



**healthwatch**  
Wiltshire

# Healthwatch Wiltshire

## Annual Report 2016/17



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# Message from our Chair

**Chris Graves**



Healthwatch Wiltshire's job is to understand the needs, experiences and concerns of local people who use health and care services, and speak out on their behalf. We raise awareness of the issues that matter most to the people of Wiltshire. Ultimately, we want to see good quality health and care services and so our role is to use the voice of local people to influence the people who design, buy, and deliver those services.

I am pleased, on behalf of the Board of Directors, to introduce our fourth annual report for 2016/17. I hope you'll find that we have been an effective local Healthwatch for the people of Wiltshire. We can demonstrate where we have used people's experiences and views to influence the health and care system. We do this in various ways but not least when we take up our place at the tables where the big decisions are being taken about services. We all know that health and care is under more pressure and services are changing to respond to this. It is vital that your local Healthwatch has a place at the table to speak up for patients and carers.

As a small organisation, we rely heavily on our volunteers who regularly give up their time to help us deliver our work-plan for the year. Our volunteers are amazing and we are so proud of them. They love being out in our local communities listening to what you have to say about your experiences and views of health and care services. We are particularly proud of our partnership with Youth Action Wiltshire and our Young Listeners - young people who have trained to engage with other children and young people about their experiences.

We can only carry out our role if local people tell us about their experiences and views of health and care services - the good and the bad. So, please do get in touch with us and share your experiences. Remember that your voice is our voice!



# Message from our Chief Executive

## *Emma Cooper*

Our fourth year, 2016/17, has seen us out and about in Wiltshire's communities listening to local people about their experiences and views of health and care services. Our role is to speak up for local people and we can only do this effectively and with confidence when people talk to us!

During the year, we have engaged with children, young people, and adults on mental health, end of life care, dementia, and primary care. The outcomes from this engagement have been put together into various reports and used to influence the people who commission and deliver services. Read more about this here in our annual report and on our website.

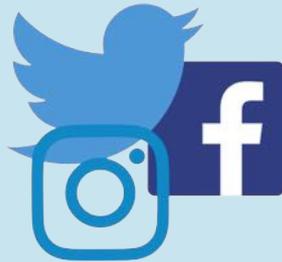
All of us at Healthwatch Wiltshire would like to say a big thank you to all the people in Wiltshire who have taken the time to share their experiences of health and care services. We would also like to acknowledge the positive response we receive from the health and care system. Often Healthwatch Wiltshire asks challenging questions on behalf of local people. We are encouraged by the interest and response we receive from health and care commissioners in Wiltshire.





# Highlights from the year

*This year we reached 240,000 people on social media.*



*We have spoken to over 260 people about dementia - one of our top priorities*



*We have engaged with over 1,000 people*



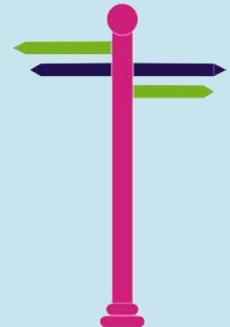
*We have visited 46 services in Wiltshire*



*We have published 23 reports*



*We have signposted and provided information to over 31,000 people*



*We have 57 active volunteers who have given over 2845 hours*



*We have been involved with 16 PLACE\* visits*



*\*Patient -Led Assessments of the Care Environment*

*We have carried out 16 Enter and View visits*



*Over 26,000 people have viewed our website*





# Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as part of a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work so that health and care services work for the people who use them

## ***Our vision***

Our vision is for a health and care system that meets the needs of Wiltshire people. This means a system which listens to what people say about their experiences and views. We listen to those experiences and views and reflect them back to the organisations which plan, pay for, and deliver health and care services (the commissioners and the providers).

We want to see more local people provided with the opportunity to share their experiences and views - the good and the bad. Healthwatch Wiltshire can only do its work effectively if we understand the issues which

matter most to local people. So speak to us! Your voice is our voice!

## ***Our priorities***

Our priorities include ensuring that we comply with the statutory duties of a local Healthwatch service. These duties include:

- + Promoting and supporting the involvement of local people in health and care
- + Monitoring the quality of local health and care services
- + Making recommendations and influencing health and care locally
- + Providing information and signposting on health and care services to local people

We also have some areas of activity for the year which have been chosen because of the feedback we gathered in the preceding year. These were:

### **Children and young people**

Working with partners to develop a Healthwatch which is 'children and young people friendly'. Listening to children and young people's experiences and sharing them with the health and care system.

