



What do you  
think of health +  
care services in  
Wiltshire?

# A year in review

Annual Report 2018-19



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# Message from our Chair

You will have heard a lot about the National Health Service in the media in the past year and how it needs to adapt to the challenges of the 21st century population and economy.

The Long Term Plan, published in January, sets out a vision of a health service that is more integrated with social care and where people are enabled to look after themselves. As Healthwatch, our role is to ensure that the voices of people in Wiltshire are listened to and influence the plans being made that will affect us now and in the future.

During the year, we completed several projects, with our main focus being on listening to people's views and experiences of mental health services. Over 300 people from across the county shared their views with us.

They told us that they had issues accessing services and were concerned about long wait lists. This feedback was shared directly with the decision makers and funding agencies and is now being used to influence change.

2018/19 has also been a time of change for Healthwatch Wiltshire as we moved to a new provider in June last year. We have been busy with operational issues, recruiting new staff members and locating a new office base.

Almost all of our dedicated volunteers made the switch with us and were instrumental in ensuring that we could still get out and about to hear the views of local people during this time.

We are now in a strong position with a full staff team and Local Leadership Board in place to ensure that the views of local people are heard by the decision makers.

We look forward to going from strength to strength to ensure more Wiltshire residents have the opportunity to share their story with us to influence service change in the future.

Rob

**Rob Jefferson**  
Healthwatch Wiltshire Chair



*'We look forward to going from strength to strength to ensure more Wiltshire residents have the opportunity to share their story'*

## Changes you want to see

Last year we heard from 966 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Make it easier to access mental health support



+ Give people the tools they need so they can be responsible for their own health



+ Make it easier to see a doctor or nurse quickly



+ Healthcare professionals should have a positive attitude and be empathetic



+ Staff should take the time to speak to people about what to expect next



+ Services should provide information so that people can make informed decisions about their care

# About us

## Healthwatch is here to make care better

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. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Wiltshire, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which reads "Robert Francis". The signature is stylized and written in a cursive script.

**Sir Robert Francis QC**  
Healthwatch England Chair

## Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work.
- + Running surveys and focus groups.
- + Going out in the community and working with other organisations.

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





# Highlights from

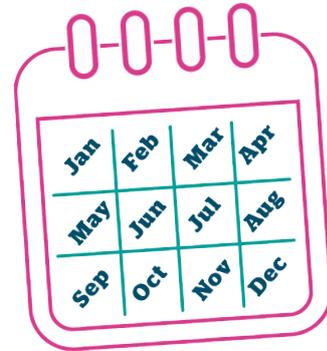
# our year

## Find out about our resources and the way we have engaged and supported more people in 2018-19.

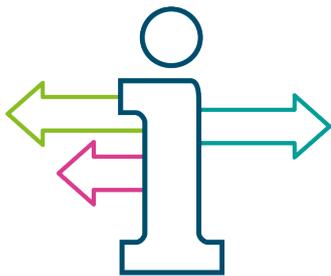
+ Help and Care was awarded the Healthwatch Wiltshire contract from 1 June 2018. These figures are from 1 June 2018-31 March 2019.



966 people shared their health and social care story with us.



We have 37 volunteers helping to carry out our work, giving 839 hours.



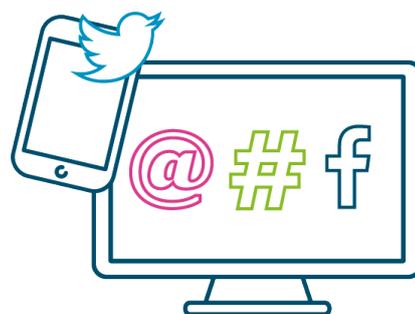
141 people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited 23 services and 33 community events to understand people's experience of care.



We made 26 recommendations to services to make health and care better in our community.



We reached 195,989 people on social media and launched our new website in March 2019.



**How we've made  
a difference**

## Changes made to your community

Find out how sharing your views with us has led to positive changes to health and social care services in Wiltshire. We show when people speak up about what's important, and services listen, care is improved for all.

### Sharing your views on the health and wellbeing vision

More than 100 of you shared your views with us on a proposed new vision statement for Wiltshire.

Most of you supported the new statement and recognised yourselves or your community in this. You felt that leading healthier lives was a good aspiration and there were lots of suggestions about how this could be achieved.

