



**July-September 2023**

# 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 2023/24 are:

### Hospital discharge and care at home/virtual wards

- Hearing the views of people who have been discharged from hospital with an NHS@Home (virtual ward) package, and how this is working for them.

### Children and young people's wellbeing

- Finding out what young people are concerned about and what local support they would like.

### Mental health and autism

- Our joint project with Wiltshire Service Users' Network to find out what autistic people, and their carers and families, think of local mental health services.

### Access to GP services

- Continuing our work to see how practices are adapting and changing since the pandemic.

# Highlights

**Welcomed David Croisdale Appleby, Chair of Healthwatch England to our office**



**Joined the Healthwatch England national leadership conference**



**Welcomed Kate, our new volunteers lead**



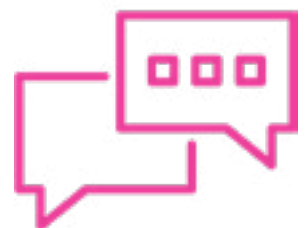
**Planned our work on children and young people's wellbeing**



**Refreshed Enter and View training for staff and volunteers**



**Heard the experiences of Polish, Ukrainian and Romanian families and boater community**

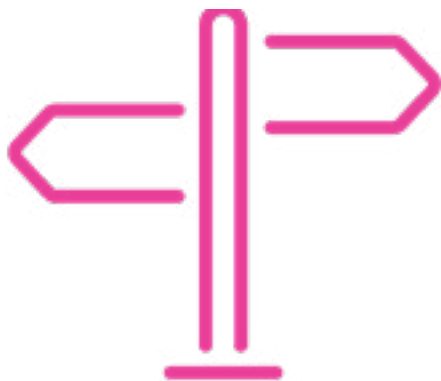


# Talking and listening



**278** people shared their experience of services with us

We attended **65** meetings, forums and events



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

...with an average call time of **47** minutes

**27** volunteers were involved...

...and volunteered over **185** hours



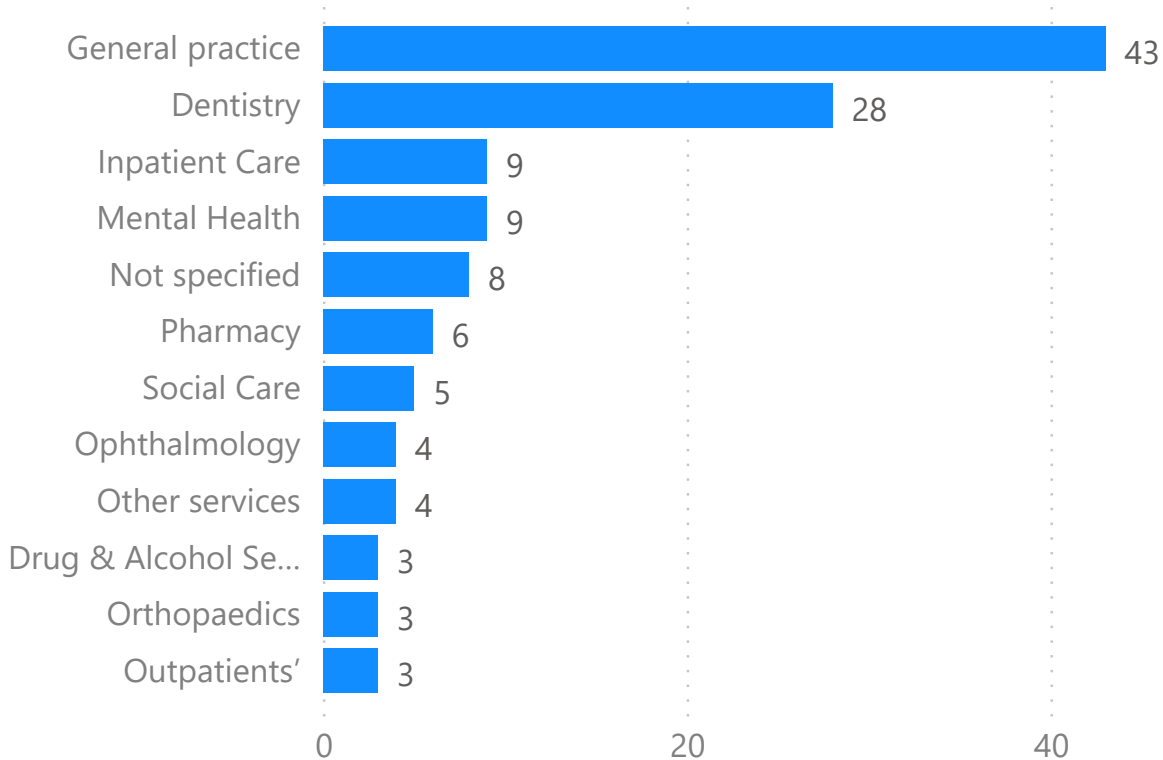
**222** social media posts...

