transport and required signposting to community transport services.

Some said that they had been eligible in the past but now were not.

We have met with Arriva to discuss these issues and how the patient experience can be improved.





What people said

I think social care is a big issue. When my Mum had home care the support was very poor and the carers often didn't turn up.

I went to Devizes NHS Treatment Centre for a corn. They were very nice, got it sorted and I didn't have to wait too long. I thought I had good treatment.

I've been a patient in RUH when I had cancer. They were absolutely brilliant and very considerate.

I am currently visiting Marlborough hospital, Savernake, for an eating disorder. I had to wait for about 3 months to get a proper appointment and it takes over an hour to get there.

I have used phone counselling. Very useful, accessible. I am not the sort of person who utilises services but relied on this frequently.

Making an impact

We have been following up on our **Better Care - Home First Evaluation** report with Wiltshire Health and Care, who provide the Home First service in Wiltshire.

They have implemented several of our recommendations including setting up a forum where staff can share good practice, and putting together an information leaflet. They have consulted us about its contents and our volunteers have proofread and made comments on it. Their Head of Operations has thanked us for the response and envisages accepting our suggestions.

We have shared what carers have told us they regard as a crisis with Wiltshire Carers Action Group, the group that plans carers services in Wiltshire. As members of this group we will be part of discussions about crisis services for carers in Wiltshire and will be using our report **Unpaid Carers in Wiltshire - Help in a Crisis** to ensure that carers views about this are shared.

Both of these reports were produced under Healthwatch Wiltshire's previous provider, Evolving Communities.





How we've helped

We were contacted by a lady after being signposted by Arriva. She advised that her 13-year-old son needed an appointment with a consultant at Great Western Hospital.

He had had a brain tumour four years previously and was in remission but needed regular check-ups. She reported that her son had been eligible for patient transport in the past, however, when she called Arriva to book, she had been advised they could not offer transport and signposted to Healthwatch Wiltshire.

She was extremely concerned and felt she could not manage to take her son without patient transport as she was a single parent and did not drive.

She was concerned about getting to appointments in the future and the repercussions of not attending regularly. As Arriva had supported her son in the past, she assumed that they would be able to offer this again as his situation had not changed.

She advised she was not financially able to meet the cost of transport due to limited income and it being an unexpected cost. Due to the long-term effects of her son's cancer treatment he was unable to travel on public transport. She stressed the importance of the support from patient transport.

The Healthwatch Wiltshire Helpdesk agreed to record feedback and suggested sharing the caller's feedback with Arriva on her behalf. As a result, an adviser from Arriva agreed to contact her to reassess eligibility.

We were contacted by a lady who was concerned about her family who live in Wiltshire. They had been waiting for an investigation by the Adult Social Care Team regarding her father's eligibility for help fund his care. They had later received a letter stating that her father's care was being stopped with immediate effect.

She advised that the family did not have the finances to fund the care. She did not know where to get support after the decision had been made to stop his care. Her father had Parkinson's and had a high level of needs.

The Healthwatch Wiltshire Helpdesk advised to contact the Adult Safeguarding team as the father had been left without any care and could not look after himself.

As a result, the Safeguarding team said they would investigate the case further. The Healthwatch Wiltshire Helpdesk also signposted to the Elderly Accommodation Council for advice.





Coming up

We are recruiting our
Local Leadership Board

Talking to people with
dementia and their carers
about their experiences
of living in their local
communities

Talking to people who
have received Continuing
Healthcare (CHC)
funding to understand
their experiences

Working with hard to
reach groups to ensure
that they are involved
and consulted

Gathering feedback from
local people and providers
on how we can shape and
improve our work

healthwatch Wiltshire

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