



New Provider

Following a recent tender process, a new provider has been awarded the Healthwatch Wiltshire contract. Help and Care, a charity based in Bournemouth, was awarded the contract from 1st June. Help and Care work across south central England and support 8 local Healthwatch contracts. Two of the staff team and many of the volunteers transferred over and are now in the process of setting up governance, locating a new office, recruiting to the vacant staff posts and writing the work plan based on what local people told us.



Stacey Plumb, Interim Manager and Julie Brown, Healthwatch Officer - Engagement lead

New report!

Our Impact Report for 2017/18 has just been published. This highlights some of the work carried out over the last year under our previous provider, Evolving Communities and sets out our priorities for 2018/19. These are:

1. Mental health, including dementia - engaging with people with mental health issues to find out what issues they face.
2. Children and Young People - engaging children and young people to ensure their views are listened to and heard
3. Social Care - engaging with patients, their carers and staff to find out their experiences of receiving and delivering care and to monitor the impact of changes to Wiltshire Council's Charging policy
4. Primary Care – ensuring that local people are involved with and informed on plans for the development of primary care services.

Read the full Annual report [here](#)

Young volunteers from Wiltshire shortlisted for national award

Healthwatch Wiltshire have been shortlisted for an award for using creative ways to involve volunteers in their work. Working with Youth Action Wiltshire and Community Organisers from Community First, the Young Listeners project developed a different way to listen to young people in schools.

A team of 11 young people from secondary schools across Wiltshire were recruited and trained to become Young Listeners. They volunteered 999 hours of their time, listening to their peers to find out what they thought about health and wellbeing support within their school.

The Young Listeners spoke to 156 young people across 4 schools. They were told that young people wanted opportunities to discuss mental health and wellbeing within school and that this should be more accessible. Young people also felt that it was important to be able to talk about health and wellbeing issues without judgement and to be respected. Young people also said that they welcomed having the chance to share their views with their peers.

Read the full story [here](#)

Thanks for reading!

The Healthwatch Wiltshire team



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