



July-September 2020



About us

About Healthwatch Wiltshire

Healthwatch Wiltshire is the local independent champion for patients and users of health and care services. We listen to what people think of the services they use, and then feed this back to the people that plan and pay for those services so that changes can be made.

Our priorities

For 2020/21 are:

Covid-19

- Providing local and national information and guidance. Monitoring people's experiences of health and social care services as they change and adapt.

Primary care

- Gathering feedback about access, including telephone and virtual appointments and digital systems.

Learning disabilities and autism

- Hearing views of people living with autism around service provision.

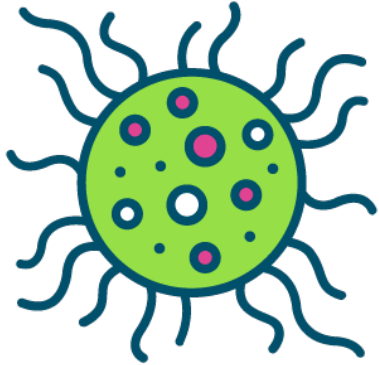
Mental health

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



Highlights

Published our full Covid
Insight Report



Continue to update our
coronavirus Advice
and Information
web pages



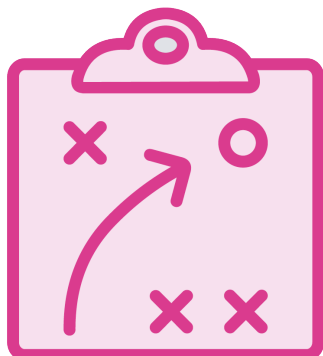
Established an online
Mental Health Forum



Published our military
families report



Launched our Young
Mystery Shopper project



Recruited 5 new volunteers



Talking & listening



We attended **64** meetings or forums

241 people shared their experience of services with us



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

...with an average call time of **37** minutes

27 volunteers were involved...

