



April to June 2019



# About us

## About Healthwatch Wiltshire

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen.

## Our Priorities

Our Priorities for 2019/20 are:

### Mental health

- Listen to adults, children and young people to hear their experiences of mental health services, and to ensure patients are involved in service redesign.

### General Practice

- Keep local people informed and involved with changes happening within GP surgeries.

### Adult Social Care

- Listen to experiences of Wiltshire Council's Adult Social Care Advice and Information Service and the Reablement Service.



# Highlights

Set our priorities for the year ahead



Gathered 315 experiences of local services



Announced the winners of our Community Cash Fund



Published 5 reports



Listened to 340 views as part of the What Would You Do campaign?



Launched a survey to hear experiences of the safeguarding process



# Talking & listening



Attended **22** events

...and **30** meetings or forums

We spoke to **748** people



**48** contacts given information and signposted through the Healthwatch Wiltshire Helpdesk...

...with an average call time of **28** minutes

**22** volunteers were involved...

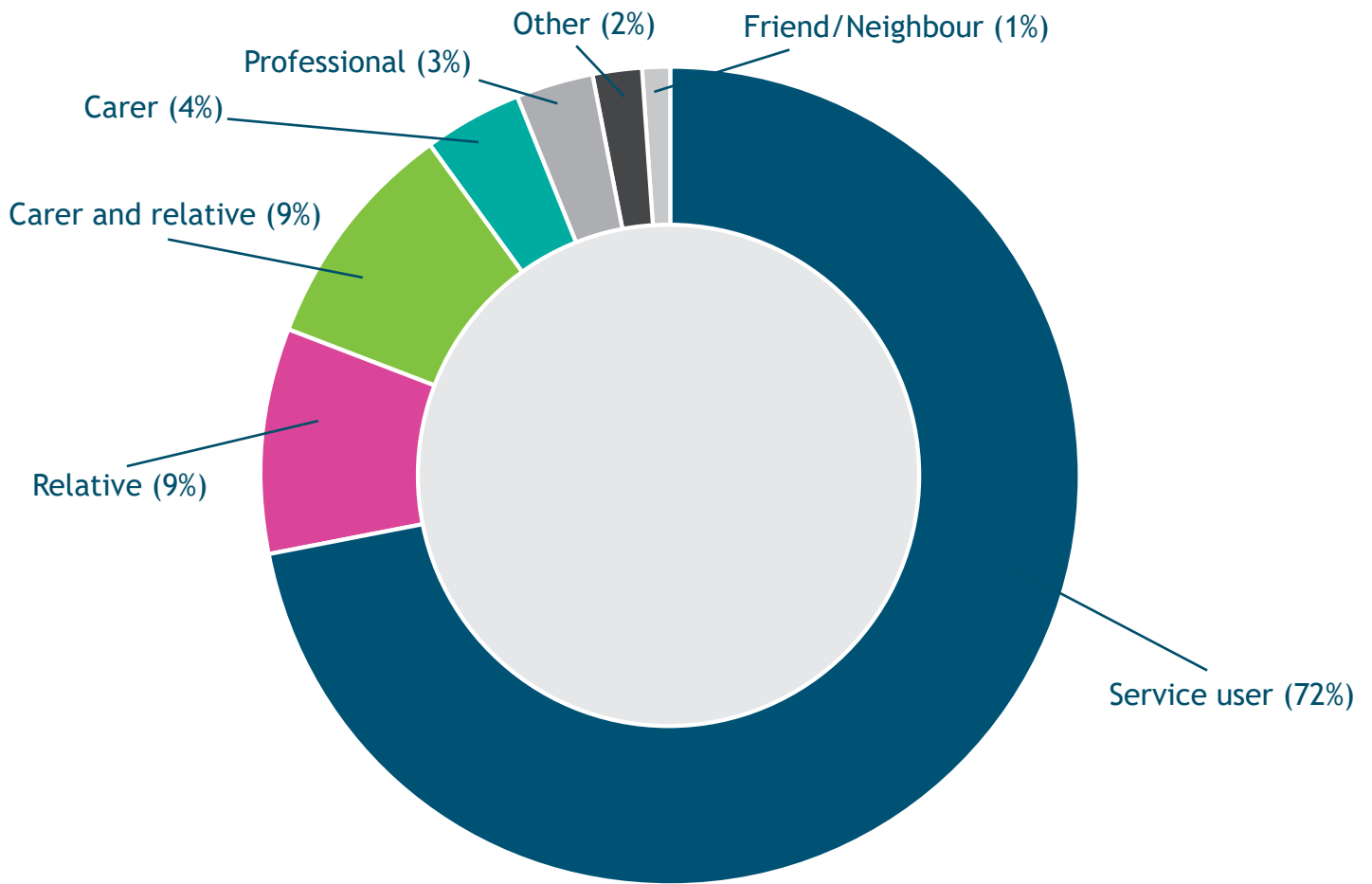
...and volunteered over **444** hours



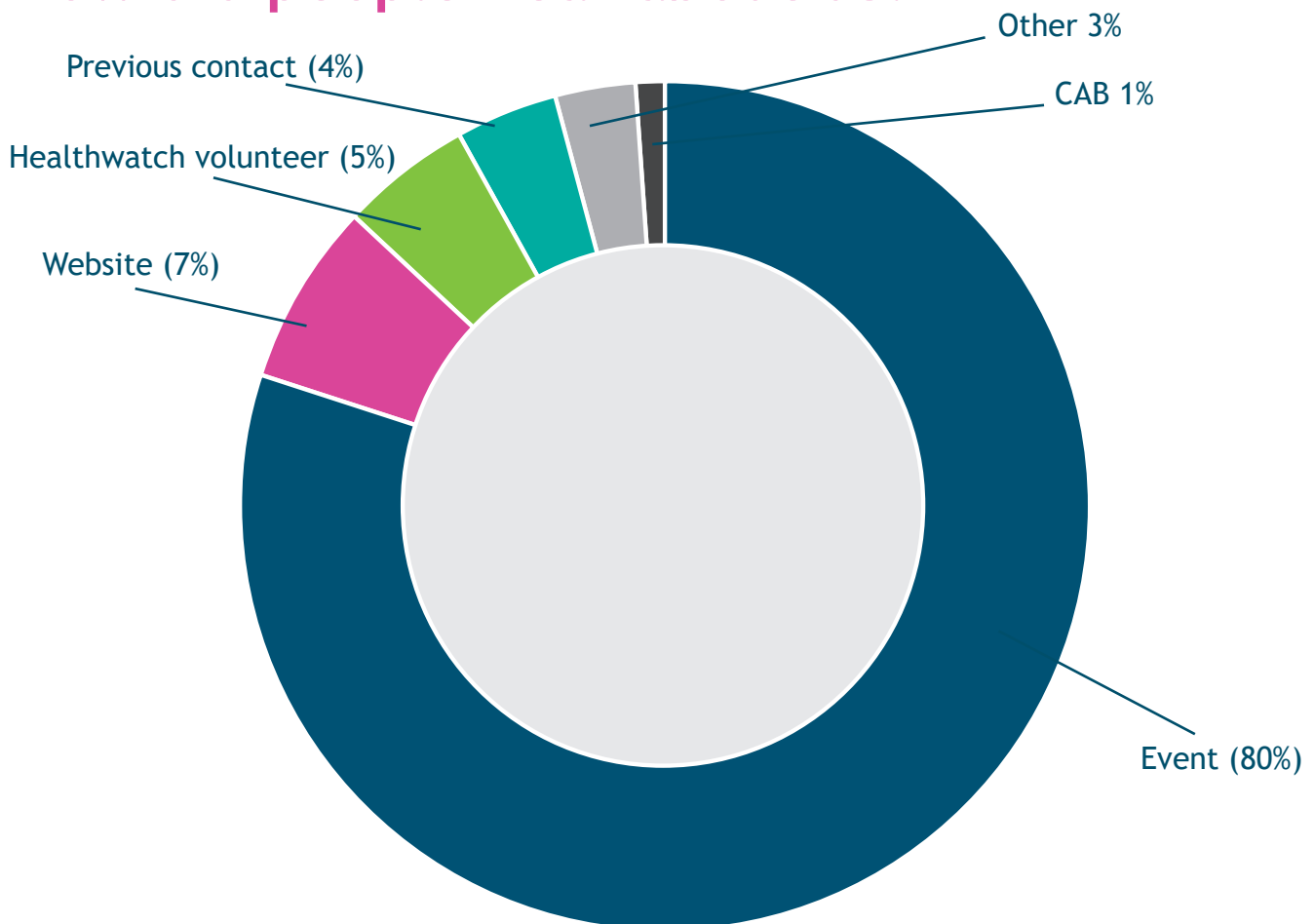
**338** social media posts...