### **Dementia**

Finding out about people's experiences of services in support of the implementation of the Wiltshire strategy for dementia and using this information to ensure that services are meeting people's needs.

### **Integration of health and care services**

Understanding patient experience of all parts of the health and care system and how they work together as the 'care pathway'.

### **Information and signposting**

Improving the quality of information available online by working in partnership with Wiltshire Council on the website Your Care Your Support Wiltshire.



### ***The Healthwatch Wiltshire Team (staff and directors)***



We can  
help you...

Are you struggling  
with social care?

***Your views on  
health and care***

## ***Listening to local people's views***

We often say 'your voice is our voice' because we recognise that our effectiveness depends on listening to local people's views and reflecting these to the health and care system. Ultimately, we want to influence health and care services so that they are of good quality and meet the needs of the people who use them. We gather people's views and experiences through a variety of ways including working in partnership with the local voluntary and community sector.

Healthwatch Wiltshire has powers to go into health and care services to talk to people who are using those services (this is called 'Enter and View'). During 2016/17, we carried out 46 visits to services which provided us with the opportunity to talk to people about their experiences and views. These included visits to the acute hospitals in Bath, Swindon, and Salisbury which serve Wiltshire people. Visits also included care and residential homes. Whenever we engage with patients and carers in health or care settings we use our 'Enter and View' powers and our volunteer authorised representatives who are trained and supported to carry out this important work.

Throughout 2016/17, we created opportunities that enabled people to have their say about services which support people at the end of their life. A new plan for end of life care in Wiltshire has been informed by what people said is important to them. We held public meetings and also reached people in community settings to find out their views. This is really important work to get end of life care right for us all as individuals.

Listening to children and young people's views and experiences of health and care was one of our priorities in 2016/17, so we were delighted to have the opportunity to work in partnership with Youth Action Wiltshire to develop the 'Young Listeners' project. This project has seen us support young people to carry out engagement for Healthwatch Wiltshire with some very interesting results which we had the opportunity to present to commissioners. A big part of this project included working with other organisations to put on the first Wiltshire Youth Summit in February 2017. This event was led by young people and included young people from all around the county, with the focus on speaking up about the issues most important to the younger members of our diverse communities.



Dementia has continued to be a key focus for us in 2016/17 because people have told us that it is a subject that really matters to them. Whilst local people now stand a better chance of getting a proper diagnosis, dementia became the leading cause of death for the first time in 2016. During the year, we spoke to patients in specialist dementia hospital wards to find out more about their experience of care. We also spoke to people about their experience of accessing support through primary care. Our dementia engagement has resulted in a number of key messages from local people which have been used by commissioners and providers to improve services.

## ***What we've learnt from visiting services***

Healthwatch Wiltshire always has a clear reason for visiting a health and care service for 'Enter and View' purposes. Either it will be a visit planned to support a focused piece of work (for example, as in the case of our dementia work) or it will be a visit carried out because questions have been raised about the quality of the service.

We work closely with commissioners and the Care Quality Commissioners (CQC) through local and sub-regional 'quality surveillance' groups. These groups identify services which warrant extra attention. We have been pleased to visit such services to find out directly about patient and service user experience, and have reported our findings back to the CQC and commissioners.



Whenever we visit a service we prepare a report with some key findings and messages for the provider and commissioner. We always follow up the visit to find out if changes have been made as a result of our findings and if not, why not.

Healthwatch Wiltshire is often invited to send our representatives to participate in 'Patient Led Assessments of the Care Environment' (PLACE). In 2016/17 we participated in 16 visits across 9 different NHS health service providers. PLACE offers an excellent opportunity for lay people to assess the quality of the environment and to provide feedback on areas for improvement.



Through our visits to services, and talking to patients and service users, we've learnt that Wiltshire people value and appreciate health and care services. Often, we find that people are generally satisfied whilst recognising that health and care services are under increasing pressure. When we learn about things not working well we reflect this feedback to commissioners and providers. Our role is to use the outcomes of our engagement to identify good practice and to challenge where things could be improved.

*Helping  
you find the  
answers*



## ***How we have helped the community access the health and care services they need***

Good quality, easily accessible, information about health, care, voluntary, and community sector services is essential to help local people make good choices about their care, prevent isolation, and maintain wellbeing. Healthwatch Wiltshire has an important role in providing local people with this information and we do so in many ways.

One of the main methods is through the **Your Care Your Support Wiltshire website** [yourcareyoursupportwiltshire.org.uk](http://yourcareyoursupportwiltshire.org.uk). This is an online resource of health and care information for the people of Wiltshire. As well as useful information on topics such as caring for others, dementia, paying for care, and mental health, it also contains a searchable service directory that is made up of health, care, voluntary sector services, local clubs, men's sheds, and support groups. The website is a partnership between Wiltshire Council and Healthwatch Wiltshire, and is informed by interested stakeholder groups in the voluntary sector.