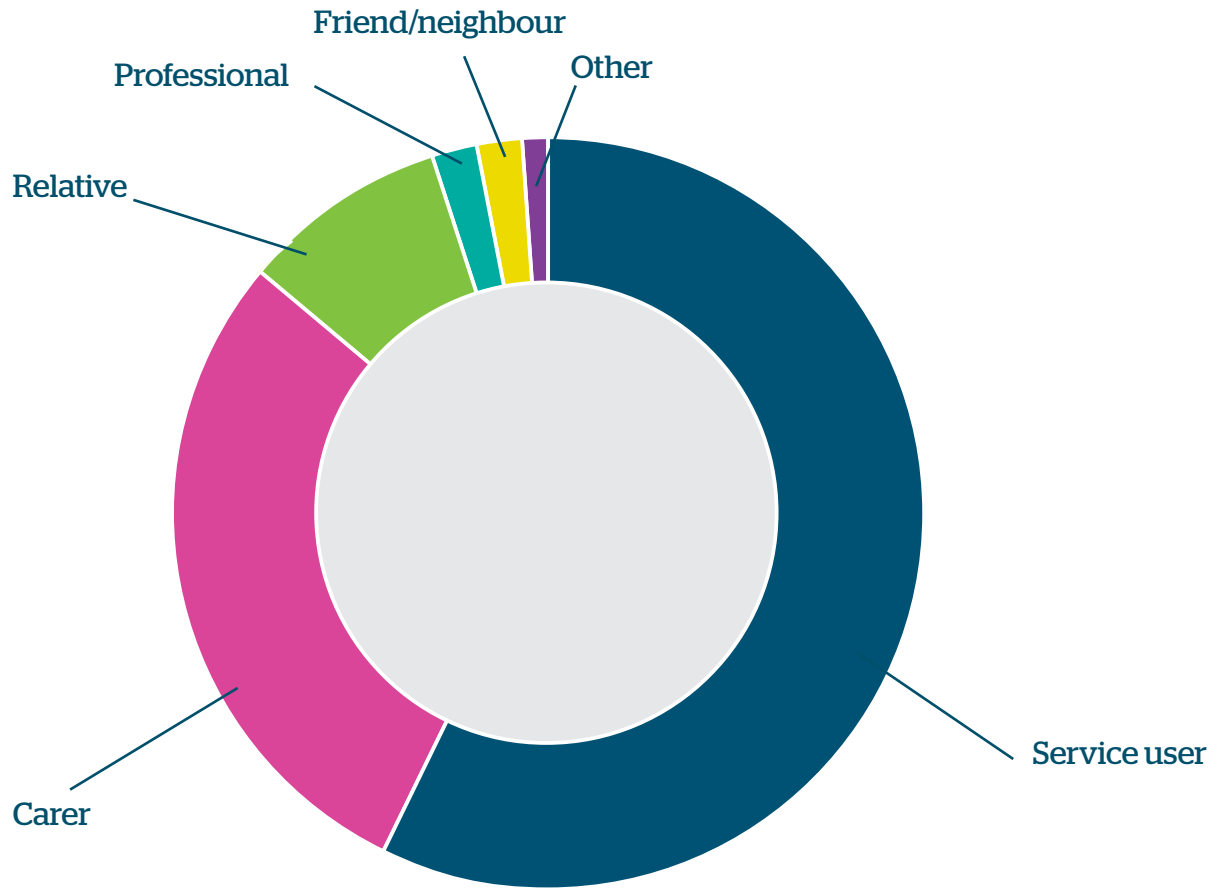
...and volunteered over **253** hours



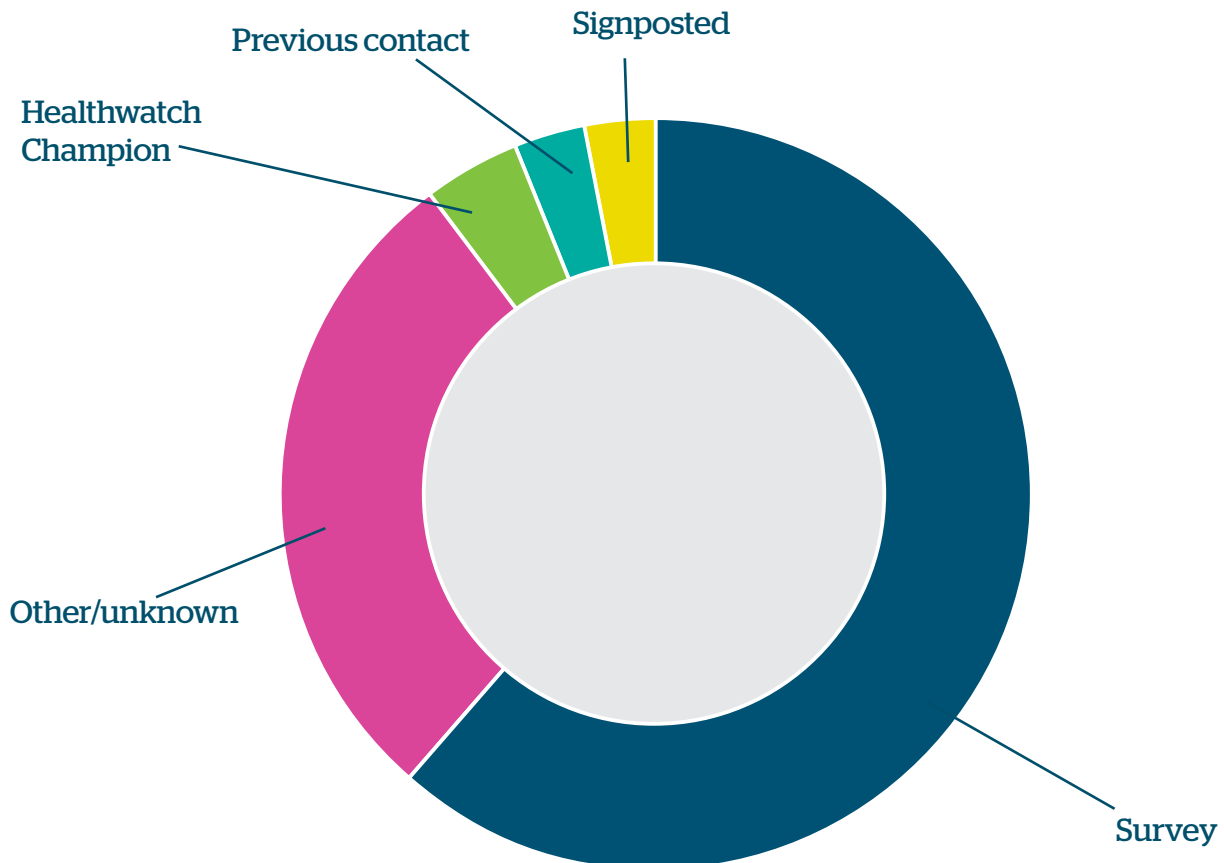
205 social media posts...

