



**January-March 2022**



# About us

## About Healthwatch Wiltshire

Healthwatch Wiltshire is your local health and social care champion. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice.

## Our priorities

For 2021/22 are:

### Primary care

- Gathering feedback on primary care services such as GP surgeries and dentists with a focus on access – both face to face and digital.

### Mental health

- Listening to experiences of mental health services and shaping service redesign.

### Children and young people

- Young Healthwatch volunteers will identify areas important to them and seek the views of children and young people.

### Discharge pathways

- Hearing experiences of the discharge process from acute hospital to home.



# Highlights

Heard from over 2,000 people on access to new Devizes Health Centre



Published 3 reports



Recruited a new board member

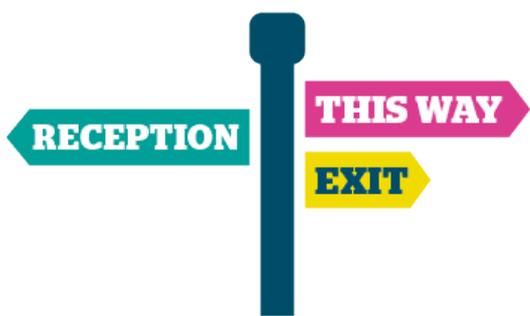


# Talking & listening



**2,444** people shared their experience of services with us

we attended **39** meetings, forums or events



**60** contacts were given information and signposted through our Helpdesk Hub Team...

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

**35** volunteers were involved...

...and volunteered over **348** hours

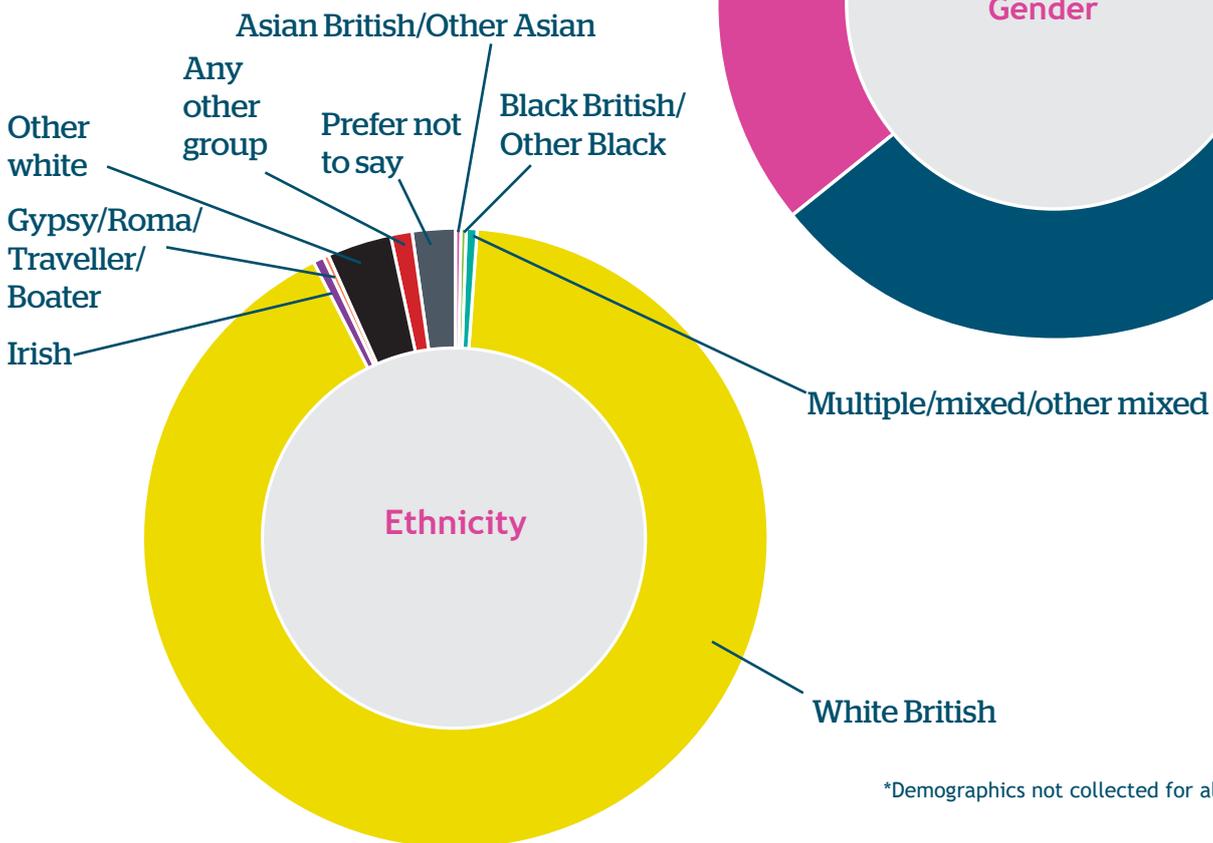
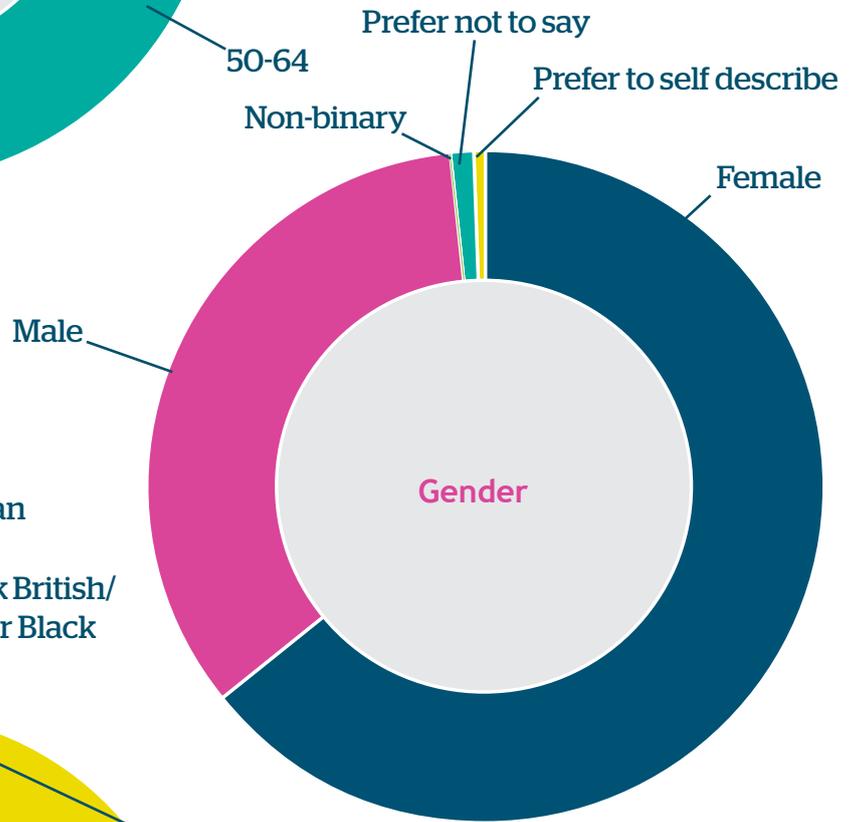
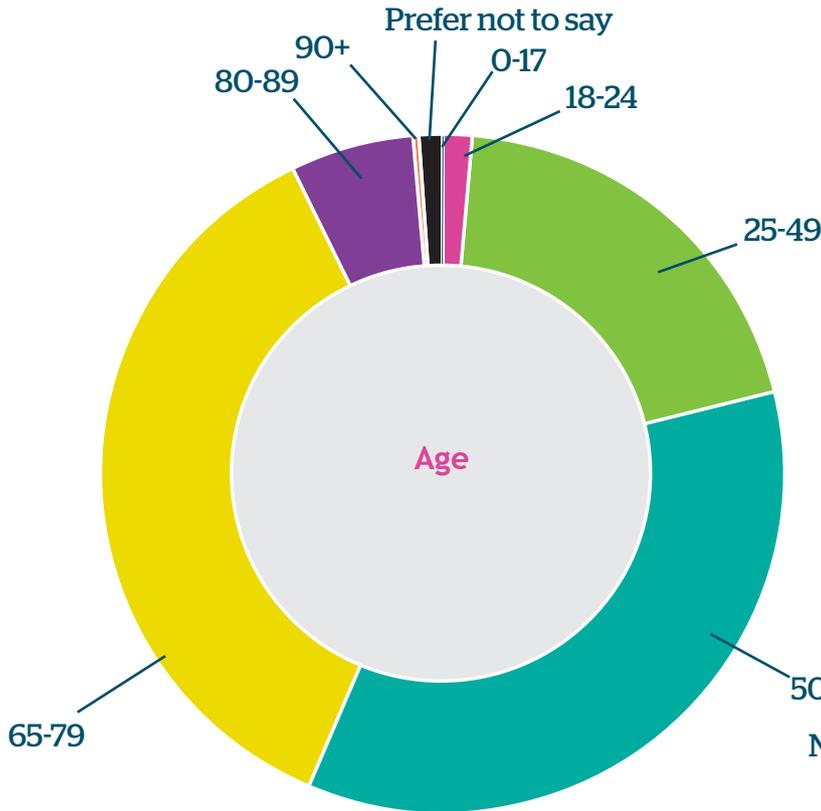