...reached **72,722** people

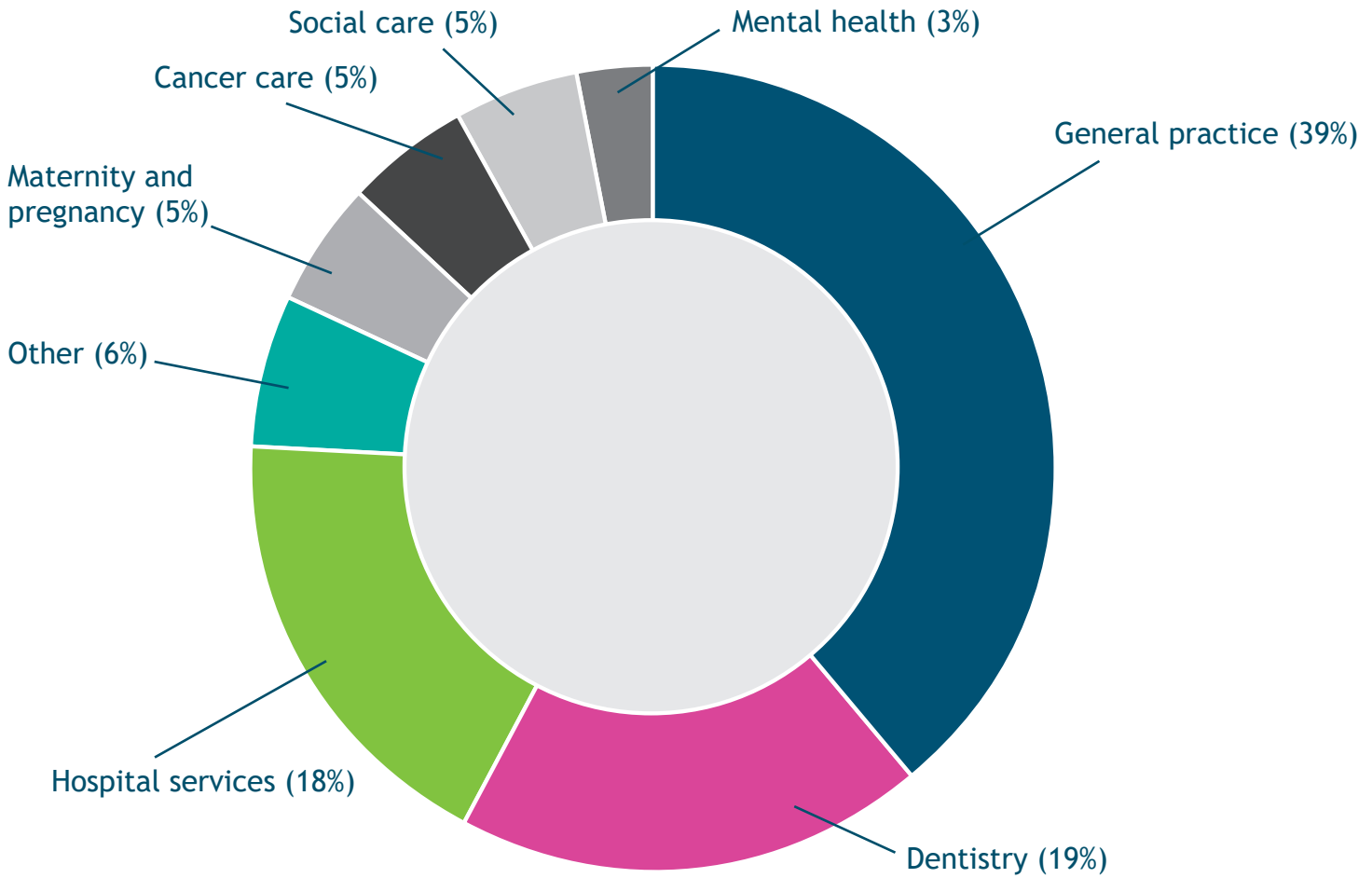
# Who shared their experience with us?