...reached **41,726** people

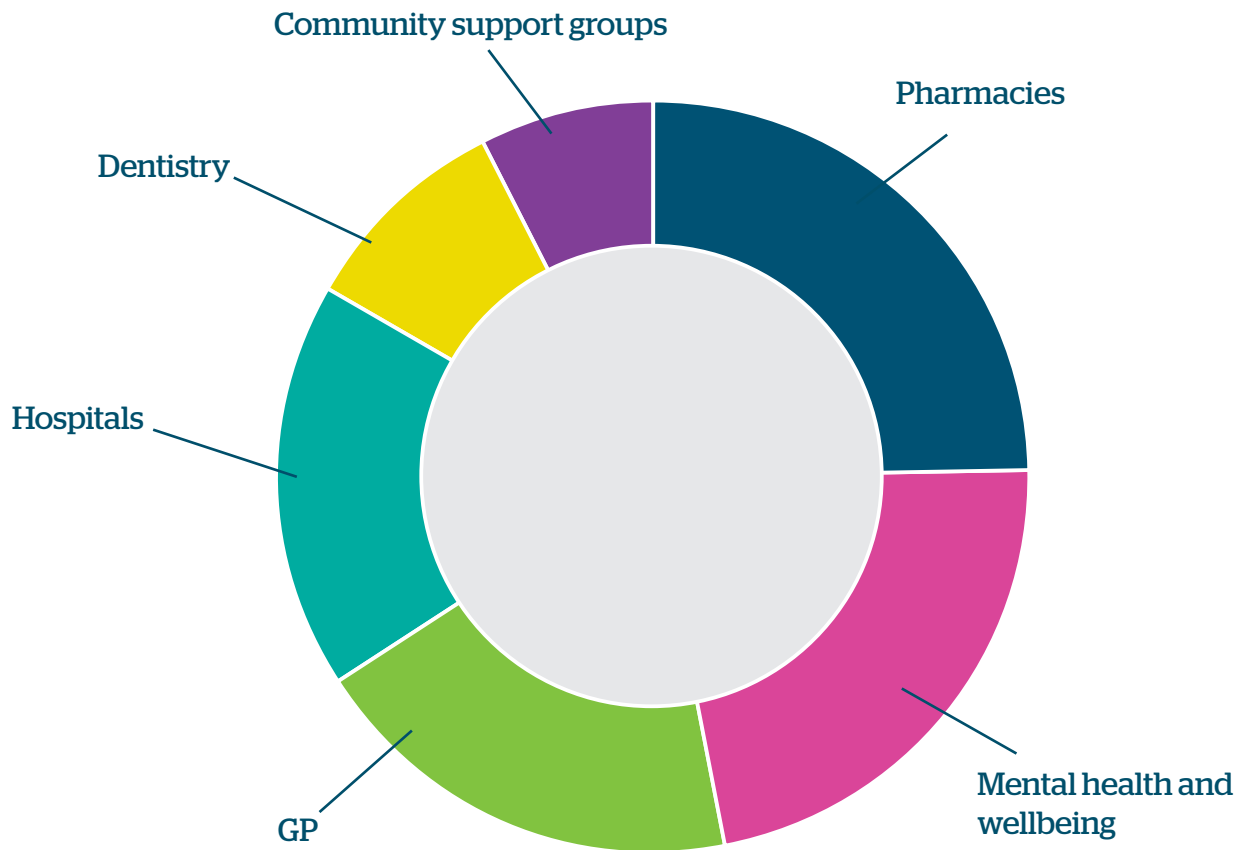
Who shared their experience with us?



How did people hear about us?



What services did people speak to us about?



Most talked about... what did people say?

Service	Positive	Negative
Pharmacies	Being able to access medication Support with delivery	Prescription handling Waiting times Queues Lack of some medication
Mental health	Support from family/friends during lockdown	Communication Access
GPs	Staff attitudes Virtual appointments	Access Waiting times Pathways of care
Hospital care	Dignity and respect	Communication to patients
Dentists	-	Communication Getting an appointment
Community support groups	Practical support Tackling social isolation	-

Our work

Our response to the Covid-19 pandemic

Information provision

Since the coronavirus outbreak, we have had a greater focus on our information and signposting service, to help people get the information they need from a trusted source. As services begin to reopen and may be changed, we have released news stories that share some of the important health messages.