**250** social media posts...

...reached **35,724** people

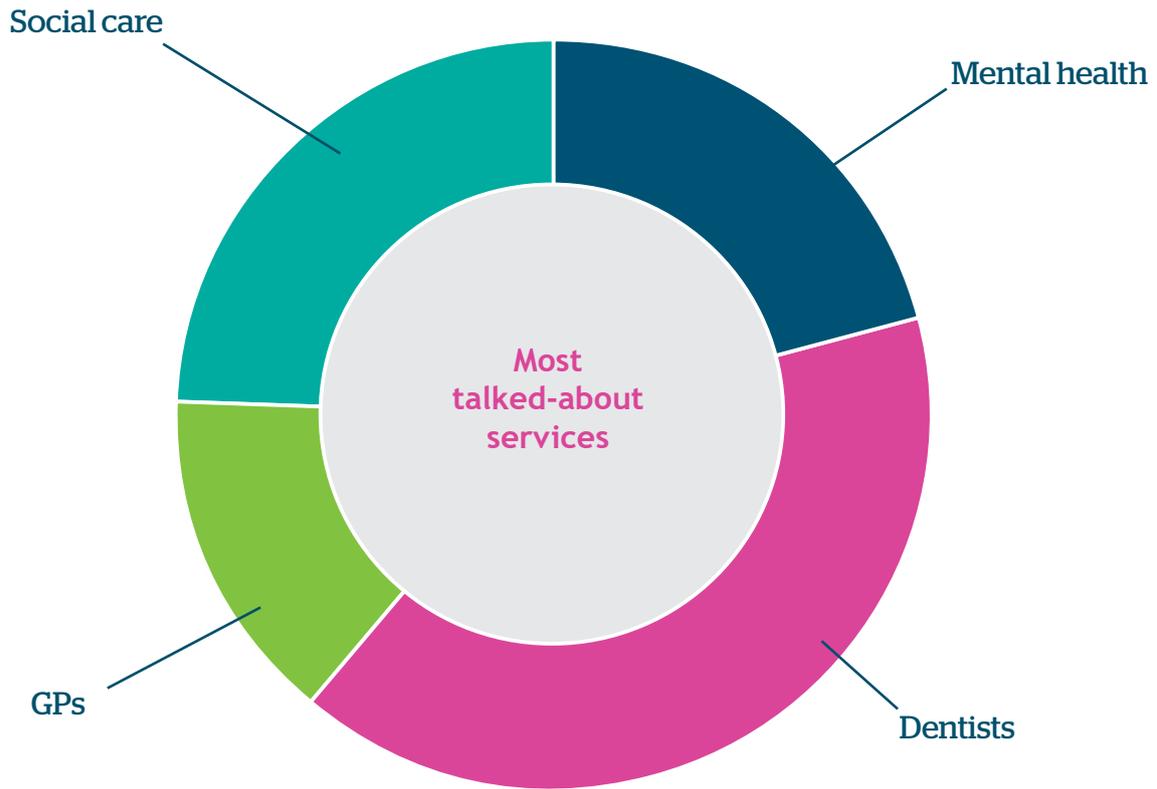
...and our website received **9,273** page views

# Who shared their experience with us?



\*Demographics not collected for all interactions.

# What services did people speak to us about?



# What were the comments about?

Service	Positive	Negative
Mental health	-	Access Staff attitudes
Dentists	-	Access and choice
GPs	-	Treatment and care Staff attitudes
Social care	-	Communication Treatment and care

We didn't receive any positive feedback about services during this quarter.

# Our work

## Hearing your views on new health centre

We have been working with Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG), Wiltshire Health & Care and their other clinical partners to seek information from the local community about their preferred opening hours and access requirements for the new Devizes Health Centre, which is due to open in late summer.