On April 1st 2016, the website celebrated its first birthday. During the initial year of operation it had been viewed 165,000 times by 20,000 users. We are pleased that in its second year of operation, the site's success has been maintained with almost 21,000 people accessing it over the year. Working closely with the voluntary sector and local

groups, the service directory now contains 766 entries.

Wiltshire is divided into 18 community areas and last year, local people told us that they would like to access more localised information about services, groups, and clubs in their area. To address this need, we worked with local health and wellbeing groups, Community Engagement Managers, plus voluntary and community sector groups to produce interactive, downloadable guides for each of the community areas. These have proved to be one of the most popular sections of the website.



Your Care Your Support Wiltshire is focused on continuous improvement. We help our community understand how to find information on the site and in doing so, we learn people's requirements because of the issues they face. We use this intelligence to improve the site and its content. Resulting from local feedback this year, we have added new information about veterans and service personnel, end of life care and extra care housing. We have listened to those with learning difficulties about how the website can made more accessible and what information is important to them. The outcome meant we made changes and added more easy-read information on topics such as safeguarding, assessments, advocacy, and direct payments.

We understand that not everyone wants or is able to access the internet, so we have run workshops with health and care professionals to increase awareness of the site so they can find information for patients and clients. All information on the site can be downloaded and printed out for people who need it in hard copy format.



Children and young people access a lot of their information online. Therefore we, along with our Young Listeners, worked with Wiltshire Council and other young people from around the county to feed into the

new **On Your Mind website**. On Your Mind signposts children and young people in Wiltshire to sources of support for good mental health and emotional wellbeing. Our Young Listeners even came up with the name!

We know that people sometimes find it difficult to understand how the health and care system works and what is available to help them locally. This is particularly the case for mental health. Therefore, our annual event was themed around mental health and held at Salisbury City Hall in November 2016.

We were fortunate to have Karen Turner, Director of Mental Health for NHS England, as our keynote speaker on the latest national developments in mental health. We had presentations from our local mental health trust,

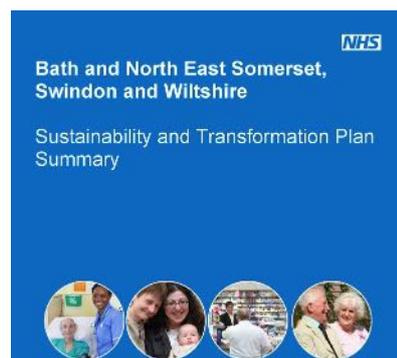


Wiltshire Council's public health team and a lead commissioner for children and adolescent mental health services. Plus, an inspiring talk by Active Plus - an organisation that utilises the skills of wounded, injured and sick military veterans to provide a range of personal development, wellbeing, and employability courses for local people in need.



**Our Young Listeners showed a short film [youtube.com/watch?v=EQpdQUqRGWI](https://www.youtube.com/watch?v=EQpdQUqRGWI) about their experiences of speaking with young people around the county.** Interactive workshops were delivered about healthy active lifestyles, mindfulness, Dementia Friends, and a practical life skills session. Overall, the event was attended by 158 people and received much positive feedback.

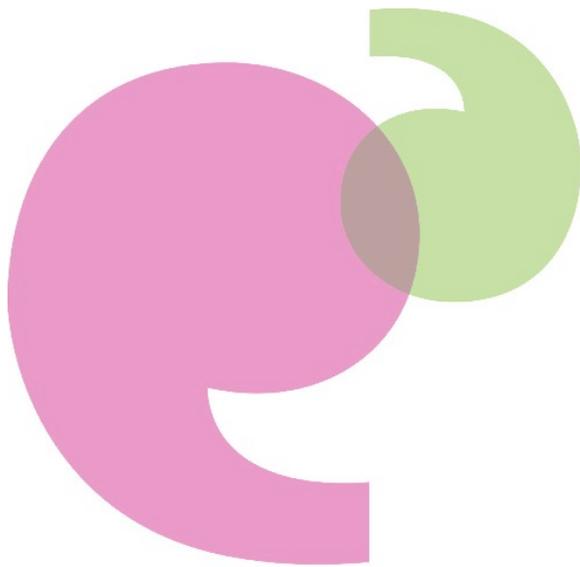
2017 saw the advent of Sustainability and Transformation Plans (STP). We have joined together with neighbouring Healthwatch in Bath & North East Somerset and Swindon, to represent the voice of people in our footprint and have added a page on our website to explain STP's and the local context: [healthwatchwiltshire.co.uk/project/sustainability-transformation-plans/](http://healthwatchwiltshire.co.uk/project/sustainability-transformation-plans/).