...reached **9,332** people

...and our website received **5,453** page views

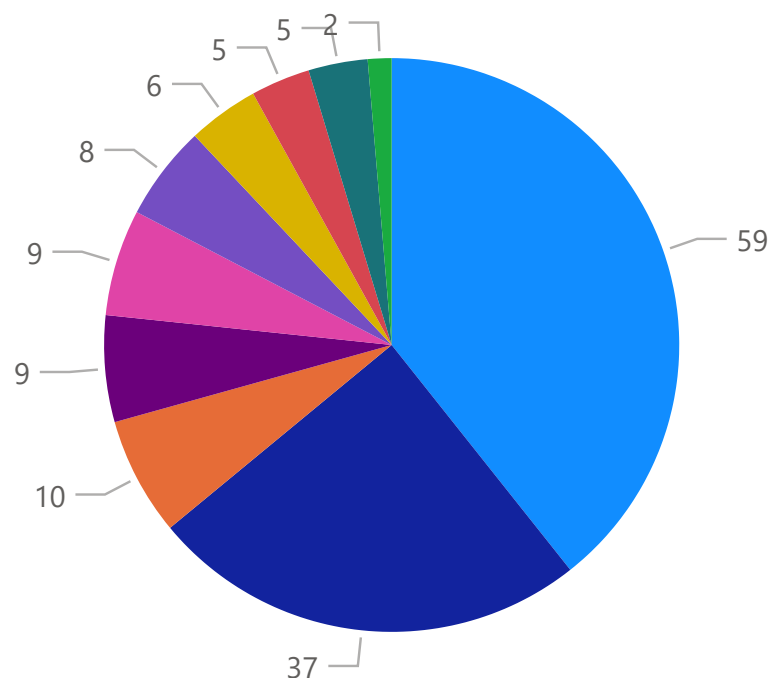
# Experiences you shared

## Top 10 Services

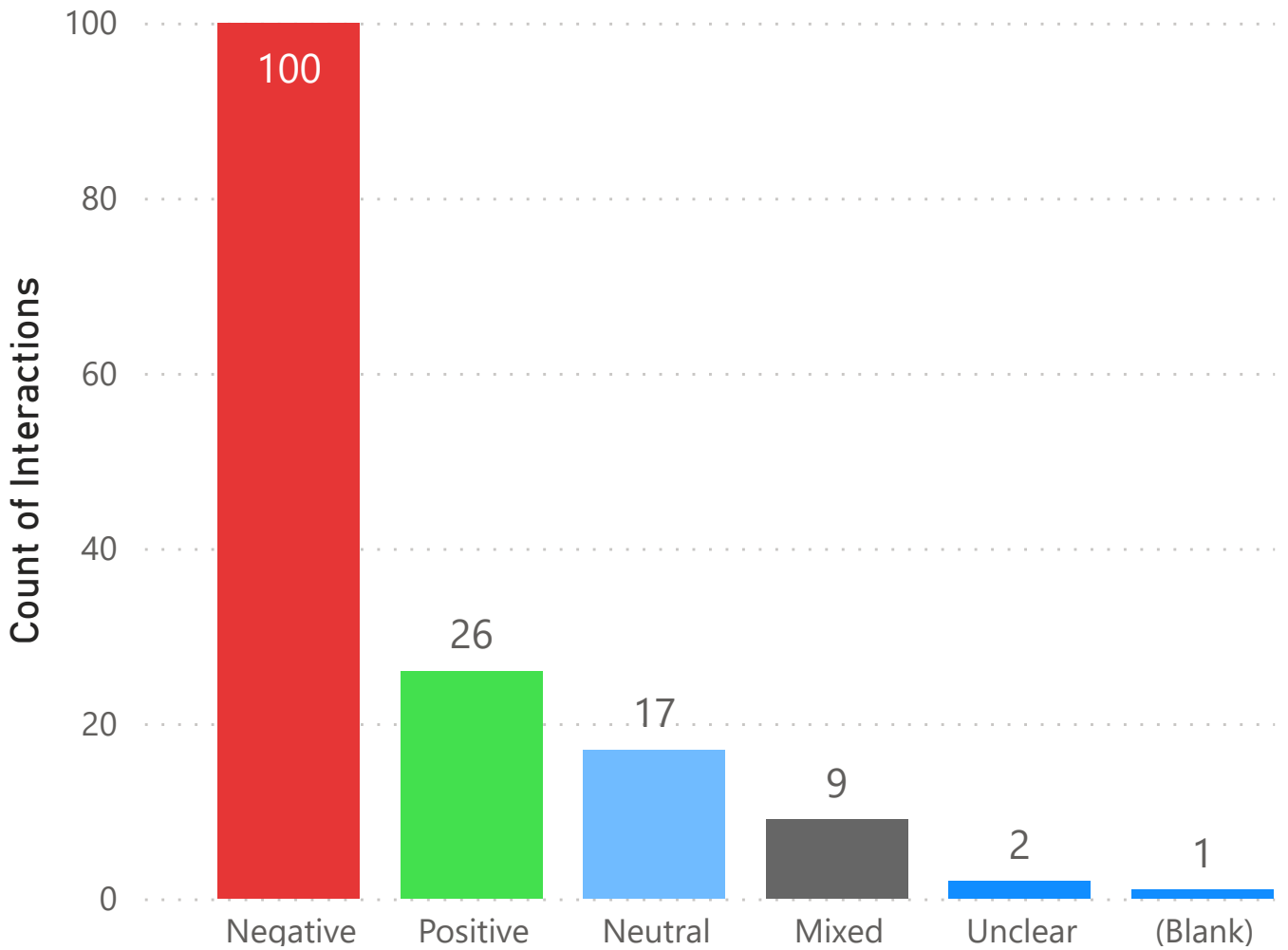


