

Join our team!

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healthwatch

Wiltshire

April 2022

We're hiring! Join our team



We have two exciting opportunities to join our small, but perfectly formed, team!

- **Projects Lead** - help us develop our projects over the coming year. This role would be an ideal opportunity for a recent graduate or someone looking to return to the workplace.
- **Volunteering and Partnerships Lead** - recruit, train and manage our brilliant band of volunteers and forge strong links with groups and organisations across Wiltshire.

Applications for both roles close on **Sunday 8 May**.

[Visit our website](#) for more information and to apply.

Apply now

Warm welcome to new Board Member Julia



A warm welcome to our newest Board Member **Julia Tyler**, who joined the Local Leadership Board in March. A recent arrival in Wiltshire, Julia is keen to get involved in the community and sees Healthwatch Wiltshire as having a critical role in helping to 'join the dots' about people's experiences of services.

Andy Mintram, who has worked in the NHS since 2009, has returned to the Board following a secondment. He sees building strong relationships between the public and those who commission services as key to improving services in Wiltshire.

Find out more about our Local Leadership Board [on our website](#).

Find out more

You Said We Did: Improvements at GWH

Great Western Hospital

In July 2021, Healthwatch Swindon, Wiltshire and West Berkshire heard the experiences of patients that had used the Emergency Department (ED), Urgent Care, and four inpatient wards at Great Western Hospital (GWH) in Swindon. The following changes have since been made by Great Western Hospital NHS Foundation Trust, based on the feedback we heard.

You said	We did
You said: We need to find the right service.	What's changed? <ul style="list-style-type: none">Local media campaigns to highlight other services available.Navigation hub to help patients find the right service quickly.Navigator in ED reception to direct patients on arrival.
You said: We need a better night's sleep.	What's changed? <ul style="list-style-type: none">Eye masks and ear plugs given to patients.Nightly respite bins replaced.Sleep Champions to promote the importance of a restful environment.
You said: We want to talk more with our loved ones.	What's changed? <ul style="list-style-type: none">Dedicated Patient and Family phones on all wards, and virtual visiting options.
You said: We need more information when we're discharged.	What's changed? <ul style="list-style-type: none">Safety netting process calls patients once they've been discharged to ensure services are in place.
You said: We would like a better choice of food.	What's changed? <ul style="list-style-type: none">Working with hospitality services provider to increase food options and cater more for specific diets.
You said: Tell us what's happening while we're waiting.	What's changed? <ul style="list-style-type: none">New signage and information boards in ED.

Visit our websites for more information

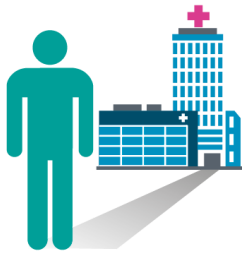
healthwatch Swindon | healthwatch Wiltshire | healthwatch West Berkshire

In July 2021, Healthwatch Wiltshire joined forces with Healthwatch Swindon and Healthwatch West Berkshire to [hear the experiences of patients](#) that had used the Emergency Department, Urgent Care and four inpatient wards at Great Western Hospital (GWH) in Swindon.

Find out more about [the changes that have since been made](#) at the hospital, based on the feedback we heard.

Read more

Share your experiences of the RUH



The Patient Experience team at the Royal United Hospital (RUH) in Bath are inviting people to share their feedback on using services at the hospital.

They want to hear from patients, families and carers, and the local community to understand how people's experiences could be improved.

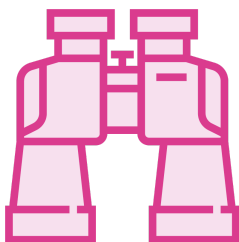
To complete their survey or to express your interest in joining an online group, visit

www.ruh.nhs.uk/ImprovingPatientExperience

The survey and expression of interest form both close on **Friday 6 May**.

Share your views

Patient and Public Representatives sought



The Clinical Research Network (CRN) Wessex, part of the National Institute for Health and Care Research (NIHR), is looking for three people to join its Executive Group to represent public voices and give their views on key business decisions.

Patient and Public Representatives from the Salisbury area and south Wiltshire are welcome to apply.

Find out more about the role [on the CRN Wessex website](#).

Find out more

Volunteer with us and help make a difference!

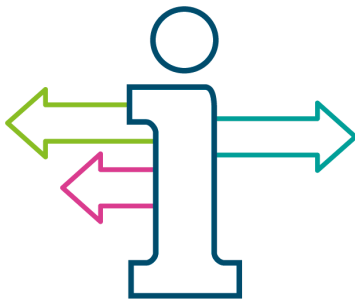


Our volunteers are at the heart of everything we do. They help us reach out to people across Wiltshire to listen to their experiences of health and care services.

Whether you have just a few hours to spare or are looking for a more regular commitment, there are a [range of ways you can get involved](#). Find out more on our website.

[Volunteer with us](#)

Stay up to date with advice and information



The advice and information section on our website offers helps on a range of subjects. New articles include:

- [What medical support are you entitled to if you're new to the UK?](#)
- [What you need to know about the Covid vaccine](#) - with new details on vaccinations for 5-11 year olds.

[Get advice and information](#)

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