## ***A signposting story***

**We were contacted by a family who were struggling to access continence products for their disabled child and felt they were being passed from one person to another.**

We could tell them the correct referral process and give them the contact details of the organisation responsible for providing assessments and continence aids. We also advised them who to contact if they weren't happy with the outcome. They were unaware that there were other organisations who may be able to provide them with support in other areas so we signposted them to Wiltshire Parent Carer Council an independent, voluntary organisation which is managed and run by parent carers, for parent carers.



## ***A dementia awareness story***

**During dementia awareness week, we carried out a joint visit with Alzheimer's Support to a multi-faith group for women learning English as a second language.**

We held a session where we gave out information about the work of Healthwatch Wiltshire, the symptoms of dementia, what to do if you are worried about your memory and the dementia services available in Wiltshire. The women there said that they were very interested in the information we gave them, much of which was new to them. They said that they would be able to share it with friends and family members to increase awareness.



A woman with dark hair, wearing a dark blue top, is looking slightly to the right with a gentle smile. She is holding a white card in her left hand. The card has text on it: "Have you visited Care Home?" and "What was it like?" with "Tell" in red. A large, stylized graphic of two hands shaking is overlaid on the image. The left hand is green and the right hand is blue. The text "Making a difference together" is written in white on the green hand.

***Making a  
difference  
together***

Have you  
visited  
Care Home?  
What was it like?  
Tell

## How your experiences are helping influence change

Our role is to use the voices of local people to effect positive change for our health and social care system. Whenever we carry out engagement with Wiltshire people we collate all the results in a report with some key messages for health and social care commissioners and providers.

In 2016/17, we produced 23 reports:

- + **Evaluation of the rapid response end of life service** (May 2016)
- + **Adult Care Charging Policy - public engagement** (June 2016)
- + **Health and Care in Westbury** (September 2016)
- + **Patient participation in GP practices** (December 2016)
- + **When care is transferred** (December 2016)
- + **Listening to children and young people: your experience of health and social care** (December 2016)
- + **Public engagement on the Wiltshire End of Life Care for Adults Strategy 2017-2020** (January 2017)
- + **'You Said, We Did' model of engagement** (February 2017)
- + **Wiltshire Youth Summit 2017** (March 2017)
- + **Talking to people about dementia: a focus on primary care** (March 2017)

Plus:

- + 5 Enter and View reports
- + 6 short report articles and updates
- + Our annual report 2015/16 and work plan 2016/17

We need to be able to show to local people the difference it makes when they share their views and experiences with Healthwatch Wiltshire. During the year, we looked at the impact of our work and as a result produced a number of impact statements called **You Said, We Did**. These can be found on our website; some highlights include:

Engagement with people living with dementia and their carers has given them a strong voice in Wiltshire, with key messages shared with commissioners and providers. This has directly influenced the service specification for community based dementia services in Wiltshire. Healthwatch Wiltshire has also worked to improve the quality of public information about dementia and sources of help and support.

Listening to people's views about end of life care has been used in the county-wide strategy which includes targets and concrete actions. We also talked to people about their experiences of the urgent palliative care at home service which was shared with commissioners and resulted in an expansion of the service.

Our work on people's experience of making health or social care complaints has been shared locally as well as nationally. Results include better quality information and signposting, close working with the provider of NHS Complaints Advocacy, and the formation of a special liaison groups with NHS health services to share good practice and identify any shared issues.



## ***Working with other organisations***

We recognise the important contribution local voluntary sector organisations and community groups make. Some of these organisations have a role in speaking up for their members and service users, while others also provide services which are valued by local people. We are pleased to have worked with various Wiltshire organisations during 2016/17 on specific areas of work including children and young people, dementia, and end of life care.

Healthwatch Wiltshire's contribution to improving health and care services in Wiltshire depends on local people sharing their views and experiences as well as the readiness of commissioners and providers to make changes. We have a seat on several boards and committees where the big decisions are taken about health and care. We are encouraged by the positive response to Healthwatch Wiltshire's findings.

Healthwatch England is the national umbrella body for local Healthwatch. It provides leadership and support to the network of 148 local Healthwatch. We have been pleased to support Healthwatch England with its work on complaints as well as 'intelligence and informatics'. Some of this work will help the network to become a lot smarter in how it shares anonymised data which will help us to focus in on the topics which matter most to people.