## Top 10 Themes

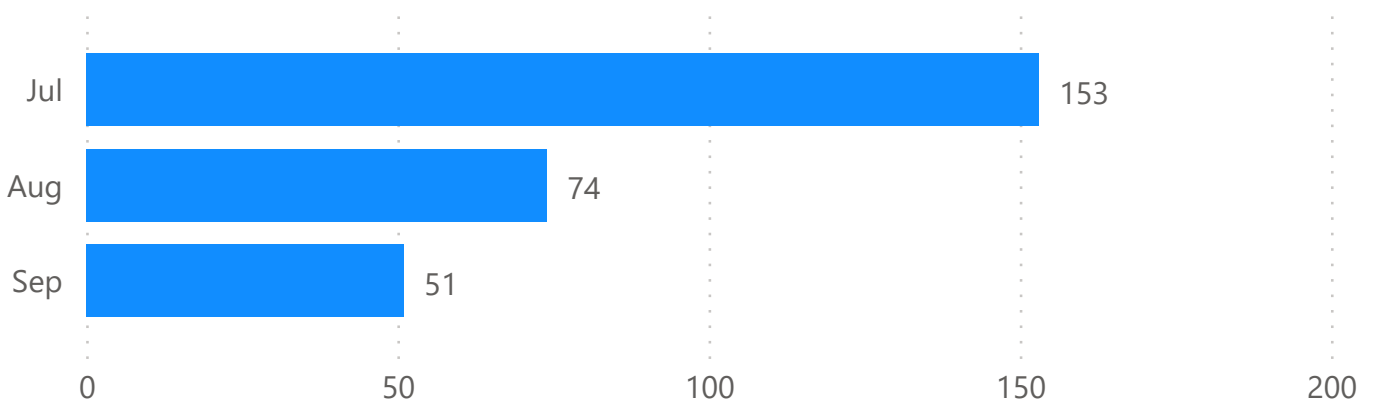
- Access and Choice
- Treatment/Care
- Waiting times
- Not specified
- Support available
- Level of provision
- Communication
- Medication
- Staffing/Staff attitudes
- Death of patient



