



Help us set our priorities for the year ahead



[We're calling on the people of Wiltshire](#) to tell us what you think we should be working on in the coming year.

Each year we decide on our key projects, based on public feedback, and we'd like your views to help us plan what we should be focusing on in the next 12 months.

We have shortlisted six potential projects for 2023/24:

- The wellbeing of children and young people
- Mental health and autism
- Hospital discharge and care at home
- Accessing GP services

- How the cost of living is affecting our health
- Pharmacy services

Tell us what you think should be a priority for Healthwatch Wiltshire by [completing our short online survey](#) or call us on **01225 434218**.

The survey closes at 5pm on **Friday 17 March**.

Fill in our survey

Feedback sparks overhaul of hospital complaints process



Feedback from patients who made a complaint about their care at Salisbury District Hospital is being used to overhaul its complaints handling process.

[Healthwatch Wiltshire's report](#) highlights the findings of a survey which heard the views of people who had been through the hospital's complaints handling process between April and June 2022.

Patients and their families told us of feeling lost in the system, that they weren't listened to and had little confidence that changes would be made following the issues they had raised.

These experiences have led to a review of the way the hospital handles complaints by Salisbury NHS Foundation Trust, which manages it.

Read our report



Volunteers recommend ways to improve GP websites

Our six volunteer researchers reviewed GP practice websites across Wiltshire and came up with a checklist of best practice.

[Read more](#)



Mystery shop focuses on automated phone messages

For the second part of their project, our volunteers listened to automated phone messages provided by GP practices and assessed their content, tone and length.

[Find out more](#)



Highlights and insights

A round-up of our work and what we heard from you during October-



Our new-look website

Have you seen our new-look website? Take a look today to find out what

December 2022.

we're working on and how we're making a difference.

[Read more](#)

[Take a look](#)

People to benefit from NHS@Home virtual wards



People living in Bath and North East Somerset, Swindon and Wiltshire are now able to receive acute clinical care from the comfort of their own home while helping to relieve pressures on local services.

NHS@Home Virtual Wards is a joint initiative being provided by local health and care organisations to support suitable patients to receive the same high level of care, assessment, monitoring and treatment at home or their place of residence, as they would as an inpatient on a hospital ward. This service is also sometimes known as Hospital at Home.

[More on this story](#)

Cost of living: People avoiding NHS appointments



[New Healthwatch England data](#) suggests people are increasingly avoiding prescriptions and travelling to NHS appointments due to spiralling costs.

Healthwatch England found that more people avoided getting prescription medicines, and booking NHS appointments, including dental treatment, due to the fear of extra costs, in December 2022 than in October.

More than a third of the respondents (39%) said the changes they have made to keep up with the rising cost of living have negatively affected their mental health, while 35% said their physical health had got worse in the last two months. The findings also suggest women are more affected by spiralling costs compared to men.

More on this story



Information



Where to get cost of living support in Wiltshire

Local organisations that can give you practical help and support.

[Find out more](#)

Looking after your mental health

Know the signs to look out for, get tips on self-help and find out where to get support if you need it.

[Find out more](#)

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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You are receiving this email because you opted in, or subscribed via our website

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