## ***How we've worked with our community***

Our volunteers play a vital role in our work. 2016/17 was a great year in our volunteering programme! Over 57 people gave up their time to support us with our important work. This has included:

- + Representing Healthwatch Wiltshire in local communities and getting our message out.
- + Engaging with patients, carers, and local people to find out their views and experiences of health and social care.
- + Participating in assessments of health settings (PLACE).
- + Taking part in 'Enter and View' as Healthwatch Wiltshire authorised representatives.
- + Contributing to the South West Citizen Assembly.
- + Helping to assess new services.

Healthwatch Wiltshire sits on Wiltshire's Health and Wellbeing Board which brings together a range of organisations to plan and oversee health and care for local people. We are represented by our Chair whose role it is to speak up for local people as the lay champion for health and care. We take the opportunity to share the results from our engagement activity with the Board. The Board has responded to our key findings positively and has called for commissioners and providers to take action as a result.

Healthwatch Wiltshire has an important role in scrutinising health and care services, and does this in a variety of ways. We have a stakeholder place on Wiltshire Council's Health Select Committee. Monitoring the quality of services is also done through NHS England's Quality Surveillance Group as well as Wiltshire's local equivalent group.



*It starts  
with you*

healthwatch  
healthwatch.co.uk

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## Our work in focus:

### Young Listeners in Wiltshire

What better way to find out what children and young people think about health and care services than by inviting them to speak to a specially trained ‘Young Listener’? Healthwatch Wiltshire worked with Youth Action Wiltshire on this innovative approach to engagement. A team of Young Listeners were supported to find out what it is like to be a young carer, live with a special educational need, or with mental ill-health.

#### What we did:

Working with Youth Action Wiltshire and Community First’s Community Organisers we trained a group of 10 young people (aged 16-18) to become Young Listeners. They had lots of training including: listening skills, community organising skills and safeguarding. They were then supported to visit youth groups and clubs run by Youth Action Wiltshire to listen to the views of young people. After each listening, the Young Listeners had a chance to reflect and report on what they had heard.



#### What we found:

- + Children and young people want to be seen as individuals and treated with respect.
- + Many young people felt that the waiting time for an appointment after being referred to Child and Adolescent Mental Health Services (CAMHS) was too long.
- + Young people felt that they weren’t being listened to and said that they found it unhelpful seeing different mental health professionals each time.
- + Some young people said that they did not know where to go in schools for advice on either physical health or mental health.



**The Young Listeners listened to 174 children and young people (aged 5-18) in total.**

As well as giving young people the opportunity to have their voices heard, there have been additional benefits for the Young Listeners themselves. The project has helped them develop their problem-solving skills, managing challenging behaviours and situations, empathy, literacy and other communication skills; all of which they can use to take forward in their future.

“A lot of the skills we have picked up I believe to be truly valuable to later in life. I can’t speak for all the Young Listeners, but I know that for myself, I feel a lot more confident when talking to groups of people and I know how to conduct myself around different age groups.” *Young Listener*

The project was so successful that it was shortlisted for a prestigious national Children and Young People Now! Award in the 'Youth Volunteering and Social Action' category.

### What next?

We will work together with the Young Listeners to share what they have heard with the commissioners and providers of services so that the voices of the children and young people can help shape the services of the future. We are now planning the work for next year. The Young Listeners will carry out further listenings focussing on the key messages that were heard including:

- + Health in schools
- + Mental health and emotional wellbeing



*Young Listeners at the national Awards in London*

“It has been so good having someone to come and listen to us like this. I wish they offered it for all sorts of things around Wiltshire so that young people can have our voices heard around more.” *Young Person*



“I wanted to help out the wider community and give people a voice that may not necessarily be heard from direct health professionals.” *Young Listener*



## ***Our work in focus:***

### ***Dementia Engagement about Primary Health Care***

Healthwatch Wiltshire has made dementia one of its priority areas and has been talking to local people about their experiences and views of dementia and services in Wiltshire. During 2016/17, we carried out an engagement project that focussed on primary health care for people with dementia. Primary health care is provided in the community for people making an initial approach to a medical professional or clinic. This covers health care centres, dental practices, community pharmacies and high street optometrists.

In our earlier engagement people living with dementia and their carers said that if they were worried about their memory they would firstly talk to their GP and people reported varied experiences of this. We wanted to find out more about people's experiences of using primary health care services, what they had found useful and what they felt could be improved. We talked to people living with dementia, unpaid carers, older people, the general public, volunteers and professionals.

