

Wiltshire Council

Health and Wellbeing Board

8 September 2022

Subject: Healthwatch Wiltshire Annual Report

Executive Summary

Healthwatch Wiltshire is the local independent consumer champion for health and social care. We listen to people's experiences of using health and care services and share these with decision makers and commissioners to influence change.

This update report gives an overview of our recent work including: -

- Improving hospital services
- Mental health support
- Devizes Health Centre
- Community projects
- Autism

Alongside a range of other outcomes. All of these reports have been shared with the relevant commissioners and providers. We have received positive responses highlighting how the findings from these reports will be used to help inform, shape and develop future work.

Proposal(s)

It is recommended that the Board:

- i) Notes the key messages from the report.
- ii) Confirms its commitment to listening to the voice of local people to influence commissioning and service provision.

Reason for Proposal

Healthwatch Wiltshire has a statutory duty to promote the voice of local people with regard to health and social care services and has the opportunity to influence commissioners on the Health and Wellbeing Board. This opportunity is provided through Healthwatch Wiltshire's membership of the Board. As such it is important that the Board receive Healthwatch Wiltshire's Annual Report in order to make any comment, recognise the work undertaken to date, and confirm its commitment to listen to the voice of patients, unpaid carers and the wider community through Healthwatch Wiltshire.

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Healthwatch Wiltshire