# Story Sentiment



## Number of people who shared their feedback/raised issues about health and care services



# Our work

## Working with minority groups

We're working with Wiltshire Council's Ethnic Minority and Traveller Achievement Service (EMTAS), and children's charity Spurgeons to offer support and advice to minority groups.

This is a long term project, running over the course of the next year and we plan to engage with 6 different community groups. We started this off in July by running sessions with Eastern European and Boater communities.

The project aims to signpost key medical services and deliver activities to support ethnic minority and Traveller families' mental health and wellbeing. The 4 sessions cover:

- Accessing core health services and preventative health at home
- An introduction to Five to Thrive
- Good mental health in difficult times – supporting family wellbeing
- Supporting learning at home – and multilingualism at home

Sessions for Eastern European families were held at the Polish centre in Trowbridge and they told us of they didn't know where to go to get information on where to go for help



and support. They also spoke of the need for interpreters and information being available in their languages.

We held 2 sessions for the boating community at the end of July at canal side pubs. They spoke about difficulties accessing GPs, dentists and prescriptions due to the nature of their cruising pattern, as well as public transport.

Further sessions with different communities are being planned. [Read more in our blog.](#)

### Case study – explaining rights to GP access

An older man told us he has ongoing medical issues and needs daily medication. He uses the NHS App but finds it difficult to collect prescriptions as he uses his sister's address because he does not have a fixed address.

He explained he was not getting the correct dosage of one of his medications and has tried to speak to the [GP] receptionist to have this corrected. She insisted he needs to see a doctor but that

is not possible given his travelling pattern.

We were able to give the man a card that outlines his rights to access GP services despite having no fixed address. We directed him to a surgery that is accessible given his current cruising pattern and where we know the needs of the Boater community are well understood. The man was grateful for being listened to and thanked us for our support.

# Welcome to Kate, our new Volunteers Lead

We were delighted to welcome Kate to our team at the end of July.

Kate has a background in volunteering and was previously the Volunteer Coordinator at a children's centre. Her role is to recruit, train and support our team of volunteers.

Find out more about volunteering with us at [healthwatchwiltshire.co.uk/volunteer](https://healthwatchwiltshire.co.uk/volunteer)



## Focus on children and young people's wellbeing

We are planning our next project around children and young people's wellbeing.

This project has been codesigned with our young Healthwatch Wiltshire volunteer and aims to get a broad understanding of how young people are feeling, what works well and could be done differently.

As part of this, our young volunteer has developed a wellbeing session that will be delivered in schools and colleges. There will also be a survey shared with schools, college and youth groups.

We also attended the Wiltshire College Freshers Fairs in early September to hear their views.

## Staff and volunteers receive Enter and View training

In September, staff and volunteers took part in Enter and View training.

Healthwatch has a statutory right to carry out Enter and View visits in health and social care premises to observe the nature and quality of services. Each visit is carried out by a team of Authorised Representatives, made up of staff and volunteers, who must receive refresher training every two years. A full training session was also provided for new volunteers who had not undertaken Enter and View before.

The training was very informative and allowed for lots of discussion. We are now ready to undertake Enter and View visits going forwards.

**What is Enter and View?**

Enter and View (E&V) is the opportunity to

- Observe care and care locations
- Collect views
  - > Patients/residents
  - > Families/unpaid carers
  - > Staff
- To collate evidence-based feedback
- To report on what people say and what is observed

The slide includes a photograph of three people (two women and one man) looking at a document together.