# How did people hear about us?



# What services did people speak to us about?



# Most talked about... what did people say?

| Service       | Positive   | Negative                    |
|---------------|--|-----------------------------|
| GPs           | Standard of treatment<br>Staff attitudes<br>Choice of professional | Wait times                  |
| Dentists      | Staff attitudes<br>Quality of treatment                            | Accessing appointments      |
| Hospital care | Staff attitudes<br>Quality of care                                 | Communication<br>Wait times |



# Our work

## Community Cash Fund winners announced

Five projects that aim to boost the health and wellbeing of people in Wiltshire have been awarded a grant from our Community Cash Fund.

The scheme, which was launched in early March, attracted 41 applications to apply for funds of up to £2,000.

As well as encouraging healthier lifestyles, the five successful projects will also provide a way for us to get more feedback on local services from people we might not otherwise hear from.

### And the winners are...



**Anybody Can Cook**, who want to run healthy eating courses for families on a low income at children's centres in Chippenham and Corsham. Their vision is to promote health equality across communities, with the ultimate aim being less visits to the GP and dentist, maintaining a healthy weight, better mental health and increased confidence.

**Pound Arts Centre and Rewired Counselling**, who are hosting SPARK, a two-day health and wellbeing event in Corsham on 12 and 13 July. The first day is aimed at Year 9 students and focuses on sleep, stress, body, food and confidence, while the second day is open to all and includes a variety of speakers and a marketplace of groups and services.

**Rowden Hill Surgery**, who are looking to start a choir for patients with respiratory conditions who attend the Rowden, Lodge and Hathaway surgeries in Chippenham. Singing regularly is thought to have a positive effect on the quality of life of someone with a lung condition, and sessions would be open to both patients and their carers.

**Wiltshire People 1st**, who are launching their Happy Hearts Dance Group for adults with learning disabilities and/or autism. The sessions will promote a healthy lifestyle through conversation, cooking and dance activities.

**Wiltshire Wildlife Trust**, for their Wellbeing at the Orchard project, which is aimed at people who are experiencing mental health issues. The project, based at Roundway Orchard in Devizes, features eight weeks of outdoor activities including conservation, wild-cooking and nature-based craft. Designed to help improve mental wellbeing, the project also provides skills and knowledge on managing an orchard.

# Thank you: More than 340 people tell us what they think would make the NHS better

We want to say a huge thank you to everyone who has shared their feedback with us about the local implementation of the NHS Long Term Plan.

We've been speaking to people throughout Wiltshire about how they would like to see the changes set out in the NHS Long Term Plan implemented. The plan sets out a number of ways in which NHS care needs to improve, so local communities took the opportunity to have their say about what those changes should look like - both in person and via an online survey.

**what**  
**would you do?**

**It's your NHS. Have your say.**

We've been to markets, libraries, leisure centres and community groups and we will now share this feedback with local services to inform how the Long Term Plan is implemented in Wiltshire.

Some of the main themes raised with us included:

- People felt that they should be leading a healthier lifestyle.
- Access to services was brought up by many and this included appointments for GPs as well as dentists and other more specialist services.
- More facilities to help people live a healthy life as they get older including more support to enable independent living.
- Continuity of care was raised as most important for people when receiving long term support.

The full report highlighting what people told us is due to be published in July.

## What do you think of Healthwatch Wiltshire?

As part of our new contract with Help and Care at the end of 2018, a benchmarking activity was carried out to hear what local people, providers and commissioners thought of Healthwatch Wiltshire, its effectiveness, and to identify areas of improvement.

Local people told us we should increase our publicity and be more visible in our communities, with NHS services and libraries the top choices for where we should go to do this. They also told us we should make mental health and social care our priorities for the year ahead. Both have now been incorporated into our 2019/20 work plan.