We hosted a survey that ran for about 6 weeks, closing on 20 March 2022. Thank you to the 2,535 people that responded to our survey. We are now in the process of writing up and sharing the findings.



## Gathering experiences of Continuing Healthcare

Healthwatch Wiltshire are working with Healthwatch BaNES, Healthwatch Swindon and BSW CCG, to hear people's experience of the Continuing Healthcare process.

People with long-term complex health needs qualify for free social care arranged and

funded solely by the NHS. This is known as NHS continuing healthcare.

We have been running a survey to hear from people who have been through the process in the last six months and will now be analysing the feedback and compiling a report.

## Sharing experiences of mental health support with CQC

Working with Healthwatch BaNES and Healthwatch Swindon, we are reviewing and collating the feedback that we have heard from people with lived experiences of mental health about the services that they received over the past year.

This feedback is being shared anonymously with the Care Quality Commission (CQC) as they are keen to hear from people's experiences continuously and not just linked with their inspections.

We are summarising this feedback in a report, which will be shared with the CQC.



# Cash Fund projects gather pace

Our Community Cash Fund is supporting three projects that aim to reach out to seldom heard groups in Wiltshire.

**Sounds Better CIC** (formerly Music for Wellbeing CIC) has launched a pilot project in Salisbury for families with primary school age children living with childhood asthma.

In the first phase of the project, pupils from Woodlands Primary School learned about breathing techniques, inhalers and emergency approaches through stories, song, craft and drawing, as well as gaining feedback from parents.

Now in the second phase of the project, the group is working with Wilton Primary School

but has been able to reach beyond the school to support 12 children in the Wilton area.

**Wiltshire Hearing Voices Group**, based in Trowbridge, continues to be well-attended by regular members and is now supported by three volunteers.

The group is currently in the process of making a video to promote its work, where members will talk about what the group means to them.

**Mind Reset**, based in Malmesbury, is in the process of setting up workshops for people with bipolar disorder.

Visit our website for more information on the [Community Cash Fund](#).

# Our response to Covid-19

Since the start of the Covid-19 pandemic, our focus has been on ensuring that people can find the information that they need easily.

Information around where to get tested for Covid-19 continues to see the highest number of page visits to our website, but away from the pandemic people have been looking for more details about what we do and how to contact us. Our access to dentistry blog has also received a lot of attention, as has our report on what local organisations think of mental health support in Wiltshire.

Articles added to our advice and information pages between January and March include:

- Registering with your GP: understanding your rights
- Where to go for support if you have an eating disorder
- An easy read guide to the Covid-19 vaccination
- What medical support are you entitled to if you're new to the UK?

[Visit our website](#) to find out more.

**What medical support are you entitled to if you're new to the UK?**

Advice and Information - 28 March 2022

For new arrivals to the UK it can be confusing where to go if you need medical assistance. Here we outline your rights as a refugee, where you can access emergency help and how to register for a GP.



Twitter, Facebook, LinkedIn, Email icons

**What do the new government guidelines mean for Covid-19 testing?**

Advice and Information - 28 February 2022

Covid-19 testing rules have now changed across England. Find out the latest information on where to go to get tested, which test is most suitable for you, and what to do if you get a positive Covid-19 test result.



Twitter, Facebook, LinkedIn, Email icons



# What people said

My husband broke his neck in June 2021. Via Salisbury Hospital, on being released his needed equipment was provided by [Medequip] and returned on Mon 27th Sept. Both the service and equipment we received were excellent and staff kind, polite and helpful and of whom [Medequip] should be very proud. Many thanks to all involved.

When I was with CAMHS, I was in group therapy and 1 on 1 counselling, and basically all they did was invalidate my feelings and tell me this is how every teenager feels and that if I take a hot bath and have a cup of tea, I'll be fine, this also happened to me in schools.

People experiencing mental health problems require one to one and face to face support in order for them to receive the right help and treatment.

## Signposting story – mental health

A lady contacted the Hub team because she was struggling with anxiety and emotions after having a baby, and it was affecting her relationship with her husband.

The Hub team signposted her to the

National Childbirth Trust (NCT) which could help them to meet other new parents. She was also signposted to Wiltshire Mind, which offers counselling and peer support groups, and the Samaritans, who can be contacted at any time for support.

## Signposting story – making a complaint

A person contacted the Hub team unhappy with the treatment and care they had received from their social worker.

They felt that they were being bullied and had asked for a change in social worker

but were told there was not enough grounds for a change to be made.

