

## New Healthwatch Wiltshire provider - your questions answered

**Wiltshire Council has appointed a new provider for Healthwatch Wiltshire.** The contract has been awarded to Help & Care, a charity based in Bournemouth, who will take over the service from 1 June 2018.

### Why are things changing with Healthwatch Wiltshire?

Healthwatch Wiltshire's current contract comes to an end on the 31 May after five years. Wiltshire Council went out to competitive tender and organisations were able to bid for the contract. Help and Care gained the highest score and were awarded the contract which will start on the 1 June.

### What will be different?

Help and Care will be responsible for delivering the new contract from the 1 June. They have been working with the current provider Evolving Communities to ensure the transfer process goes smoothly.

### Will the same staff be supporting Healthwatch Wiltshire?

Stacey Plumb, Volunteer Officer and Julie Brown, Engagement Officer will transfer to Help and Care under TUPE laws and become employees of Help and Care. Lucie Woodruff, Healthwatch Wiltshire's current manager has decided not to transfer and will remain with Evolving Communities in a new role.

### What about volunteers?

Current Healthwatch Wiltshire volunteers have been kept informed about arrangements for the contract transferring to Help and Care. They will have to consent to have their personal details transferred to Help and Care from Evolving Communities so that they can continue to carry out volunteering activities with Healthwatch Wiltshire after 1 June. Evolving Communities will delete all personal details of any volunteer who doesn't consent to have their details transferred.

### What's next for Healthwatch Wiltshire?

Healthwatch Wiltshire will continue to serve the people of Wiltshire although there might be a slight pause while the new organisation sets up policies and processes. The logo and branding will remain the same and a staff team and volunteers will be in local communities gathering the views and experiences of people who use health and care services.

### What will happen to the website Your Care Your Support Wiltshire?

[Yourcareyoursupportwiltshire.org.uk](http://yourcareyoursupportwiltshire.org.uk) stays at its current url. The features of the website will continue to develop alongside the adult social care transformation programme.

The [contact@healthwatchwiltshire.co.uk](mailto:contact@healthwatchwiltshire.co.uk) email will close, and staff involved will transfer to Wiltshire Council Advice and Contact Team.

The email address for [yourcareyoursupportwiltshire.org.uk](http://yourcareyoursupportwiltshire.org.uk) has changed to [adviceandcontact@wiltshire.gov.uk](mailto:adviceandcontact@wiltshire.gov.uk)

Any correspondence about the site can be completed through the 'Contact us' menu, by email or 'phone, a referral, site feedback, or site help.



Pictured (from left): Lucie Woodruff, Claire Cooper, Stacey Plumb, and Julie Brown

### Contact us:

Tel 01225 434218

[info@healthwatchwiltshire.co.uk](mailto:info@healthwatchwiltshire.co.uk)

[healthwatchwiltshire.co.uk](http://healthwatchwiltshire.co.uk)

**Healthwatch Wiltshire is the county's independent health and care champion. We listen to what people like about local health and care services, and what could be improved. These views are then shared with the decision-making organisations in the county, so together we can make a difference.**