

**You
Said**

We Did

Dementia - Information Provision

What did we do?

- We held 4 workshops, and 4 outreach events at local groups, across Wiltshire.
- We spoke to 145 people in total.
- We published a report about our engagement. This was shared with dementia commissioners and providers and presented at the Dementia Delivery Board.

Why did we do it?

- Dementia is one of Healthwatch Wiltshire's priority areas.
- Information provision was identified as an important issue of concern. We wanted to find out what information people wanted and in what form.

What did people say?

- Many people said they use the internet to get information but there was concern that those who don't are still able to get the information they need.
- People want more clear and easily accessible information about services.
- People thought short films were be a good way of providing information.
- Information provision needs to be timely: right information: right time.
- Information and training would be valued by unpaid carers.

What happened next?

- The dementia commissioner took account of our report in reviewing the dementia adviser service.
- Dementia advisers changed the way they gave information. Less information is now initially given, instead they give people details of their Dementia Adviser, and where to find information as they need it.
- A provider of dementia services developed a short DVD about their Home and Community Support Service.
- Information about dementia services on 'Your care, your support website' was updated.
- Partnership work is underway to develop a dementia roadmap which will further enhance information provision.

What was the impact?

People living with dementia and their carers have clearer, more accessible information about services at the point when they need it.