



**July to September 2019**



# About us

## About Healthwatch Wiltshire

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen.

## Our Priorities

Our Priorities for 2019/20 are:

### Mental health

- Listen to adults, children and young people to hear their experiences of mental health services, and to ensure patients are involved in service redesign.

### General Practice

- Keep local people informed and involved with changes happening within GP surgeries.

### Adult Social Care

- Listen to experiences of Wiltshire Council's Adult Social Care Advice and Information Service and the Reablement Service.

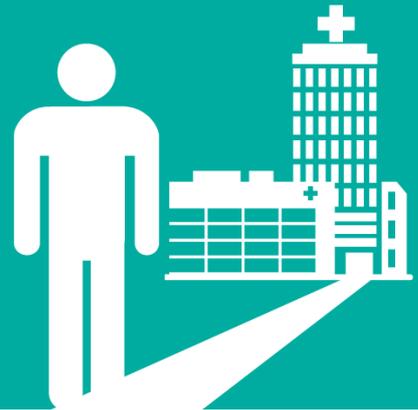


# Highlights

Welcomed 1 new Board member



Spoke to 1,423 people



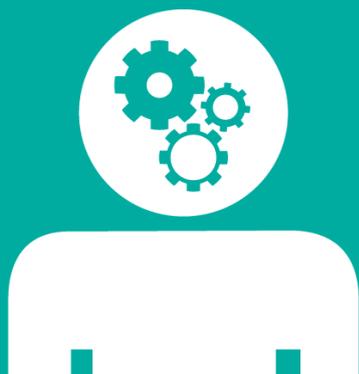
Launched Young Healthwatch Wiltshire



Published 3 reports



Highlighted how feedback helped improve dementia services



Launched volunteer led project on military families



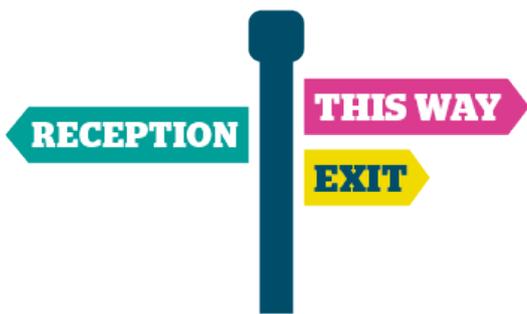
# Talking & listening



Attended **44** events