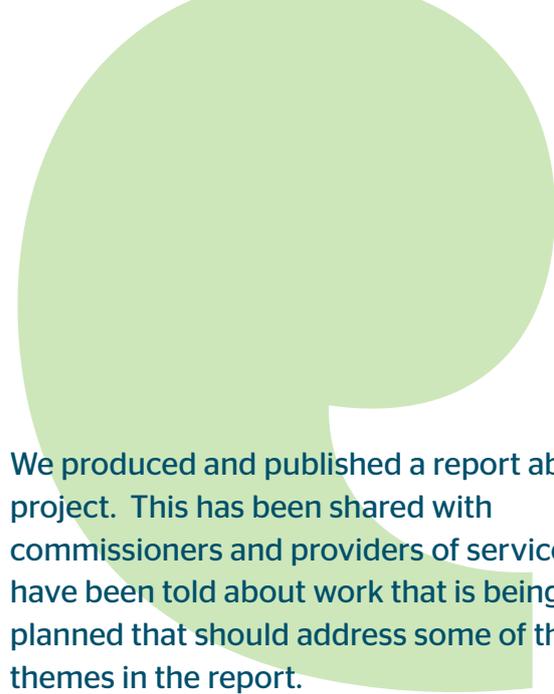
***“I like my doctor and they always explain everything to me. I think my doctor knows me well.” Person living with dementia***

We held one workshop in Devizes, and carried out more targeted engagement with people living with dementia and their carers. Our outreach included visiting local groups around Wiltshire including memory café's, Singing for the Brain groups, groups for people living with dementia and a Leg club. We engaged with some people individually either by face to face meetings, phone or email.



We found that people were happy to talk to us about this topic and had lots of interesting views and experiences. One of the key messages from local people was that there was a lack of clarity and consistency in the dementia care that people can expect and experience from their health care centre. People also told us that they valued a clear dementia diagnosis and proactive dementia reviews where these were offered, but there was concern that not everyone was offered this level of service.





We produced and published a report about the project. This has been shared with commissioners and providers of services. We have been told about work that is being planned that should address some of the key themes in the report.

Following some of our one to one interviews with people, we completed our report with two case studies. Here, two personal stories illustrate the different experiences people have had and the effects of these. These highlight what people feel is important about dementia diagnosis and ongoing support.

**“GP’s are frightened of the dementia problem and find it difficult to talk about.” *Person living with dementia***



**“There is a recognition that people have dementia but still have opinions - I think Wiltshire does that really well. This is good for me - I feel I am doing something useful. I think there can still be a fear of dementia. It should be discussed openly what people want for the future.” *Person living with dementia***



***Our plans for  
next year***

## ***What next?***

As a local Healthwatch we have a number of statutory roles which influence our future plans. These can be summarised as follows:

### **Strategic Context and Relationships**

Having a strong understanding of the strengths and weaknesses of the local health and social care system.

### **Community Voice and Influence**

Enabling local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social care services.