These include:

- Protect yourself and your loved ones against flu
- Don't be put off seeking help for cancer
- Launch of NHS Covid-19 app

We have also continued to update our dedicated coronavirus Advice and Information pages so people can find the up-to-date information they are looking for. These pages include all the latest national and local information plus details of local support and community groups and a bereavement support page. Information we have added this quarter includes:

- Information about masks and face coverings
- Information about how to get a Covid-19 test

We have also shared information via social media including Facebook and Twitter.

Find out more on our [website](#).

Gathering experiences

Although we have not been able to carry out face-to-face engagement during this time, we have continued to gather local people's views through:

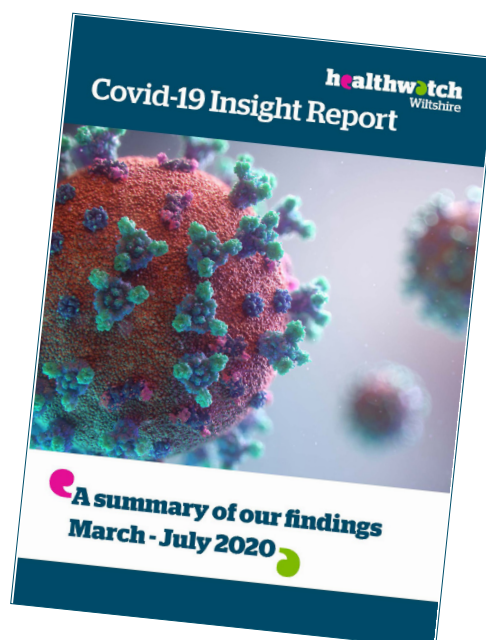
- Publicising our online survey asking people to share their experiences of health and

care during this period.

- Gathering feedback and responding to calls and emails via our Helpdesk Hub Team.
- Utilising our volunteers who are spread across the county to share any feedback they hear locally with us.
- Continuing to liaise with voluntary and community groups so that we can understand the experiences of the people they support.
- Subscribing to Care Opinion and monitoring feedback left there by people living in Wiltshire.

With a fast-moving response to Covid-19, real-time intelligence for services about the issues the public are facing is valuable. It is also important that health and social care services understand the impact these changes are having more broadly – especially when they concern people's safety or will have implications once services begin the return to normal.

This quarter we analysed the results of our survey and feedback and produced our [final Covid-19 report](#), which summarises our findings from March to July 2020.



Volunteers complete military families project



Volunteers Meg, Hazel, Deborah and Chas led our military families project

Before the Covid-19 pandemic, our volunteer led project spoke to 106 people associated with the military about their experiences of health and care services.

During the first lockdown, our volunteers spent time analysing their findings and we have now published and shared the report and begun to share it with people who can make a difference.

This is our first project which has been led by a team of volunteers, involved at every stage of the work. Due to its success, we are now planning a further volunteer led project in the future.

Read the report on our [website](#).



Hearing the views of people with autism

We have started to plan our next project that will aim to gather the views and experiences of people with autism about their experiences of health and social care and other support they receive.

Working with Wilshire Service Users Network, we have so far put together a project proposal and some survey questions.

Look out for more on this work soon.

Young volunteers take part in online mystery shop

This quarter we recruited five young volunteers to be 'mystery shoppers' and they have been working hard reviewing online mental health support that is available locally for young people.

They have been considering how easy it is to navigate these websites and what information is available on them about a variety of topics, keeping records about what they find that is good and what they feel could be improved.

Two of these young volunteers attended Wiltshire's Health and Wellbeing Board to report on their work so far.

Find out more on our [website](#).



Monthly mental health forum launches online

We have been working with Avon and Wiltshire Mental Health Partnership NHS Trust, Richmond Fellowship and other organisations to set up an online Wiltshire Mental Health Forum.

The forum is open to users of mental health services, and staff can also give their views.

The forum meets monthly and aims to link service users with the people that plan and provide services so that they can share their views and experiences.

The forum will also aim to share how people's views have been used to make changes to services.

To find out more about the forum, contact our Volunteer and Partnerships Lead Jo Woodsford at joanne.woodsford@healthwatchwiltshire.co.uk



Join our **Wiltshire Mental Health Open Forum**
for an online chat

1st Wednesday of every month at 2pm

Get in touch
and share your
story with us!