...and **28** meetings or forums

We spoke to **1,423** people



**18** contacts given information and signposted through the Healthwatch Wiltshire Helpdesk...

...with an average call time of **33** minutes

**23** volunteers were involved...

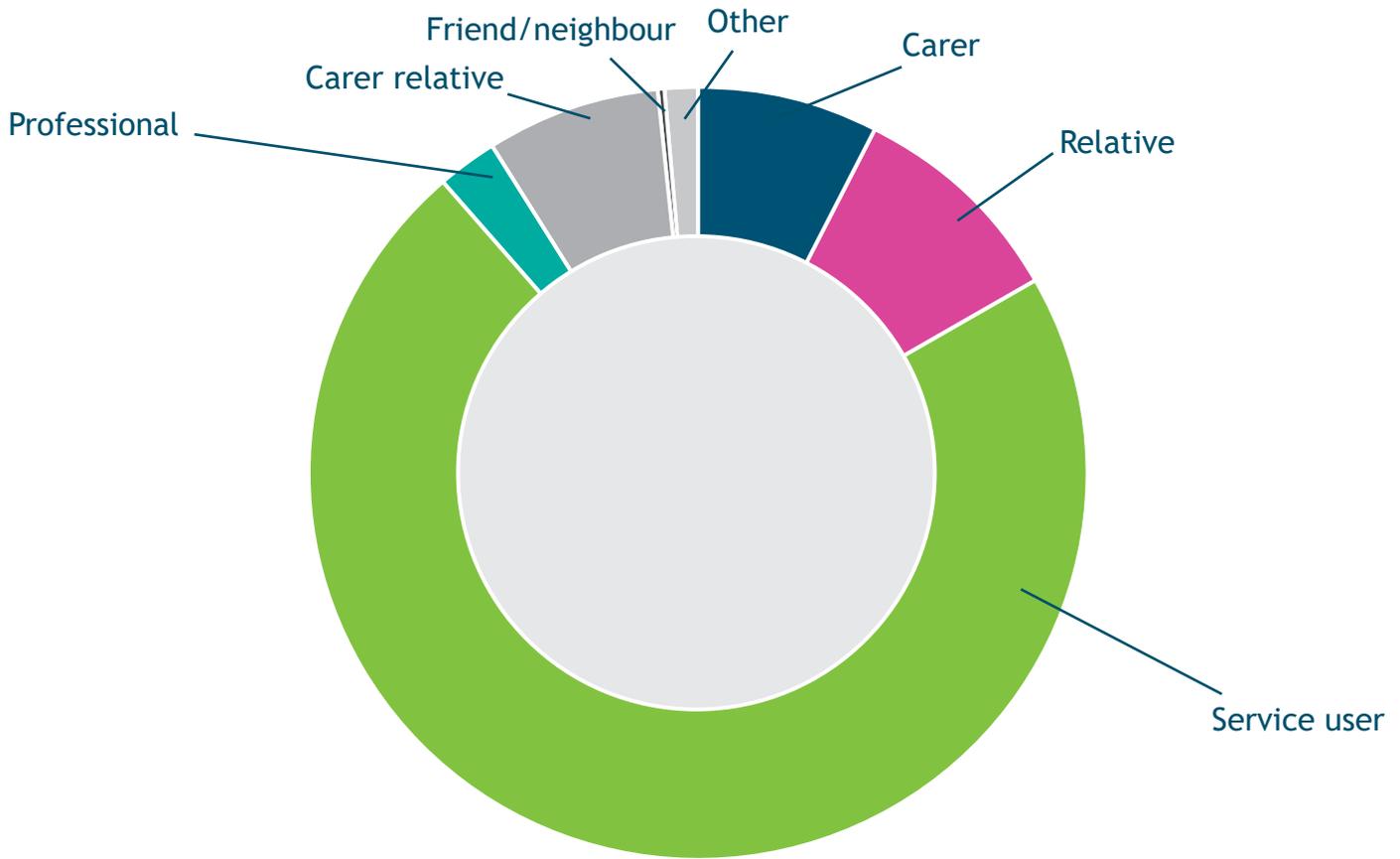
...and volunteered over **303** hours



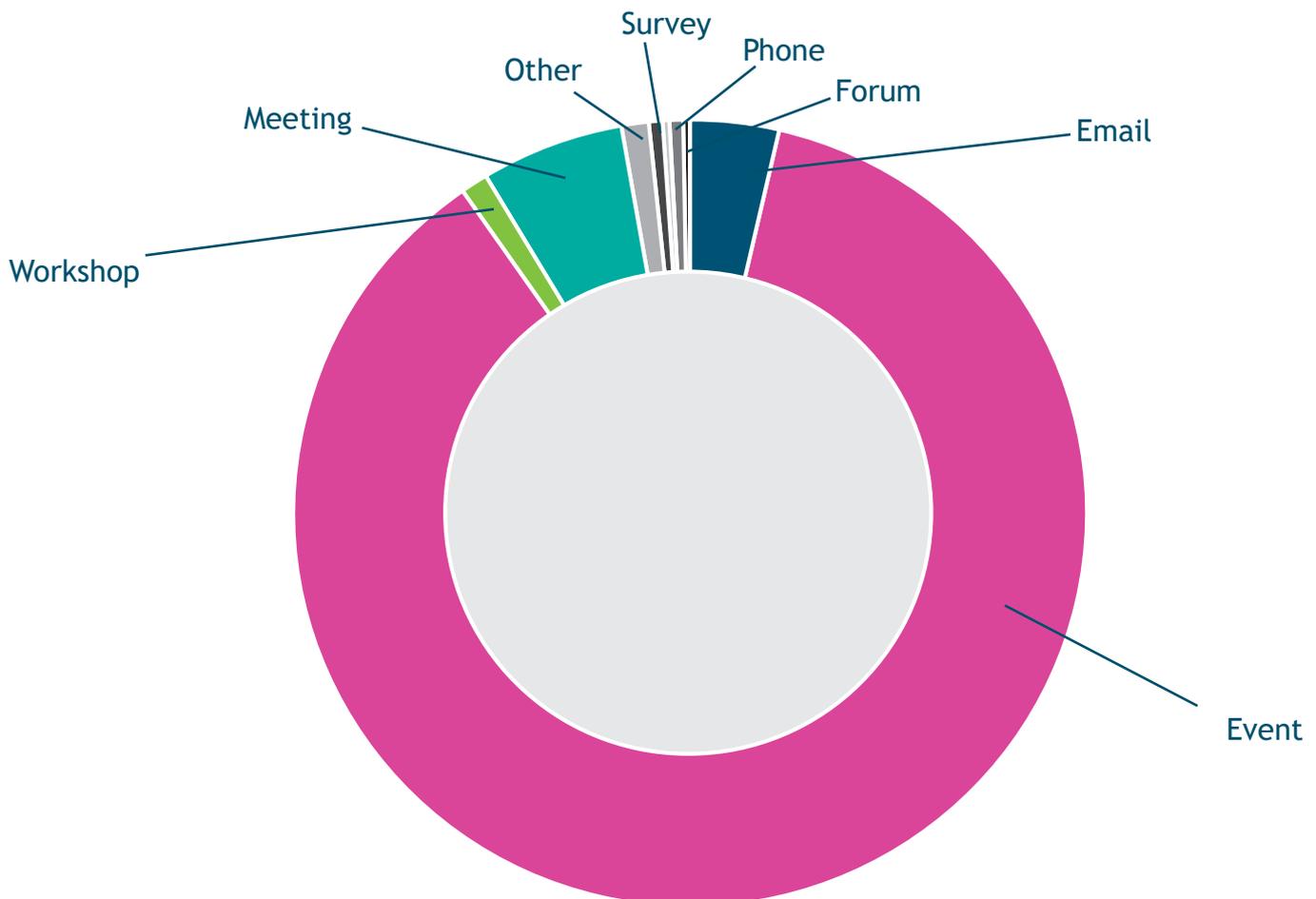
**382** social media posts...

...reached **73,012** people

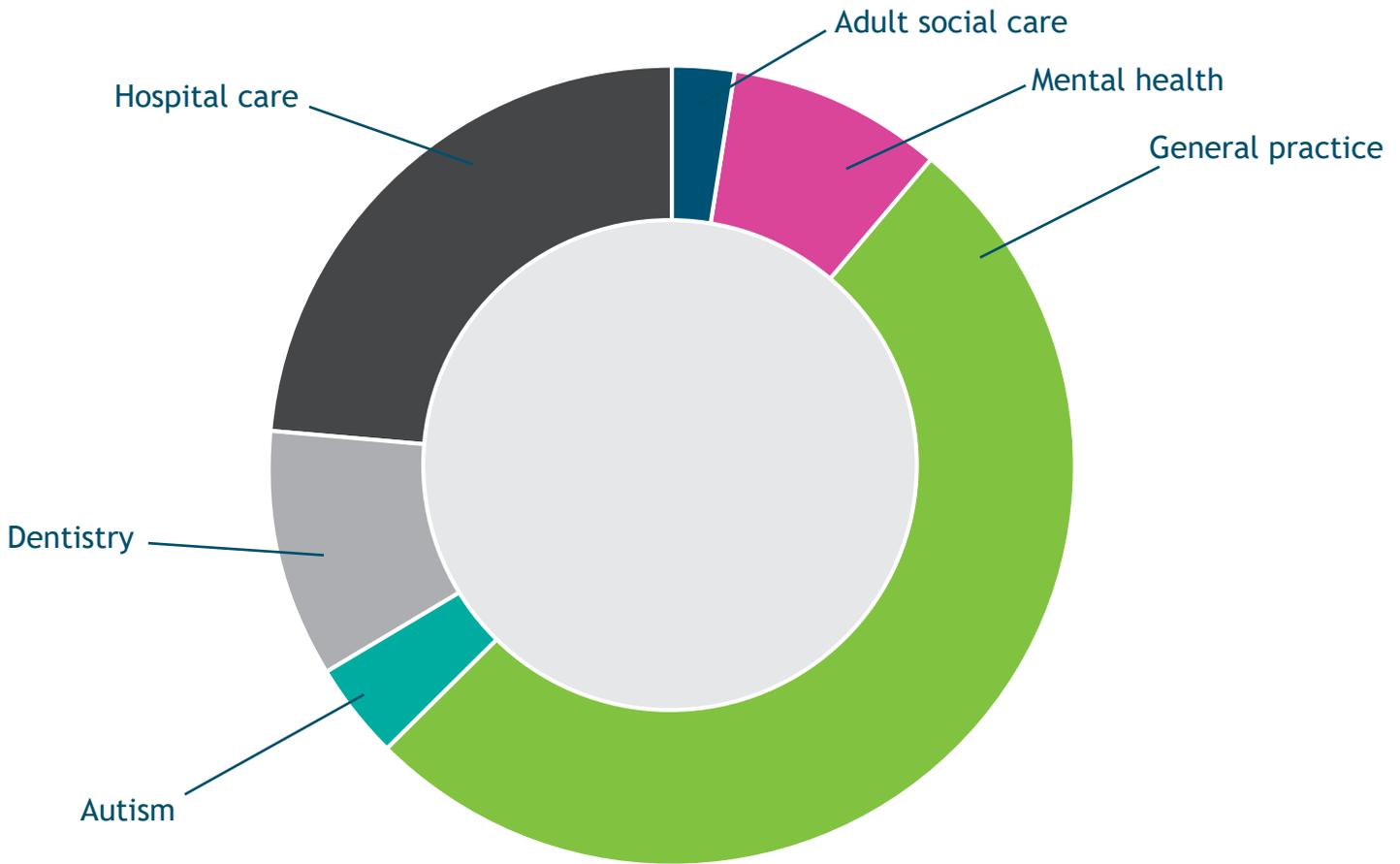
# Who shared their experience with us?