# Advice and support when you need it

Our website offers a range of advice and information to help you keep up to date with the latest changes in health and care..

Over the last quarter we have added articles about where to get support as a carer, how to get help with your health out of hours, and what help you can get to pay for your prescriptions.

Our [Contact us page](#) and [Where to get mental](#)

[health support in Wiltshire](#) were the most visited pages between July-September 2023.

Our annual report, [Together We're Making Health and Social Care Better](#), and [understanding your rights when registering with a GP](#) were also in the top 10 of pages visited during this quarter.

[Visit our advice and information section](#) for more articles.

## What support can I get as a carer?

Advice and Information - 6 July 2023

**Many people who provide unpaid care are unaware of their rights. Find out more about the help and support you are entitled to.**



If you provide unpaid care for a friend or family member who, due to illness, disability, or another problem, cannot cope without support, you may be entitled to help.





## Out and about

We've enjoyed getting out and about across the county this summer and hearing your experiences of health and care in Wiltshire. Above, at Amesbury Super Fete in August; below, at Melksham Hospital Fete in July; and left, at Wiltshire College Freshers Fair, Trowbridge in September.

Photo: Linda De Santiz



# Making a difference

## Hospital unveils new complaints guide



Earlier this year, we carried out a piece of work to [hear your views on making a complaint at Salisbury District Hospital](#), which made several recommendations around information about the complaints process being easier to understand.

Following on from this report, the hospital has created a new Guide to Complaints, Concerns, Comments and Compliments.

Healthwatch Wiltshire volunteers, as well as the hospital's readership group have been involved in its development to ensure that it is patient friendly.

There will be digital and printed versions of the guide available, an accessible version compatible with screen readers, and an Easy Read version.



“Healthwatch Wiltshire (HWW) continue to work in collaboration with The Patient Experience team here at Salisbury Hospital. They are a regular and valued presence within our monthly Patient Experience Steering Group (PESG) and continue to support our service improvement plans related to our Complaints process.

“In autumn 2022 an Action Plan was developed following the results of a collaborative project to review the Trust’s complaints process. The results of this project were published in February 2023.

“An example of this continued collaboration and a key milestone for this improvement project was the redevelopment of the Trust’s complaints leaflet. This underwent a vigorous review with colleagues at Healthwatch Wiltshire and further reviews by the Trust’s patient readership groups. This [will be] launched in October 2023 and is the first hospital publication to carry its new ‘patient reviewed’ stamp to indicate these various collaborations.

“Since May 2023, the complaints process review survey originally developed with HWW has also become an integral part of the follow-up for all closed complaints and concerns. Surveys are digitally accessible via a QR code and paper copies are also sent via post for those who require this format. Regular analysis of these results continues to act as a benchmark for these improvements.

“I would like to extend my thanks to our colleagues at HWW who continue to work with us to improve our services for the benefit of our patients.”

**Victoria Aldridge, Head of Patient Experience – Salisbury Hospital**

# Healthwatch England chair pays visit

We were pleased to welcome David Croisdale-Appleby, the Chair of Healthwatch England in August.

He was greeted by some of the staff, board and volunteers at Healthwatch Wiltshire, and the manager of Healthwatch Banes and Swindon. We shared what we are hearing locally and told him about the projects we are currently working on.

He was very interested to hear about our project hearing the experiences of autistic people and their carers on mental health support.

David was visiting Healthwatch teams across the south west and planned to share what he heard from all his visits with others at Healthwatch England.



Healthwatch Wiltshire Manager Stacey, Healthwatch BaNES and Swindon Manager Amrit, David Croisdale-Appleby, volunteer Sally and Volunteers Lead Kate.

## Leaders in London



On 19 September our Chair Alan and Manager Stacey joined Healthwatch colleagues from across the country for the Healthwatch England Leadership Conference in London. Hot topics included the future role of Healthwatch, health inequality and Primary Care services.



# What people said

A selection of feedback we have received this quarter.

Cancer treatment. Fantastic team in the breast clinic and have felt supported throughout my journey. They deserve all the high praise that they can get.