For more details, and to sign up, email:

joanne.woodsford@healthwatchwiltshire.co.uk

healthwatch
Wiltshire

NHS
Avon and Wiltshire
Mental Health Partnership
NHS Trust



What people said

My family had to self-isolate for 7 days ahead of a GWH hospital appointment for my son. During this time, the Street Champions organised by the Parish Council COVID19 Support Committee collected groceries for us.

Our usual existence is very limited so Covid has not made a huge difference to the people I care for, but it has limited my life even more and at times that has been suffocating.

Huge delays in getting repeat prescriptions processed between doctor-chemist & stocks of essential medicine not always immediately available. Number of weeks' supply too short as requires frequent repeats causing gaps without meds every few weeks.

Elderly mother hard of hearing found medical staff hard to understand what they were saying while wearing face masks.

Just being able to talk to people when I was feeling low really helped. It was nothing more than that, but it probably stopped me sinking into depression.

Case study

A caller contacted us with a concern that they had been prescribed antibiotics that they had a reaction to.

After attending A&E it was identified that the antibiotics had penicillin in them which the caller had been allergic to for many years. The caller was dissatisfied with the way that the issue had been dealt with.

Our Helpdesk Hub Team contacted The Advocacy People, who provide Independent Health Advocacy in Wiltshire, who said that they would be able to help.

The caller was then referred to the service with their consent so they can be supported to raise their concerns.



Making a difference

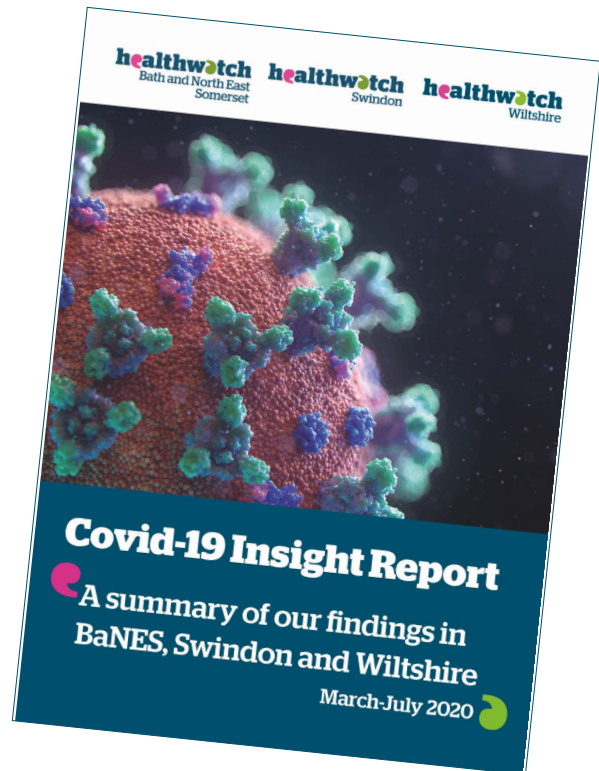
Working together to gather insight

The results of our Covid-19 survey were combined with those of Healthwatch Swindon and BaNES to produce a report showing the similarities and differences across the BaNES Swindon and Wiltshire (BSW) region.

We then shared these findings with NHS BSW Clinical Commissioning Group, who were able to combine this with their own findings from their Citizens Panel survey.

They reported: “By combining our findings with Healthwatch we have a really clear indication of the impact Covid-19 has had on people. The top three issues were: emotional wellbeing, physical wellbeing and changes to access of routine healthcare services.”

Our report is available on our [website](#).



Helping a carer to raise a concern

When a carer told us about their difficulties accessing care and support for their loved one while they were in hospital, we raised their concerns with those who lead on carers strategy at Wiltshire Council.

We were pleased that they investigated this and acted on this feedback.

We fed this back to the carer and they replied:

“Thank you for the update and information.

I am very pleased for your intervention and now feel more confident that if I am ill in the future ... will not be left on his own. Thank you for your help.”

We have set up a dedicated page on our website to highlight how the experiences and stories that people share with us make a difference to services.

Visit www.healthwatchwiltshire.co.uk/how-we-make-difference to find out more.

Find out more about our work at www.healthwatchwiltshire.co.uk



Coming up

Further work to hear people's experiences using health, care and community services

Hearing from care homes about how they have kept their residents active and involved during the pandemic

A new volunteer led project



Freepost RTZK-ZZZG-CCBX
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