# How did people hear about us?



# What services did people speak to us about?



## Most talked about... what did people say?

Service	Positive	Negative
GPs	Standard of treatment Staff attitudes Choice of professional	Wait times Staff attitudes
Mental health services	Staff attitudes	Accessing appointments
Dentists	Staff attitudes Quality of treatment	Accessing appointments
Hospital care	Staff attitudes Quality of care	Communication Wait times

# Our work

## Search is on for Young Healthwatch volunteers



We're calling on the young people of Wiltshire to join our team to help make sure the views of children and young people are listened to.

We want to hear from children and young people aged 14-25 who have something to say about the health and social care services they use – and who want to help others get their voices heard.

Young Healthwatch Wiltshire is open to anyone who wants to make a difference to their community and has an interest in the rights and wellbeing of young people.

### Why volunteer with us?

- Make a difference to your community
- Meet new people
- Boost your skills and knowledge
- Get training and support
- Add valuable experience to your CV
- Do as much or as little as you like, whatever you can give!

More information about joining Young Healthwatch Wiltshire, the roles on offer and ways you can get involved, is available on our website.

## Gathering views of Advice and Contact service

We've begun a new project to hear people's experiences of using the Advice and Contact service at Wiltshire council. This is a service that provides information, advice and guidance on a range of local care and community support services.

Surveys are being sent out through the Advice and Contact team to people that have used the service on specific dates chosen by us and there is also an online version of the survey that can be completed by anyone who has been in touch with the team.

Find out more about our work at [www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)

# Community Cash Fund projects prove popular



Two of the five projects awarded funding through our Community Cash Fund scheme have come to a close.

SPARK (pictured above) a two-day event organised by Pound Arts and Rewired Counselling, took place in July.

The first day was aimed at Year 9 students and focused on sleep, stress, body, food and confidence, while the second day was open to all and offered a variety of speakers and a marketplace of groups and services.

The event aimed to increase community conversations about health and wellbeing services, increase participation in improving their own health and to bring people together to build strong relationships.

Of the students that attended day 1, 88% said that they would recommend attending SPARK and on day 2 all those who completed a feedback form said that they were quite likely or very likely to attend a future SPARK event.

The full report from SPARK and a short video



can be found on our website.

The Happy Hearts dance project, run by Wiltshire People 1st (pictured on page 9), has also now come to a close.

Three sessions were held for people with a learning disability with the aim of increasing activity and promoting healthy lifestyles.