Some of you, however, were sceptical and thought it was 'just words' and wanted to know how the vision would be achieved.

You told us that you thought community development would have a key role, and that health and care should be more joined up.

Many of you also said that you thought the public should take more responsibility for their own health and that health promotion, information and education could be improved, particularly in the areas of healthy eating and exercise.

These views were shared with the commissioners and used to create the final Health and Wellbeing strategy, which focuses on:

- + Encouraging people to take responsibility for maintaining their own health,
- + Tackling inequalities such as where people are born, live and work to ensure this doesn't disadvantage them,
- + Recognising that different approaches will be needed in different areas of the county; and
- + Making sure health and care services are joined up and delivered at the right time.

Read more in our [Wiltshire Vision Engagement report](#).

*'People in Wiltshire live in thriving communities that empower and enable them to live longer, fulfilling healthier lives.'*

– *Wiltshire Council vision statement*

*More than 100 people told us their views on a proposed new vision statement for Wiltshire*



## Improving patient experiences at Salisbury District Hospital

You shared your experiences of Salisbury District Hospital and the discharge process with us and, overall, the majority of the comments we received were positive.

You said that staff were friendly and helpful, and you were happy with the treatment you had received. You also told us that the food was good.

Some of you identified areas that could be improved including signage to particular wards, that staff sometimes seemed rushed, and information about wait times could be explained on the day surgery unit.

You also told us about your experiences of being discharged from Salisbury District Hospital.

You said:

- + Plans for discharge were clearly explained to you.
- + Information was given about what you should and shouldn't do.

- + You were involved in discussing the support you would need and who would provide it.
- + Physiotherapy and speech therapy follow-ups were arranged at home.
- + Arrangements went as planned.
- + You received a post discharge phone call.

A few issues were identified for some patients such as lack of information, delays to collecting medication and rushed discharge, or patients being delayed due to waits for ongoing care.

These views were shared with the hospital and they have told us that plans are in place for a new patient information app which will make it much easier to find patient information.

There is ongoing work to ensure that medication to take home does not delay patients leaving hospital and site development changes are being considered to improve the environment involving patients and the public.

Read more in our [Salisbury District Hospital: A Snapshot of Patient Experiences](#) report.

*The majority of comments we received about Salisbury District Hospital were positive*





*Youngsters got involved in the survey by decorating a person and saying what makes them happy*

## Mental health services working closer together

Your views on mental services have been welcomed by the organisations which plan and run them.

Healthwatch Wiltshire heard the experiences of more than 300 adults and young people.

You told us that access to services was a top priority and this was often difficult because of long wait lists and complicated pathways.

You also told us that you felt crisis support is crucial at difficult times and it is important to maintain people's mental health so that they are supported to remain active in their local community.

We made several recommendations including:

- + For services to work together more closely to support people in the community.
- + To listen to feedback from those that use the services.
- + To consider ways that accessing mental health services could be more straightforward.

In response to our findings and recommendations, those that provide and pay for mental health services have pledged to work

more closely together and will continue to listen to public feedback to find ways of improving services.

Read more in our [Mental Health: What Matters Most?](#) report.

*'We look forward to working with Healthwatch, service users and the public to improve and deliver the best mental health care service across our county.'*  
 – *Wiltshire Clinical Commissioning Group*

*'We are passionate about promoting good mental health and wellbeing... and we will continue to keep the voice of our service users and carers at the centre of our work.'*

– *Avon and Wiltshire Mental Health Partnership NHS Trust*

*'Children and young people are always at the heart of everything we do, and we shall be using the feedback and findings from the report to inform service development and improvements.'*

