



Your feedback on prescription ordering



Our latest report highlights the findings of a short survey that asked people how they order their prescriptions, how easy they found the process and how important the service is to them.

Most people told us they found ordering prescriptions easy, and used a variety of methods including SystmOnline, the NHS App and Prescription Ordering Direct.

The majority of respondents said being able to order repeat prescriptions was very important to them, but long waits for medication and shortages of preferred brands were among the issues they faced.

[Find out more and the recommendations we've made](#) to Bath and North

East Somerset, Swindon and Wiltshire Integrated Care Board, who asked us to carry out this work.

Read our report

Autistic people 'falling between gaps'



Autistic people, and their families and carers, have told us of their desperation and frustration at not being able to get the support they need for their mental health.

People said they felt isolated and misunderstood, falling between the gaps in services which aren't designed to meet their needs and where staff lack training and awareness to support them.

These are the stark findings of our work [**hearing the experiences of autistic people, and their carers**](#), who have accessed mental health services in Wiltshire in the last three years.

In a joint project with [**Wiltshire Service Users' Network**](#) (WSUN), which runs the [**Wiltshire Autism Hub**](#), we listened to feedback from more than 50 people to understand what is good and what could be better about local mental health services.

Read our report

Volunteers share insights and ideas



We were delighted to welcome our volunteers to one of our regular Volunteer Days in early November. These events give us the chance to talk about what we've been up to and get their thoughts and ideas for future projects. Our thanks to everyone for their insights - and their company!

We've also recently refreshed our Enter and View training for both staff and volunteers, which will enable our team of Authorised Representatives to **take a closer look at services** in 2024.

Volunteer with us



News



Our latest projects and insights

[Catch up on our work](#) and what we have been hearing from you during July-September 2023.



Hearing from minority groups

[Read our blog](#) to find out more about our project supporting ethnic minority families in Wiltshire.



Covid and flu jabs now offered

People who are most at risk of serious illness can now book free vaccinations to [protect themselves against flu and Covid-19](#).



CQC publishes State of Care report

The Care Quality Commission (CQC) says the cost of living crisis and workforce pressures risks 'unfair care' for many. [Read Healthwatch England's response](#).

More news



Information



What is SAD?

Advice on [how to manage Seasonal Affective Disorder](#) (SAD), a type of depression triggered by the change of season.



Knowing the signs of menopause

[Find out](#) what the signs and symptoms are, what treatments are available and what support you can access.

More advice and information



You can help improve care for you, your loved ones and your community by sharing your experiences of services with us. Get in touch to tell us what you think.

Call: 01225 434218 from 10am-4pm Monday-Friday.

Email: info@healthwatchwiltshire.co.uk

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

Tell us online: Fill in [our feedback form](#).

Contact us

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Independent Living Centre

St George's Road
Semington
Wiltshire
BA14 6JQ

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