### **Making a difference locally**

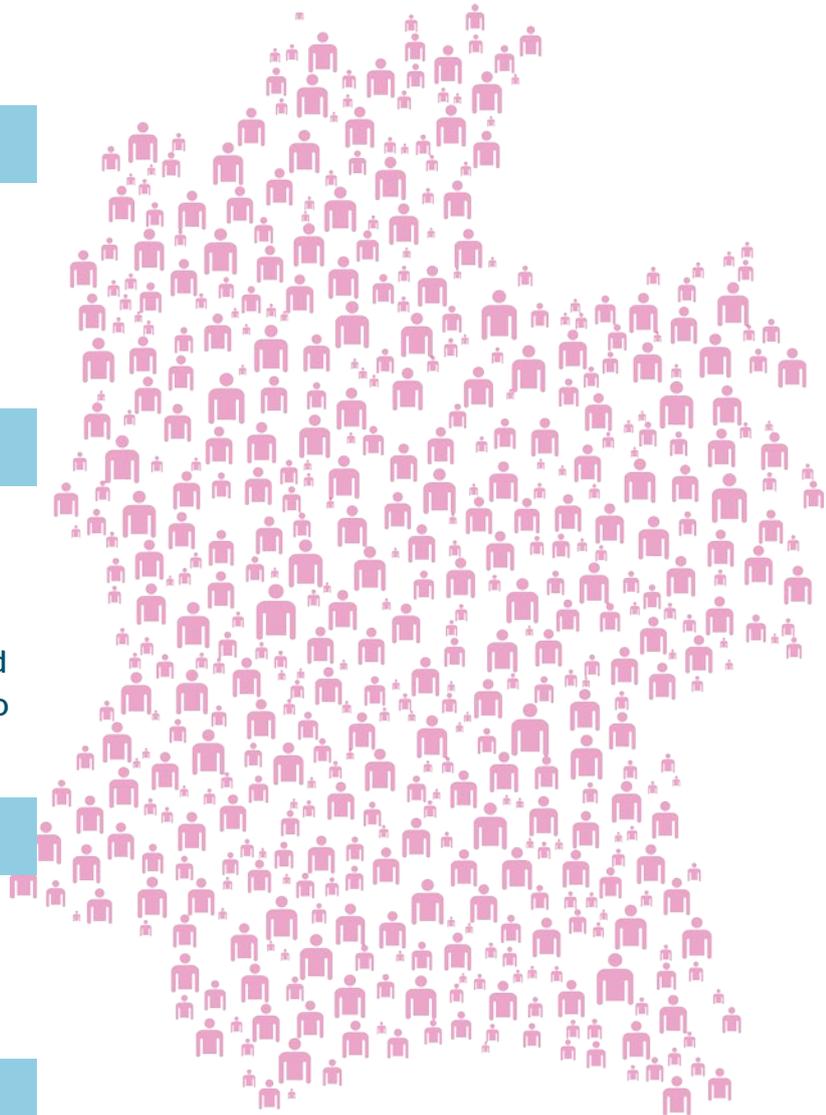
Formulating views on the standard of health and social care provision and identifying where services need to be improved by formally or informally collecting the views and experiences of the members of the public who use them.

### **Informing people**

A core part of our role is to provide information about local health and social care services to the public.

### **Relationship with Healthwatch England**

Working with Healthwatch England to enable people's experiences to influence national commissioning, delivery and the re-design of health and social care services.



## Priorities 2017/18

Our priorities are informed by what people tell us. By having working relationships with local health and social care leaders, this enables us to hear what concerns and issues there are, but also how services are provided for our populations. Being a partner at the table means we are able to have a direct influence. Our work plan priorities are monitored by the Evolving Communities Board on a quarterly basis.



*Addressing the Youth Summit 2017*



*The Evolving Communities Board*

Our priorities for 2017/18 include:

- 1 Dementia and mental health** - engaging with people living with dementia to ensure they are receiving services as laid out in the Wiltshire Dementia Strategy, and monitoring the quality of adult mental health services by listening to those who use these services.
- 2 Children and Young People** - engaging with children and young people in schools through the Young Listeners project. Looking specifically at the provision of mental health services within the school structure.
- 3 Primary care** - our Annual Event this year will look specifically at primary and community services and will take the style of a roadshow, which will see Healthwatch Wiltshire visiting each local community area to talk directly to local people.
- 4 How health and social care services work together** - engaging with patients and their carers and staff to find out their experiences of receiving care under numerous schemes funded through the Better Care Plan.

# *Our people*



healthwatch  
kent

**Your  
voice  
counts**

Post your comments to:  
Healthwatch Kent  
Spencer House, Kent  
Ashford, TN23 1 8PQ

Call us on our Freephone Number:  
0800 801 0102

Visit our website:  
[www.healthwatchkent.co.uk](http://www.healthwatchkent.co.uk)

Find us at:  
Spencer House  
Ashford

healthwatchkent

## ***Decision making and involving the public and volunteers***

The strategic decisions about Healthwatch Wiltshire are taken by the Board of Directors. It is the Board's role to ensure that we comply with the statutory requirements of a local Healthwatch as well as the requirements of our contract with Wiltshire Council. Our Board of Directors is made up of local people with a real passion for health and social care and the work of local Healthwatch. In 2016/17, we said 'goodbye' to original founding directors and 'welcome' to new directors.

Healthwatch Wiltshire is a community interest company registered at Companies House. In March 2017, the name of the company was changed to Evolving Communities CIC (community interest company). This change was decided by the Board after consulting with various stakeholders and is part of the wider development of the organisation. Evolving Communities CIC is focused on

delivering high quality local Healthwatch services and it's what we have been doing in Wiltshire since 2013 and in Gloucestershire from 1 April 2017.

Our staff team benefits from some very experienced and skilled individuals who have backgrounds in patient and public involvement, academic research, IT development, market research, and health or social care provision.

We are very proud of our excellent volunteers – they make a vital contribution to the delivery of our work programme as well helping us to set our priorities. We hold regular sessions with our volunteers and Directors when we share the findings from our engagement, provide training, and learn more about the big issues facing health and care in Wiltshire. If you are interested in volunteering for Healthwatch Wiltshire then we'd love to hear from you!