– *Oxford Health Foundation Trust*

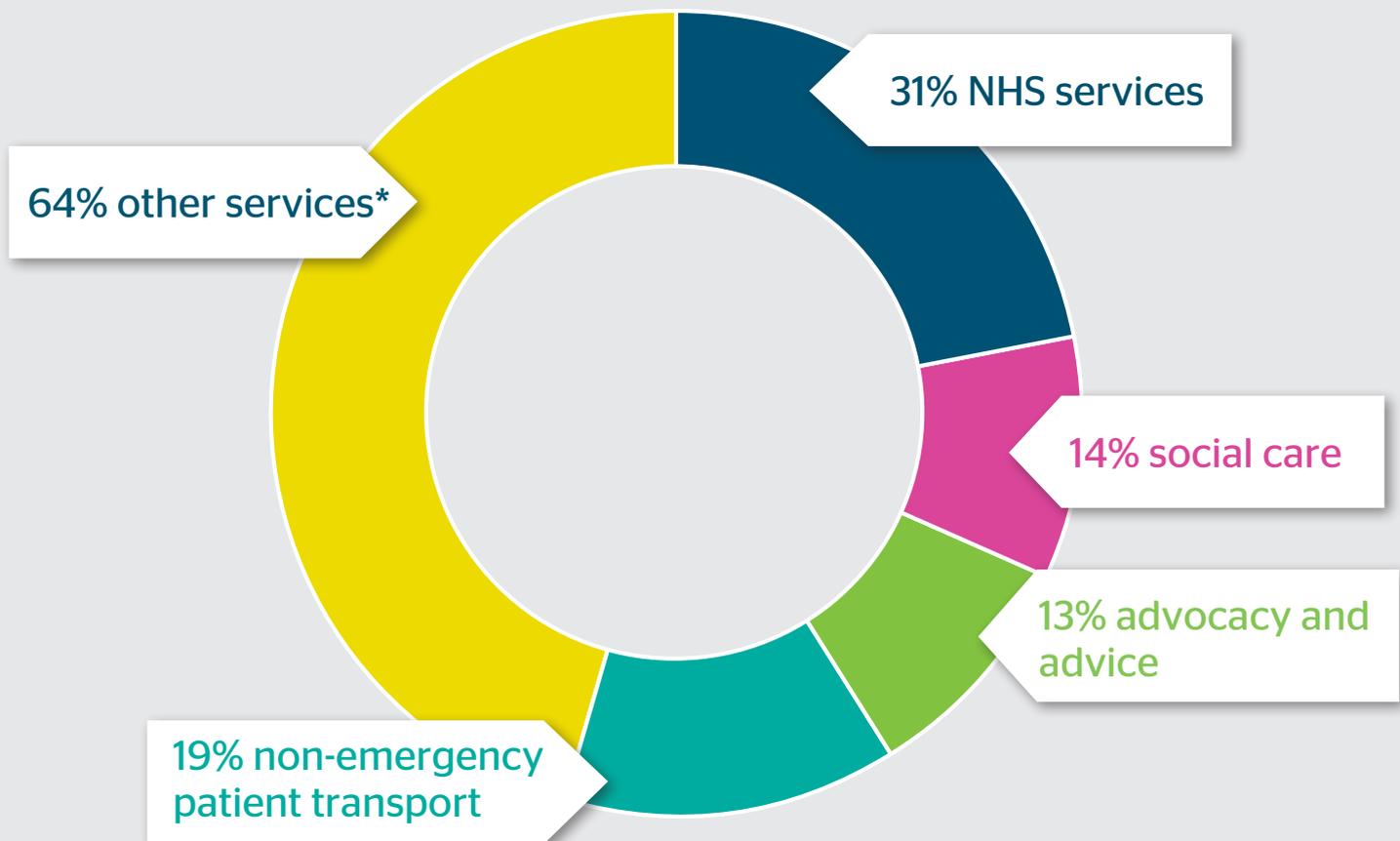


**Helping you find  
the answers**

## What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common services that we have signposted people to:



*\* Other services people wanted to know about included dementia organisations, respite associations, the Oral Health Foundation and the Elderly Accommodation Council*





*Community events are one way we can provide advice and information to the public*

## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't always know where to look. Last year we helped 141 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Giving us a call.
- + Talking to us at community events.
- + Emailing us.
- + Contacting us via our website.



## Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: [www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)  
 t: 01225 434218  
 e: [info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)



## Accessing NHS dental care

Sophie\* got in touch with us for advice about NHS dental treatment.

She needed root canal treatment and had been told that she would have to pay for this privately. She wanted to know if this treatment should be provided by the NHS.

Our team were able to advise Sophie and also signpost her to NHS England and the General Dental Council for further advice.

## Signposting for advice

David\* made contact as he was concerned about his mother who lived in Wiltshire. His mother had Parkinson's disease and had a high level of need.