During each session, the group were supported to make healthy foods such as fruit smoothies, caesar salad and vegetable cous cous and also encouraged to take part in a dance activity. The sessions proved popular and participants said that they felt healthier and recognised that they should exercise more.

More information and the full report are on our website.

Wellbeing at the Orchard, run by Wiltshire Wildlife Trust, began in July and they have so far run seven sessions. This programme uses outdoor activities to promote and improve mental wellbeing. The last session is at the end of October.



“One participant said they never ate salads because they knew they wouldn’t like it as no one in their family ever had it, and they were reluctant to even make it. However, with encouragement from other participants and supporters, the individual took part and then ate all of the salad, saying how nice it was. Since then this participant has told us she has started making different types of salads at home and shown her mum how to do it too!”

– **Wiltshire People 1st on their Happy Hearts Project**

## Military families are focus of new survey

We’ve launched a survey to ask military families how they access GP surgeries, dental care, mental health, social care and other services.

This summer, as part of the Army Basing Programme, 4,000 service personnel and their families relocated to Wiltshire from Germany, and we want to find out how it has been for them finding new services and the continuity of care they have received after they have been transferred.

We’re also keen to know how health services in Wiltshire compare to where they lived before.

Our survey is running until the end of year when what we hear will be collated into a report.



## A closer look at GP improved access scheme

We’re currently visiting GP surgeries across the county to gather your views on the new improved access scheme, which allows patients to get an appointment with a GP, nurse or other healthcare professional at evenings and weekends, either through their own practice or a practice nearby. These visits will be ongoing until the end of October when all the findings will be pulled together into a report.



# What people said

My GP surgery have provided amazing care and support recently for my husband – had a heart attack followed by kidney failure.

The online booking system [at my GP surgery] needs to be explained more and easier to use.

I have recently had cancer and had to have a kidney removed. I was fast tracked and this worked well as did the surgery. After this it went downhill and was not so good. I got lots of different conflicting information from different people. Had to ask for water jug to be filled, nil by mouth sign not taken down, so had to ask for food. When discharged had to wait from 10am until 3pm for medication.

NHS Treatment Centre  
Fantastic service there – everything was perfectly on time – I had a minor operation there and it was really convenient.

Very positive experience of Maternity Services in Salisbury.

Mental health can be a difficult thing to talk about so a better place to sit and chat like a sofa [could have made the experience better].



# Making an impact

## Feedback helps improve dementia services

We have played a key part in improving dementia services in the county, thanks to hundreds of views shared by people who are affected by the condition.

In a project spanning four years\*, we have listened to the experiences of more than 1,600 local people and used this feedback to work with Wiltshire Care Partnership, Wiltshire and Swindon Care Skills Partnership and Alzheimer's Support, as well as a host of other organisations, to make improvements to services and introduce more support groups across the county.

People told us that training care home staff to a high standard was very important in order to provide good quality care for people with dementia and complex needs. People also said that they thought specialist services for people living with dementia were high quality but that they weren't always able to access them.

### What we did

We highlighted the concerns about training to Wiltshire Council and Wiltshire Clinical Commissioning Group, who commissioned specialist dementia training for care home staff. This training was coordinated by Wiltshire Care Partnership and Wiltshire and Swindon Care Skills Partnership, who support providers of residential, nursing and domiciliary care for older people and adults with disabilities. Their training courses were attended by 111 care home managers.

Meanwhile, we worked with Alzheimer's Support, who provide dementia community services in Wiltshire, to identify areas of the county where there was a lack of groups, the types of groups people wanted and what they valued most from groups.

### What's changed?

Following their training, care home staff told us about the changes they had made, including:

- Updating the environment so it's more dementia friendly
- Adapting meal times to create a more relaxed atmosphere
- Using more positive language in care plans (eg 'challenging' is now described as 'distressed')
- Responding more to the individual needs of residents.

There are now more groups available for people living with dementia which reflect what people told us they wanted, covering interests such as gardening, art and wildlife, as well as more discussion groups, memory cafés and memory sheds.

People living with dementia and their carers told us that these groups have helped improve their mental and physical health and supported them to be more independent, as well as helping them to access more support and information. Find out more on our website.





# Coming up

Hearing views on the  
Advice and Contact  
Service

Hearing people's views  
about their GP surgeries

Hearing views on the  
Homefirst service





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