***Healthwatch Wiltshire volunteers and directors***



# *Our finances*

<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	205,000
Better Care Fund - Engagement Activities Projects	100,000
Information website	35,000
Patient Participation Groups Project	10,000
Health and Wellbeing Group / Champions Project	12,000
End of Life Care - Involvement Project	7,000
Dementia Project	3,000
Income accrued from activity in previous year(s)	28,000
<b>Total income</b>	<b>400,000*</b>
<b>Expenditure</b>	<b>£</b>
Volunteer programme	10,500
Community meetings	8,000
Projects	10,500
Communications	5,500
Staff payments	288,000
Learning and development	2,500
Director costs	15,000
Rent and office related costs	40,000
Information technology costs	12,000
Insurance	1,000
Professional fees	4,000
Accountant/audit	3,000
<b>Total expenditure</b>	<b>400,000*</b>

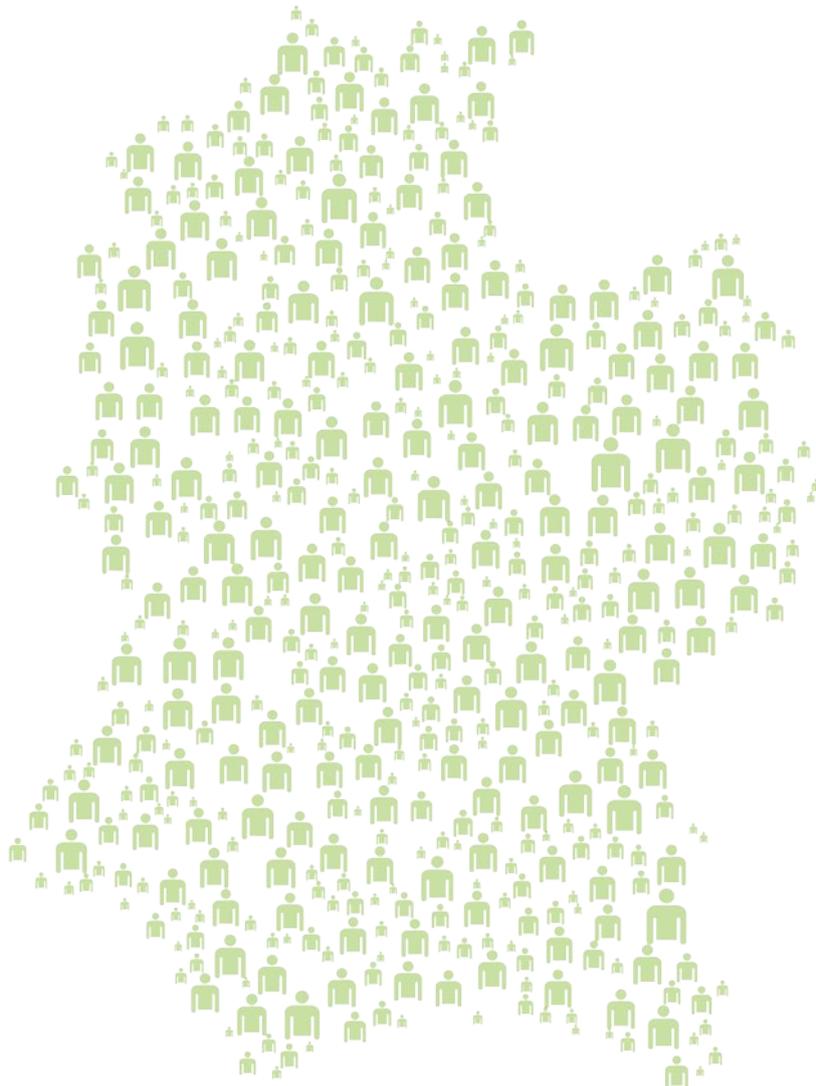
\* Figures produced prior to Preparation of Financial Statements for year ended 31 March 2017



# Thank you

Healthwatch Wiltshire would like to thank all those people it has worked with for their help over the past year. We would especially like to thank all the local people who took the time to tell us their experiences and views of health and social care services.

 **It starts with  
You!** 





# Contact us

## Get in touch

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Website:	<a href="http://healthwatchwiltshire.co.uk">healthwatchwiltshire.co.uk</a>

Evolving Communities CIC (formerly Healthwatch Wiltshire CIC) is a community interest company limited by guarantee and registered in England and Wales with company number 08464602

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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# healthwatch Wiltshire

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