



December 2020

Share your experiences of health, social care and community services during coronavirus



We've launched a new survey to find out about your experiences of health, care and community services during the coronavirus (Covid-19) pandemic.

Since March, NHS and social care services have had to change the way they work to meet coronavirus safety guidelines, while voluntary and community groups have stepped up their support to help local people through the pandemic.

We now want to understand how these changes have been working for you, what's been good and what could be better.

You can [complete the survey online](#), or contact us on 01225 434218 to do the survey over the phone or to request a paper copy.

[Take our survey](#)

Healthwatch Wiltshire wins national award



We are thrilled to have won a prestigious national award for our work helping to improve care and support for local people living with dementia.

Last year we worked with Alzheimer's Support and Wiltshire Care Partnership to understand and show how local organisations have used people's views to make improvements to services and introduce more support groups across the county.

We won the 'The impact we make with partners' category at the Healthwatch Awards 2020, which were run by [Healthwatch England](#).

[Read more](#)

Warm welcome to four new Board members



We are delighted to welcome four new members to our [Local Leadership Board](#), including a new Chair and Vice Chair.

Gillian Leake, Alan Mitchell, Margaret Winskill and Vijay Munro join our existing members Hazel Dunnett, Andy Mintram, Irene Kohler, Joanna Wittels and Emma Leatherbarrow in helping us to prioritise the health and social care issues that are most important to the people of Wiltshire.

[Read more](#)

Join us for an online chat about mental health



What do you think of mental health services in Wiltshire?

Join us and our friends at Avon and Wiltshire Mental Health Partnership and Richmond Fellowship for an online chat, on the first Wednesday of every month.

For more details and to book your place, email Jo our Volunteer and Partnerships Lead at joanne.woodsford@healthwatchwiltshire.co.uk

Sign up today

Find out more about our latest projects



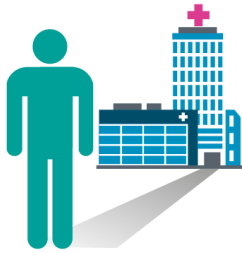
Find out more about the work we've been doing in response to the [Covid-19 pandemic](#), our [mystery shop](#) and [military families](#) projects, and what we've been hearing from you, in our latest [Quarterly Report](#).

The report also looks at how we've made a difference to services, and what's next in our programme of work.

Read more

Have your say on new NHS 111 First service

From December, a [new national initiative](#) is encouraging people to contact NHS 111 before travelling to hospital or minor injuries treatment unit when seeking urgent and emergency care.



The scheme urges people who think they need to go to A&E to contact NHS 111 first to help find the most appropriate service for them. If you then need to go to hospital, you can book a time slot, helping to avoid long waiting times and overcrowding.

[BaNES, Swindon and Wiltshire Clinical Commissioning Group](#) would like to hear about your experiences of the NHS 111 service in an [online survey](#).

Take the survey

Stay up to date with coronavirus information



We continue to update [our website](#) with the latest advice and information around coronavirus and about changes to services that have been made in response to the pandemic.

Here you'll find information on [where to get support in your community](#), as well as guides to the new [NHS 111 First service](#) and how to [get the most out of virtual appointments](#).

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