

Happy New Year!

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healthwatch

Wiltshire

January 2022

Organisations give views on mental health support



Organisations across Bath and North East Somerset (BaNES), Swindon and Wiltshire have shared their views on how mental health support could be provided closer to people's homes.

We worked with Healthwatch BaNES and Healthwatch Swindon to [hear the views of 22 organisations](#) on three main themes:

- What have you heard from the people you support?
- How can this be improved and what do we want to keep?
- How are we going to achieve this?

This feedback ties in with earlier workshops listening to [what local people thought good community mental health support should look like](#) and will be used to help develop new services.

[Read our report](#)

Views of GWH patients revealed in joint project

healthwatch Swindon healthwatch Wiltshire healthwatch West Berkshire



Experiences of patients at Great Western Hospital
July 2021

A joint Healthwatch project looking at the experiences of patients using the Great Western Hospital (GWH) in Swindon has revealed that while most people were happy with the care they'd received, there were areas where improvements could be made.

We worked with Healthwatch Swindon and [Healthwatch West Berkshire](#) to listen to the experiences of 196 people who had used the Emergency Department and four inpatient wards at GWH in July 2021.

A mix of online surveys, Covid-safe face to face visits, virtual interviews and phone calls were used to gather feedback. [Read our report](#) to find out more about what we heard.

[Read more](#)

Access to dental care still a concern in Wiltshire



Access to NHS dental treatment remains a worry for Wiltshire people - it's one of the services people contacted us about most in 2021 alongside GPs, mental health and Covid.

We recently carried out a review of 48 dental practices in the county to ask if they were taking on new

patients.

[Take a look at our findings](#) and read more about the national picture on our website.

Read our blog

Registering with a GP: understanding your rights



Our new advice article [explains your rights about registering with a GP](#) and what to do if you are refused the right to register. You'll also find a link to a downloadable GP access card which outlines that everyone has a right to register with a GP and you don't need ID to do so.

Other articles that have been recently added to our advice and information section include [where to get support for eating disorders](#).

Get advice and information

Stay up to date with Covid advice and guidance



We've updated the [Coronavirus advice and information section](#) on our website to help keep you up to speed with the latest guidelines, including [changes to self-isolation rules](#).

The section also includes:

- Tips on [looking after your mental health if you have to self-isolate](#).
- A [Q&A on the Covid vaccine](#).
- [What you need to know when visiting a care home](#) during the pandemic.

Helping you find the support you need



Do you need help finding a local service that can support you with your health or care needs? Our Healthwatch Hub team are on hand to help.

 Call **01225 434218** 10am-4pm Monday-Friday.

 Email info@healthwatchwiltshire.co.uk

 Contact us [using the form on our website](#).

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

Contact us

Thanks to all who shared views on GP services



A huge thank you to the 650 people who gave their feedback on getting a doctors' appointment during the last six months of 2021.

Your experiences, along with those of GP practice staff, will now be shared with NHS organisations to help shape the way services are developed. Watch this space!



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