

## How we set our priorities

Each year Healthwatch Wiltshire sets its priorities for the year ahead based on the experiences that we hear from local people. These are gathered by:

- Reviewing feedback that we have received over the past year
- Conversations with our Local Leadership Board and volunteers

All the evidence and feedback we gather is shared with our Local Leadership Board and it is their role to decide what areas we focus on in the year ahead. We also talk to local commissioners and voluntary sector organisations to ensure our work can add value to what they're doing and to check that we aren't duplicating work that's already being done elsewhere.

While other people can suggest areas of focus to us, we are an independent organisation and decide our own workplan.

### Our priorities for 2023/24

Thank you to the 127 people who completed our Help us shape our key projects in 2023/24 online survey that ran in March 2023. The survey [invited respondents to choose their preferences](#) from a list of six key project themes, all of which came from the feedback we'd received over the previous year. Here are some of the key themes people raised:

- Health and social care services should be working together more.
- Better communication is needed when patients are discharged from hospital.
- Services should be more aware of patients with disabilities.
- Better mental health support is needed, particularly when people transition from Child and Adolescent Mental Health Services (CAMHS) to adult mental health services.
- Healthcare workers should receive more



- training to support autistic people.
- Pharmacies are overstretched and under-resourced, with many closing.
- More signposting is needed in communities to help people with the cost of living.

### Our planned work for the year ahead

Based on the survey responses we received, and after a discussion with our volunteers and Local Leadership Board, the following priority areas have been agreed:

- **Hospital discharge and care at home/ virtual wards** – Hearing the views of people who have been discharged from hospital with an NHS@Home (virtual ward) package, and how this is working for them.
- **Children and young people's wellbeing** – finding out what young people are concerned about and what local support they would like.
- **Mental health and autism** – our joint project with Wiltshire Service Users' Network to find out [what autistic people, and their carers and families, think of local mental health services](#).
- **Access to GP services** – continuing our work to see how practices are adapting and changing since the pandemic.

[Read more in our blog.](#)