He had been waiting for an investigation by the Adult Social Care Team into his mother's eligibility for help to fund her care. The family received a letter saying that care was being stopped with immediate effect. David said the family did not have the finances to fund the care and they did not know where to get support.

Our staff advised David to contact the Adult Safeguarding Team as his mother had been left without any care and was unable to look after herself.

As a result, the Adult Safeguarding Team advised David that they would investigate the case further. Our staff were also able to signpost David to the Elderly Accommodation Council for advice.

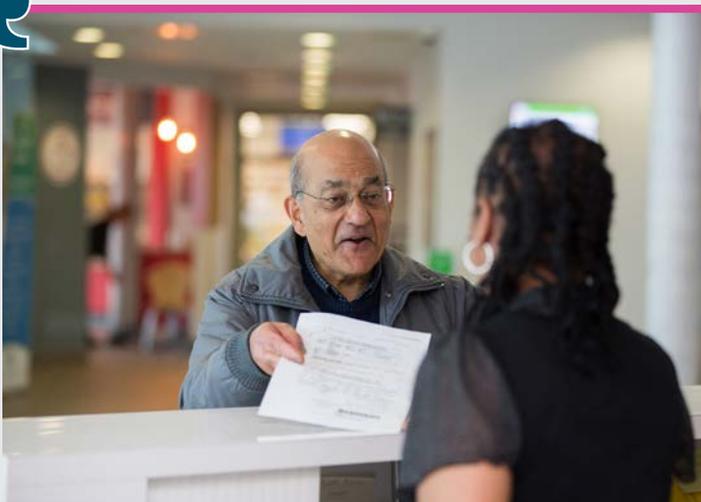


## Finding local support groups

We met John\* at a local carers café and he was interested in finding out about local support groups for his partner who was living with Parkinson's disease.

The couple had been to a group several miles away but had not enjoyed it and were looking for something more local.

At the café we were able to signpost them to groups available locally.





# Our volunteers

## How do our volunteers help us?

At Healthwatch Wiltshire we couldn't make all of these improvements without the support of our 37 volunteers that work with us to help make care better for their communities. They support us by:

- + Raising awareness of the work we do in the community.
- + Visiting services to make sure they're meeting people's needs.
- + Supporting our day to day running, e.g. governance.
- + Collecting people's views and experiences which we use in our reports.
- + Sitting on our Local Leadership Board.
- + Representing us and sharing the views of local people with decision makers.

## Volunteers help patients get the information they need

Healthwatch Wiltshire volunteers played an important role in the creation of a new information leaflet.

Home First aims to help people regain the skills and the confidence needed to live safely at home.

One of the things we heard during our **Evaluation of the Home First service** was that people often didn't get enough information about the service before they were discharged from hospital.

In response to our recommendation, a new information leaflet was produced by Wiltshire Health and Care, who run the service, with the support from volunteers from Healthwatch Wiltshire.

Our volunteers helped ensure that the leaflet used clear and simple language, contained relevant information and was laid out in an accessible way.

The leaflet is now in the process of being signed off and printed and will be given out to all patients as part of their 'Home pack'.



*'Home First has helped to streamline the services which are offered to patients after a hospital stay; it has led to successful collaboration between health and social care teams to ensure that the patient journey through the systems is as clear and organised as possible, to reduce the stress to the patient and to improve their knowledge of their condition and involvement in their rehabilitation.'*

*'Healthwatch have supported the creation of a Home First leaflet, ensuring that it was patient friendly and customer focused, for which we are very grateful.'*

**– Heather Kahler, Head of Operations:  
Community Teams, Wiltshire Health and Care**

## Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

### Hazel

Hazel initially joined us as a volunteer because she wanted to ensure that whatever care she needed would be there when she needed it.

She says: "I feel confident that whatever I do I am trained and supported. I have manned stalls at events, informed the public about changes in the NHS and asked them to complete our surveys."

Earlier this year, Hazel was appointed to our Local Leadership Board. She adds: "I feel it's important to have a volunteer on the board as we have the background knowledge of how we work. I'm looking forward to ensuring we are heading in the right direction."



### Scott

Scott joined Healthwatch Wiltshire when he trained as a Young Listener.

"My first project was to listen to young people's views and experiences of health services," he says.

