



January to March 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 2018/19 are:

### Mental health

- We have undertaken a piece of work to gather feedback from local people about what areas within mental health they think are important.

### Primary Care

- Sharing the feedback that we received during our Campervan and Comments Tour in 2017.

### Social Care

- Gathering feedback about social care services including undertaking Enter and View visits.

### Children and Young people

- Gathering feedback about children's mental health services.



# Highlights

Recruited a new staff member - Volunteering & Partnerships Lead



Launched our new website



Launched the Community Cash Fund



Published three reports



Welcomed our new Local Leadership Board and set our priorities for 2019/20



158 people shared their views as part of the What Would You Do campaign





# Talking & listening



Attended **27** events

...and **23** meetings or forums

We spoke to **466** people



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

...with an average call time of **27** minutes

**28** volunteers were involved...

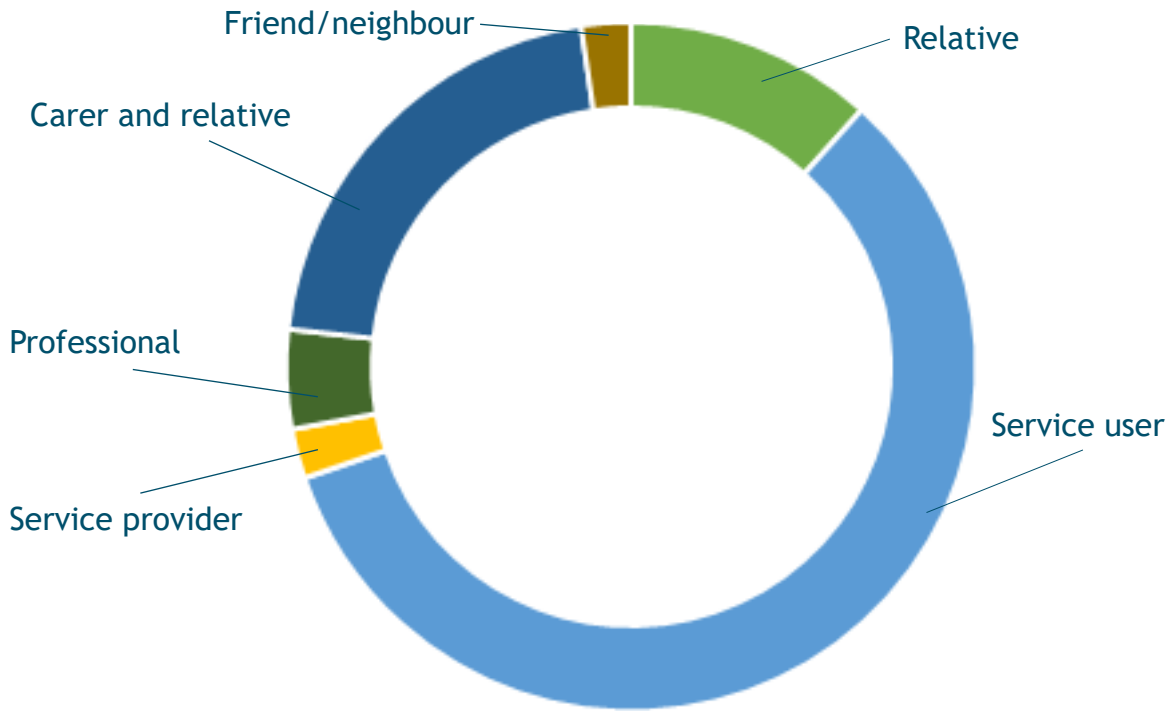
...and volunteered over **355** hours



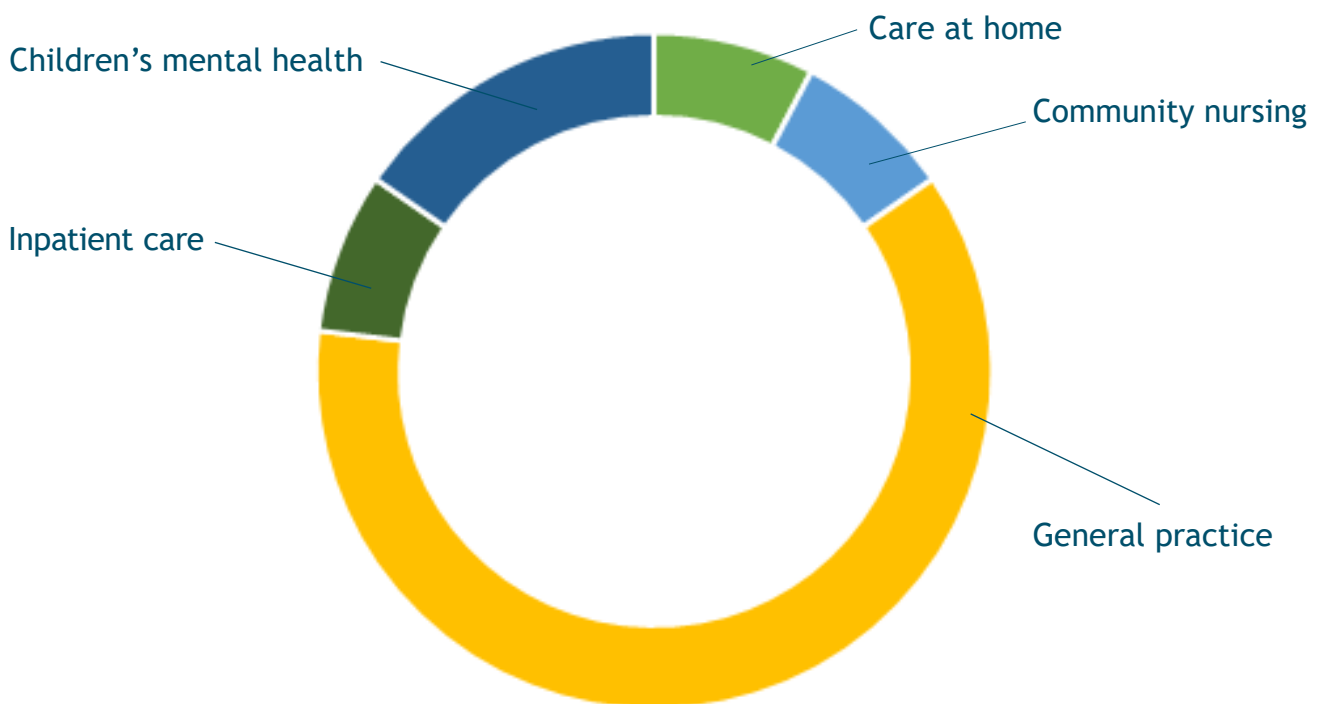
**260** social media posts...

...reached **51,836** people

## Who shared their experience with us?



## What services did people speak to us about?



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

Service	Positive	Negative
General practice	Standard of treatment	Getting an appointment Prescription handling Communication
Children's mental health		Getting an appointment
Care at home	Quality of care and access	Communication Waiting within a service
Inpatient care	Staff attitudes	Communication

# Our work

## Welcome to our new Local Leadership Board



**Our new Local Leadership Board are Emma Leatherbarrow, Irene Kohler, Andy Mintram, Hazel Dunnett, David Line and Rob Jefferson**

A new Board has been appointed to help prioritise the health and social care issues that are most important to the people of Wiltshire.