Lack of access to mental health services. People are referred to IAPT [Talking Therapies] or group courses rather than getting something that is right for them, such as 1:1 support, and then have to wait a year to access it. There is too much reliance on community groups, many of which people don't even know about. Social prescribers at GP surgeries don't seem to want to help us spread the word about local support groups.

I am a patient at [surgery] and it has been increasingly difficult to get a GP appointment at the surgery. Last week it took me 45 redials and a wait of 10mins once in the system to get an appointment with the nurse. Following on from my treatment I was called to say that I would need to come in for a follow-up appointment with a GP but they had no appointments to offer me. I was told I would have to get on the phone at 8am the following morning to book an 'emergency' appointment. I have also tried to book a routine appointment. I was told these can only be booked on a Monday morning but in the same conversation was told that it was virtually impossible to get through to the surgery on a Monday morning. It seems the onus is on patient navigators to make clinical decisions. I think if the surgery operated a triage system it would be a lot more efficient. It would also be great if they could reinstate email/online contact.

I use Lloyds online. I've been waiting over 6 months for Eumovate to come into stock, tried a different brand, been waiting 3 months. Started on Ropinarole, nowhere could get my dosage to had to have double dosage as it's available. Why are some medications never available?

I live in Trowbridge and cannot get registered with an NHS dentist anywhere in my local area. I have also recently found out I am pregnant and very concerned I cannot find a NHS dentist.

# How our Hub team can help

Our Healthwatch hub team are on hand to offer advice, information and signposting.

## Signposting story – finding an NHS dentist

A member of the Hub team had a phone conversation with Michelle\*, a pregnant woman, who is struggling to find an NHS dentist. She has recurring infections in her mouth and is concerned that it may worsen over time.

We advised her to seek support from NHS England to find an NHS dentist and to contact 111 if her symptoms get worse.

Additionally, we offered to send her dental care information via email.

## Signposting story – befriending schemes

We received a call from an 80 year old woman who has lived in a care home in the Salisbury area for several years.

She said she felt isolated and would like to get out a bit more to spend time with a friend or volunteer. She feels like she could benefit greatly from a change of scene and to go outside occasionally. She is not confident on her feet anymore and would consider going out with a wheelchair although she feels she should use her limbs.

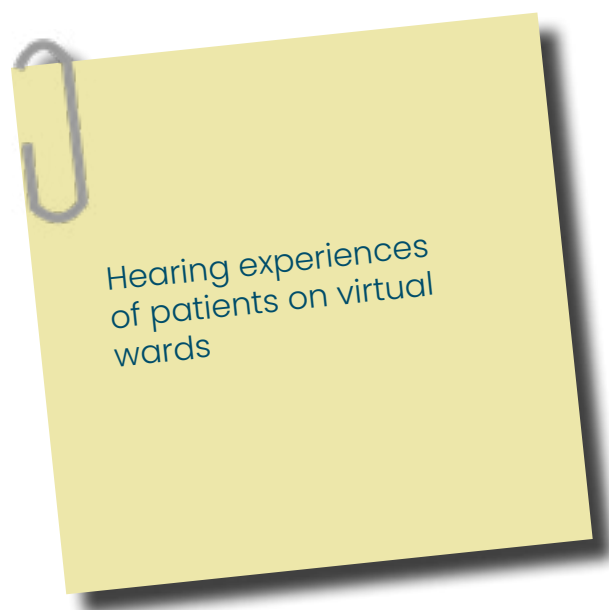
The residential care staff where she

lives are too short staffed to take her out or escort her on shopping trips.

She feels it would be good for her wellbeing and at the end of her life she feels she would like some happiness. She does have family, but they live too far away. She asked if we could help find a volunteer for her to go out with.

Healthwatch Wiltshire found a scheme for the lady to be put in touch with. The Hub liaised with the scheme, who put in place a befriender, although the lady has since declined this offer.

# Coming up



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



Committed  
to quality

We are committed to the quality of our information. Every three years we carry out an in-depth audit so we can be certain of this.

# healthwatch Wiltshire


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