"Not only have I learnt what health services do for young people, I have also learnt how I can make an impact by passing their experiences on. I am now part of the Youth Safeguarding Board, ensuring that the voices of young people are heard.

"I plan to continue my involvement with Healthwatch Wiltshire to make more positive changes for people in the future."



## Our Local Leadership Board

Our Local Leadership Board is made up of local people with a range of expertise who give their time voluntarily, together with the Director of Partnerships at Help and Care.

The Local Leadership Board has a key role in providing leadership and support to the Healthwatch Wiltshire team. They also take up our seats at decision-making forums such as the Health and Wellbeing Board where they share the experiences of local people directly with local decision makers to influence service change.



*Andy Mintram, Irene Kohler, Rob Jefferson, Hazel Dunnett and Emma Leatherbarrow are our Local Leadership Board*

## Volunteer with us

If you're interested in volunteering with us, please get in touch!  
 w: [www.healthwatchwiltshire.co.uk/volunteer](http://www.healthwatchwiltshire.co.uk/volunteer)  
 t: 01225 434218  
 e: [info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)



**‘I enjoy learning about health issues and listening to other people’s experiences.’**

Dan  
Healthwatch Wiltshire Volunteer



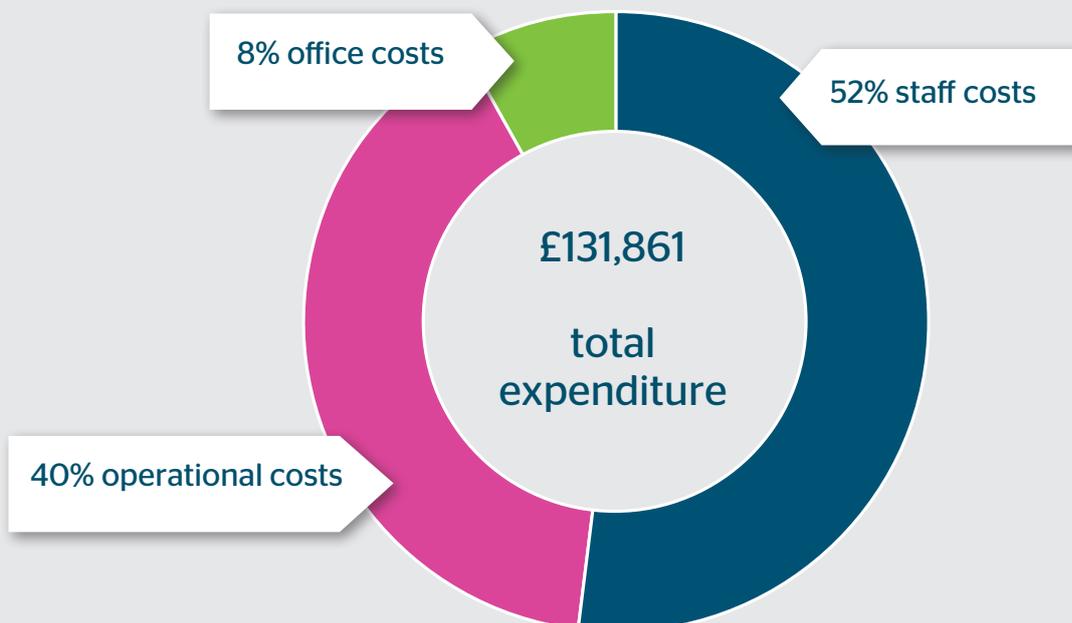
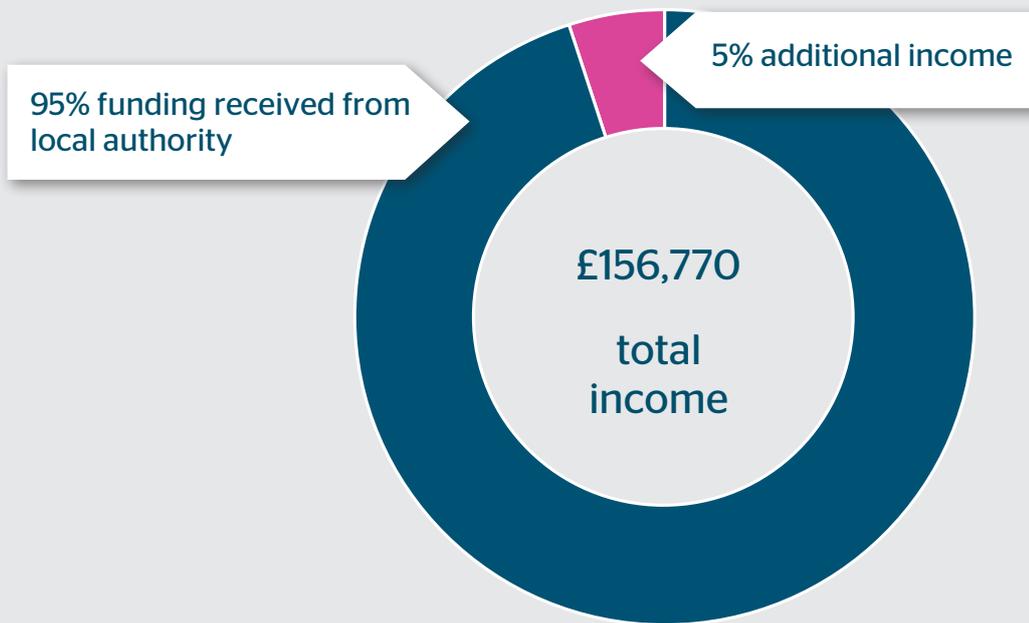
## Our finances

