

**Wiltshire Council**

**Health and Wellbeing Board**

**28 November 2024**

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**Subject: Healthwatch Annual Report**

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### **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. The annual [report](#) gives an overview of our recent work including: Improving mental health services for autistic people; improving hospital complaint processes; and working with Eastern European and Boating communities. Headline figures include:

- 4,397 people accessed information advice and guidance
- 3 reports
- 14 recommendations
- 15 volunteers

### **Proposal(s)**

It is recommended that the Board:

- i) Note the key messages from the [annual report](#)
- ii) Confirm its commitment to understanding the voice of local people and ensuring this voice is a key component of future commissioning.

### **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.

**Kevin Peltonen-Messenger**  
**CEO**  
**TCF**