Around half of respondents of the commissioner and provider survey thought that Healthwatch Wiltshire brought added value, had collaborative relationships with key decision makers and made a contribution to the decision-making structures such as the Health and Wellbeing Board. Most respondents thought that our work brought added value by incorporating the public voice and half felt that reports produced are independent and clear.

Read our report to find out more about what people told us, the work we have done so far and our next steps.





## How dementia friendly is Wiltshire?

We carried out a survey for dementia friendly initiatives to gather information from them. We designed a survey for people living with dementia and their carers with the support of people living with dementia. We visited community groups and day services across Wiltshire to distribute our survey and talk to people there. Our dementia partners also supported us to share the surveys.

### Key findings

- Most people living with dementia and their carers feel that their local community is dementia friendly and feel part of it.
- People told us they most valued greater dementia awareness, understanding and assistance from individuals, and community groups.
- The effects of dementia friendly initiatives for people living with dementia and their carers are positive and wide-ranging including improved physical and mental health, well-being, independence, activity and community involvement.
- The successes of dementia friendly initiatives closely aligned with what people living with dementia and their carers said they found most useful.
- Dementia friendly initiatives would value support with promotional materials and publicity.
- Volunteers play a key and valuable role in dementia friendly initiatives.

The full report is due to be published in July.

## Share your experiences of safeguarding

When there is a concern that alleged abuse and/or neglect has happened to an adult with care and support needs, Wiltshire Council has a duty to investigate. This process is called safeguarding adults.

We are working with Wiltshire's Adults Safeguarding Board (WSAB) to ensure the views and experiences of those people who have been through this process are heard. We would like to hear from those who have used this service to hear how the process worked for them.

Visit our website to take the survey or get in touch with us to share your experiences.



# What people said

Staff at the hospital were wonderful but communication within the hospital and across different hospitals was virtually non-existent.

I had a telephone interview with a lovely lady at CAMHs. She listened to everything I had to say. I felt really heard.

GP practice is very good. If I need an appointment, I can get one. They have a triage system each morning between 8.30-10.30 and you can get a call back from a nurse or doctor and they will either book you in or send a prescription depending on what you need. I can't fault them.

I have a problem with dentist provision. Found an NHS funded dentist for my two children but I cannot find NHS dentist for myself so would have to go privately.

Referred in September and only just had autism assessment in May. However, quality of care good but wait was too long.



# Making an impact

## Views on Bradford on Avon Health Centre

While at an event in Bradford on Avon, we received a number of comments relating to Bradford on Avon Health Centre. Some of the issues highlighted to us included:

- Concerns about getting an appointment, particularly getting through on the phone.
- Reports that people now will go down to the surgery at 8.15am to queue to arrange an appointment. Concern that people who are vulnerable or very ill are not able to do this.
- People felt that GP calling back within the next two days did not always work well.
- We were given positive feedback about the care coordinator at the surgery.

As a result of this feedback, we met with the practice manager and one of the GPs and we shared what people had told us. They shared with us some of the recent challenges they had been facing, and the actions that they were taking to address these.

We also discussed the possibility of changing the answerphone message, so that more people are likely to speak to someone and may be able to be triaged even if all the GP appointments had been taken.

The meeting was positive, and we felt that the plans that the surgery were putting in place would alleviate the concerns that had been shared with us by local people.

It was agreed that we would continue to work together going forwards and it would be useful for Healthwatch to gather more feedback once changes have been implemented to hear if patient experience has improved.

## Salisbury District Hospital: A Snapshot of Patient Experiences

While the focus of the report was on collecting views and experiences of being discharged, we also gathered more general feedback on treatment and care at the hospital.

Overall, most comments we received from patients and their families were positive. Caring and helpful staff attitudes, good food, the quality of treatment, the standard of most information provision, and the way situations were handled when things went wrong, all deserve recognition.

We made a small number of recommendations, including improving the consistency of information available about the discharge process to patients and their families, and to see if lessons could be learned from readmissions. These recommendations were accepted and are now being worked on.





# Coming up

Hearing views on the  
Advice and Contact  
Service

Hearing people's views  
about their GP surgeries

Relaunching Young  
Healthwatch Wiltshire







Freepost RTZK-ZZZG-CCBX  
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