## How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £131,861.

We also received £7,000 of additional income from Wiltshire CCG and Healthwatch England.

+ Help and Care was awarded the Healthwatch Wiltshire contract from 1 June 2018. These figures are from 1 June 2018-31 March 2019.





**Our plans for**

**next year**

## Our priorities are based on what local people tell us and are agreed by our Local Leadership Board.

These priority areas are:

- + Mental Health
- + General Practice
- + Adult Social Care

For 2019/20 our plans are to:

- + Listen to adults, children and young people to hear their experiences of mental health services, particularly in the areas of access and quality, and to ensure patients are involved in service redesign.
- + Keep local people informed and involved with changes happening within GP surgeries.
- + Listen to experiences of Wiltshire Council's Adult Social Care Advice and Information Service and the Reablement Service.

## Community Cash Fund

In March, we launched our Community Cash Fund and awarded five local organisations a small grant to support a health and wellbeing project.

The projects are:

**Any Body Can Cook CIC**, who want to run healthy eating courses for families on a low income at children's centres in Chippenham and Corsham.

**Pound Arts Centre and Rewired Counselling**, who are hosting SPARK, a two-day health and wellbeing event in Corsham on 12 and 13 July 2019. 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.



*'We have set an ambitious work plan for the year ahead but we are looking forward to hearing the stories of even more local people and giving them the opportunity to influence change. A huge thank you to our dedicated team of volunteers, to the members of the public who have taken the time to share their views with us over the past year and to all the local organisations that work with us to ensure local voices are heard and influence change. With your help we can really make a difference.'*

**– Stacey Plumb, Healthwatch Wiltshire Manager**

**Wiltshire People 1st**, who are launching their Happy Hearts Dance Group for adults with learning disabilities and/or autism.

**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.

These projects will not only benefit our local communities but will also allow us to hear from people that we might not otherwise. We are looking forward to working with these projects over the coming year.

# Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Wiltshire Council
- + Wiltshire Clinical Commissioning Group
- + Salisbury District Hospital
- + Avon and Wiltshire Mental Health Partnership NHS Trust
- + Oxford Health Foundation Trust
- + Trowbridge Service Users Group
- + Wiltshire Parent Carer Council
- + West Wilts Multi-Faith Forum
- + Ashgables Care Home
- + Wiltshire Health and Care
- + Alzheimer's Society
- + Alzheimer's Support
- + Carer Support Wiltshire
- + Age UK
- + Rethink
- + Wiltshire Care Partnership



# Contact us



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HealthwatchWiltshire



@HWWilts



healthwatchwiltshire

If you need this report in an alternative format please contact us.

Help and Care hold the contract for Healthwatch Wiltshire.

t: 0300 111 3303

Monday-Thursday: 9am-5pm

Friday 10am-4.30pm

a: Pokesdown Centre, 896 Christchurch Road, Pokesdown, BH7 6DL

w: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)



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.





# healthwatch Wiltshire

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