



April 2020

What we're hearing from you during Covid-19



Health and social care services have had to make big changes to the support they offer in order to respond to the coronavirus (Covid-19) outbreak. Non-urgent treatment has been postponed, face-to-face appointments reduced and services are limiting public access.

And while our opportunity to directly engage with Wiltshire residents has also been affected, it is important we gain an insight into how the outbreak is affecting people. As well as continuing to collect your feedback by phone, email, and online, we've asked our local voluntary and community groups to help be our eyes and ears to people's experiences at this time.

Our [Covid-19 Insight Report](#) details what we're hearing from you and provides a snapshot

of what work is being done by services in response to the pandemic.

These reports will be produced every fortnight and will be shared with the local NHS, council and service providers, so they can hear where things are working well and identify any gaps.

[Read more](#)

Advice and support during Covid-19 pandemic



To help you get through this challenging time, we've created dedicated pages on our website with the [latest advice and information](#) from the Government and Public Health England.

Here you'll also find information on [help and support in your community](#), [getting your pharmacy prescription](#), [getting dental treatment](#), and support with [mental health](#) and [bereavement](#).

[Read more](#)

Has your care been affected by the outbreak?



We have launched an [online survey](#) to gather people's experiences of health and care in Wiltshire during the coronavirus outbreak.

What's working well and what could be improved? Tell us what you think and we will share this information with services.

You can also share your story on any health and social issue with us using our [online form](#), by calling 01225 434218 or emailing info@healthwatchwiltshire.co.uk

All feedback is anonymous.

Take the survey

We mark 7th birthday by setting new priorities



We have marked our seventh birthday (1 April) by setting out our priorities for the year ahead, based on feedback from local people.

We were set up in 2013 as part of the Health and Social Care Act (2012) to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. In the past year, we've collected more than 1,400 comments about services.

[Read more](#) on our website about what we'll be focusing on in 2020/21.

Read more

Take a look at our new magazine!



Read about what we've been working on and how you can get involved in our upcoming projects in our new magazine, [Voices](#).

Highlights include our [focus on dementia](#), our [military families](#) and [GP access](#) work, and how our [Community Cash Fund](#) has helped to boost health and wellbeing schemes across Wiltshire.

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