Our Hub team provided them with information to help them in their next steps with a complaint.



# Making a difference

## Organisations give their views on community mental health support

Organisations across Bath and North East Somerset (BaNES), Swindon and Wiltshire have shared their views on how mental health support could be provided closer to people's homes.

In September 2021, Healthwatch BaNES, Swindon, and Wiltshire were asked by BSW CCG to facilitate three online workshops, one in each locality, to hear the views of organisations across the area who support people with their mental health.

The [national Community Mental Health Services Framework \(CSF\)](#), published in 2019, outlines changes to adult community mental health services. It looks at how support for people in the future can be delivered more locally, so that they can get the support that they need to live well.

In our online workshops, we heard the views of 22 organisations on three main themes:

- What have you heard from the people you support?
- How can this be improved and what do we want to keep?
- How are we going to achieve this?

### What organisations told us

- Attendees felt that GPs aren't always best placed to deal with someone's

mental health issue, there is a lack of coordination between services and some staff don't have the right skills to support people.

- There was a strong feeling that people are waiting too long for support.
- Education and mental health support in schools was seen as key.
- Individuals and care givers should have more involvement and control over their own care, including being involved in the design of services.
- Suggestions on how this could be achieved included mental health services working together more with other health

services, treating a person as a whole, and more support for children and young people in schools and from an early age to identify and address signs.

### Next steps

The feedback shared in this report supports earlier engagement undertaken by BSW CCG to hear people's views and experiences of community mental health support and this will be collated to help shape and develop the new service.

Visit our website to read the full report: [What local organisations think of mental health support](#).



# Equipment service wins praise from public

In late 2021, we asked people what they thought of the Wiltshire Community Equipment Service, which is run by Medequip on behalf of Wiltshire Council and Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group, and provides items such as walking frames, wheelchairs and hoists.

Our survey, which received just over 70 responses, looked at all aspects of the service, from the information people are given about their equipment to how it's delivered and installed in their home, serviced and collected.

## What people told us

- The service is valued and appreciated by the majority of those who use the service.
- Most people said they were happy with the service they received and that all staff were friendly and helpful.
- Most people felt that equipment was delivered on time and in the condition they expected.

- People noted services were delivered and collected in a Covid-safe way.
- Delivery time slots offered were thought to be too wide which caused difficulty for some people, while collection times for taking away equipment and products no longer needed was slow.
- Most felt while the assessment process to get equipment relies on the availability of occupational therapists and other healthcare professionals, it generally works well.
- Some frustrations were reported around communication and the servicing of equipment.

Our findings have been shared with Medequip and the Wiltshire Community Equipment Service commissioning and management team, who will be setting up an online forum to hear more from those who use the service and their carers about what they would like to see from the service in the future.

[See our website](#) for the full report.

# Young people share views on LGBTQ+ support

Young people who identify as LGBTQ+ say there are few health and care services in Wiltshire to support them, and a lack of understanding from healthcare professionals has left them feeling unheard and disrespected.

These are the key findings of a project carried out by our Young Healthwatch Wiltshire volunteers, focusing on what young LGBTQ+ people aged 11-25 thought of the support they had received, and the support they would like to see in their schools, colleges, workplaces, and local communities.

More LGBTQ+ education in schools and better access to advice and information were seen as vital ways to help close the current gap in LGBTQ+ support for both young people and adults in the county.

## Key findings

- There is a need for LGBTQ+ support in

Wiltshire and there is currently a gap in services.

- Education was seen as key in addressing the lack of understanding and discrimination faced by the LGBTQ+ community. This included changes in language and normalising the use of pronouns.
- Advice and information was seen as an important area where young people could make informed decisions about the support they needed, but finding support was difficult.
- Sex education was identified as a support need and for sexual health services to be LGBTQ+ inclusive.
- Transgender healthcare was raised as an issue with long waiting lists for HRT and a lack of gender reassignment surgeries.

We look forward to working with the commissioners of local services to see how support for the LGBTQ+ community can be improved. [See our website](#) for more.



# Coming up



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



# healthwatch Wiltshire

Healthwatch Wiltshire  
Freepost RTZK-ZZZG-CCBX  
The Independent Living Centre  
St George's Road  
Semington  
Trowbridge  
BA14 6JQ

[healthwatchwiltshire.co.uk](http://healthwatchwiltshire.co.uk)

t: 01225 434218

e: [info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)

 @HWWilts

 HealthwatchWiltshire

 healthwatchwiltshire