The Local Leadership Board will be the driving force behind our commitment to ensure the voices of children, young people and adults are heard by those who run, plan and regulate health and social care services in the county.

The Board have met for the first time and set our priorities for the year ahead. Each year, we set our priorities based on what we hear from local people.

The priorities identified for 2019/20 are below and we will look at specific projects within these headings.

- Mental Health (including issues of access and quality for children and adults).
- Primary Care (particularly access issues).
- Social care (particularly information and signposting).

## Raising our profile

- Increased postings on social media
- Attended health and wellbeing groups in Trowbridge, Warminster
- Sent regular updates to all Area Boards
- Attended community groups
- Attended events and held promotional stands



Find out more about our work at [www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)

# What would you do to improve NHS services?



We are encouraging local people to speak out as part of the #WhatWouldYouDo? campaign. What would you do? aims to encourage people in Wiltshire, Swindon and BANES to share their views about how extra money from the Government should be spent on local NHS services.

So far, 158 people have shared their views with us on topics ranging from accessing GPs to specialist services for Acquired Brain Injuries.

We will be out listening to views until the end of April and then everything we hear will be shared with the organisations that plan and pay for services to help shape changes to services.

## Grants scheme for health and wellbeing projects

We've launched a small grants scheme to invest in projects that aim to improve the health and wellbeing of local people. The Community Cash Fund will enable groups to apply for up to £2,000 to start projects in their community.

The scheme will help us get more feedback on health and social care services from people it might not otherwise hear from. We received 40 applications from local groups and organisations and a panel is due to decide who is awarded the funding in early April.



