



Update for Area Boards - February 2015

Focusing on Dementia

One of Healthwatch Wiltshire's (HWW) top priorities is dementia. This is because of what local people told us when we attended the 'what matters to you' events which were hosted by Community Area Partnerships and Area Boards in 2014. We have been working with local charities in Wiltshire to monitor the new Wiltshire dementia strategy. We are working with Alzheimer's Support, Alzheimer's Society, Age UK Wiltshire, Age UK Salisbury and District, Carer Support Wiltshire and Swan Advocacy.

We have held workshops across the county, where local people have been invited to share their experiences of local dementia services. Over 120 people participated in the workshops. People were also given the opportunity to take part in a one-to-one interview with a member of HWW staff or a trained volunteer. HWW is collating all the feedback and putting together a report of the findings to date. Further workshops are scheduled for later in the year, where we will continue to gather feedback. Please do get in touch with HWW if you would like to participate in the workshops.

Consultation on Specialist Dementia Hospital Care in Wiltshire

NHS Wiltshire Clinical Commissioning Group (CCG) is consulting on the permanent location of specialist dementia hospital care. To help them make a decision about where this care should be, they want to hear what local people think. HWW has been independently facilitating the consultation. This has involved public meetings, talking to people in service user groups, inviting people to complete a questionnaire, and encouraging people to talk to us and tell us what they think.

HWW has now held all of the dementia consultation events, and is currently in the process of pulling together all of the feedback into a report. This report will be widely available for everyone to read and help with the decision making process, ensuring that people's voices are heard. The report will be available around the 17 March 2015. If you would like a copy then please contact us.

Wiltshire's Better Care Plan

HWW want to make sure that health and social care services for older people in Wiltshire are working well for them, their unpaid carers and their families. We are speaking to older people and their unpaid carers about their journey through the health and care system and encouraging them to share their experiences. We want to understand whether they, their families and unpaid carers are involved as much as they wanted to be in decisions about their care.

This is all part of Wiltshire's Better Care Plan which is designed to put patients at the centre of their care, provide care closer to home, prevent avoidable hospital admissions, and ensure patients can leave hospital as soon as they are well enough to either return home or continue their care in another setting. Wiltshire Council and NHS Wiltshire Clinical Commissioning Group have agreed to work together to achieve all this. More information about Better Care can be found here: <http://www.wiltshire.gov.uk/better-care-plan-summary.pdf>

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HWW will be collecting together all the feedback it receives about people's experiences and reporting this back to local people, commissioners, and providers of services.