

**You
Said**

We Did

End of life - Strategy Engagement

What did we do?

- Healthwatch Wiltshire readers' panel reviewed the draft Strategy and shared feedback used in the version which went out for the engagement.
- We heard from 91 people around the county, through 3 public 'Starting a Conversation' events, an online survey and visits to other relevant groups.

Why did we do it?

- Healthwatch Wiltshire were commissioned to engage with people about their thoughts on Wiltshire's End of Life Strategy 2017-2020.
- The commissioners wanted to know what local people thought about the strategy and what they felt was important for patients and their carers for end of life care.

What did people say?

- Not all participants had been able to read the strategy in advance.
- People felt that the strategy lacked information on targets and concrete actions.
- Participants identified what they felt was important for end of life care, including symptom control, choice, continuity of care and information for patients and unpaid carers.
- Participants came up with areas where they thought work could be targeted, such as the visibility of death in society, availability of specialist domiciliary care and training for unpaid carers .

What happened next?

- The feedback gathered through the engagement was shared with the Strategy authors and the Wiltshire End of Life Programme Board.
- The feedback will be used to finalise the Strategy and to create the implementation plan for the Strategy, including targets and concrete actions.

What was the impact?

Commissioners have committed to using the feedback in their planning for End of Life services in the county.