## How Dementia Friendly is Wiltshire?

We are carrying out a piece of work which aims to get an overall picture of how the Dementia Friendly Initiatives are working across Wiltshire.

We are running two surveys, one for people living with dementia and their carers and one for people involved in dementia friendly initiatives. We want to find out about initiatives that have been successful, about what aspects of their community are valued by people living with dementia and their carers, and to identify any areas that need further support.

A local dementia peer support group supported us to design our survey to be as 'dementia friendly' as possible. We have worked in partnership with voluntary organisations working with people with dementia and have visited 18 groups across Wiltshire for people with dementia and their carers in order to gather their views.

To date we have received 22 responses from dementia friendly initiatives and 87 responses from people living with dementia and their carers. The results will be analysed and a report produced in May.



# What people said

More serious conditions need a personal contact and not a text message.

I think with the modern times we should be able access our own medical records when wanting to refer ourselves to other NHS hospitals.

Local doctor saw me the same morning that I found the lump in my breast- immediately made an appointment with specialist online for 10 days. Saw various doctors and had the mastectomy within 6 weeks.

More care at home and more timely access to a MS nurse or doctor.

CAMHs referral - support received quite quickly the first time round and kind of helped. Now requested help again which was refused.

Combining treatments in one care centre, I go to Malmesbury for physio, Chippenham for leg and Swindon for back. Costly and inconvenient.

With some advice from doctors, I have learned how to manage arthritis in other joints with exercise/ rest and supplements such as glucosamine.



## Case study



Mother of two Heather Scolah developed late onset type 1 diabetes when she was pregnant with her second child six years ago.

She says she would like to see more money invested in GP surgeries to ensure less frequent visits to city hospitals which are over ten miles away with parking a huge issue.

35 year old Heather, from Warminster, said: “One of the issues for me as a diabetic is locality. It is really helpful when we are able to get consultant appointments locally rather than travelling to the main city hospitals. More local appointments for long term health sufferers would be great.

“For trips to the main hospitals parking is a huge issue. You are often unable to find any parking and so can be circling the hospital car parks for about 45 mins before you end up having to park in unmarked spaces risking fines. The parking charges are also excessive for regular patients that have to visit often.”

Heather has a daily long-acting insulin treatment, as well as short acting insulin

with every meal or snack. She sees a diabetic consultant every three months and a diabetic nurse every four months. She also has annual eye checks and an annual foot check.

She continued: “Local GP care is also a major cause for concern. As a diabetic my hospital consultant has been amazing and the diabetic nurses from the main hospital are great but local care from my GP surgery has been difficult because they are so overstretched with so many patients needing care.

“Vital checks have been missed, I have had weeks at a time where I have been without critical medical provisions which has created anxiety as I have been unable to treat or monitor my diabetes. This has been contributed to by pharmacy issues.

“I would say to others that if you want to see improvements in your healthcare be prepared to be part of the solution and share positively your experiences and suggestions, don't complain from the sidelines when you have been given a microphone to speak up and see change.”



# Making an impact

## Mental Health: What Matters Most?

Our latest report *Mental Health: What Matters Most?* which highlights how local people would like to see mental health services improved in the county has been welcomed by the organisations which plan and run them.

In response to our report, Wiltshire Clinical Commissioning Group (CCG), which plans and pays for services, Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), which runs adult mental health services, and Oxford Health Foundation Trust, which runs Child and Adolescent Mental Health Services, have pledged to work more closely together and will continue to listen to public feedback to find ways of improving services.



## Health Based Place of Safety in Devizes gets positive reviews

After receiving negative publicity because of the temporary closure of the Place of Safety facilities in Swindon and Wiltshire, Swindon Clinical Commissioning Group appointed Healthwatch Swindon and Healthwatch Wiltshire to speak to people who have stayed there to find what they really thought of the Devizes facility.

Most of the people who took part in the survey reported that their experiences of staying at Health Based Place of Safety was a positive one, with staff being praised for the care they are providing to people in times of extreme emotional distress.

Some of the agency staff who work there on a temporary basis came under fire but recommendations have been made by Healthwatch that more training should be provided so that it aligns with permanent staff to make sure that high standards of service delivery are maintained.

There were concerns raised from the public about the distance of Devizes from where people live, but with the exception of a couple of people, most felt it was the right place for them to be at the time of a crisis.

A number of recommendations were made and this feedback will form part of the final recommendations for NHS England and NHS Improvement, who will make the final decision regarding future provision of Health Based Places of Safety within the Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) area.



# Coming up

Gathering feedback from local people on the NHS Long Term Plan

Hearing people's views about their GP surgeries

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



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