



## Area Board Update - March 2016

### **The Care Quality Commission (CQC) inspection of South Western Ambulance Service NHS Foundation Trust**

The CQC is the independent regulator of all health and adult social care in England. In June 2016 the CQC will be inspecting services provided by the South Western Ambulance Service NHS Foundation Trust. It wants to hear from local people about their experiences of services to help them to understand what is good and bad about the care provided by this service.

If you would like to provide any feedback on your experiences of services, please contact the CQC: telephone 0300 0616161; email [tellus@cqc.org.uk](mailto:tellus@cqc.org.uk); website [www.cqc.org.uk/sye](http://www.cqc.org.uk/sye). Alternatively you can contact Healthwatch Wiltshire as we work closely with the CQC to support its inspections.

### **Your Care Your Support Wiltshire**

Local people often tell Healthwatch Wiltshire that they want good quality information about health and care so that they can live more independently and make good choices. We are working with Wiltshire Council and NHS Wiltshire Clinical Commissioning group, on a new health and care information website called Your Care Your Support Wiltshire:

[www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk). The aim is that the website becomes the 'go to place' for information about health and care. It includes information about health conditions, paying for care advice on how to stay fit and healthy. It also has a directory of support services, club and societies. We know that not everyone uses the internet so we are also making sure that professional staff know about the website so that they can print off information for their patients and customers. It is an exciting time because we are actively calling out to local people and professionals to tell us what they would like to be included on the website. We are also encouraging local groups and services to make sure that they are included on the site.

**Would you like to get involved?** We are looking for people to provide feedback on the website or to get involved in a focus group or reader's panels. This is your chance to help build a really useful health and social care website fit for Wiltshire people.

### **Young Listeners - trained and raring to go!**

Healthwatch Wiltshire has an important role in speaking up for all local people on health and care issues. And that includes children and young people! We are excited about a new project we are working on with Youth Action Wiltshire (part of Community First) which will make sure that children and young people are included in our work. The project is recruiting young people and training them up to become 'Young Listeners', who are going to be talking directly with children and young people to find out their views and experiences of health and care—i.e.

being young carers, living with a special educational need, and about their own emotional wellbeing. Over the course of the project the Young Listeners will gather feedback from over 100 children and young people. Ultimately we want the voices of Wiltshire's children and young people to be heard by the people who are buying and providing health and care services.

We would like as many children and young people as possible to be involved in this project. So if you or your child, or someone you support or look after would be interested in sharing their experiences of using health or social care services please get in touch.

Contact us:

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