



Area Board Update - December 2016

Healthwatch Wiltshire is a local independent organisation which exists to speak up for people on health and care. If you have used a service recently then we would like to hear from you. We use what people tell us when we meet with the commissioners and providers of services to make sure that they take account of your views and experiences.

What are your views, and experiences, of care at the end of life?

Over four thousand people die each year in Wiltshire and most are older people who had been living with a chronic condition. More people in Wiltshire are dying at home or in a hospice. With only 'one chance to get it right' it is vital that the right services exist and meet people's needs including unpaid carers. Healthwatch Wiltshire has been supporting NHS Wiltshire Clinical Commissioning Group and Wiltshire Council to find out people's views and experiences in order to refresh the Wiltshire End of Life Care Strategy. A report based on our engagement and to inform the new strategy will be published in the New Year. Contact us to find out more and to share your views of health and care services.



Accessing Your Care Your Support Wiltshire (YCYSW)

The YCYSW information directory is aimed at adults who want to find out about health and social care in Wiltshire. Local information can help you make choices, e.g. whether you're looking after an older relative, or managing a long-term condition yourself that affects your ability to do some of the activities of daily living.



However, some people can't or don't want to go online. That's OK, there are plenty of ways to use the internet without having to take a course or buy a computer or smartphone. Libraries have internet access and people to get you going; the kids and grandkids can show you how; health or social care workers who come to see you can access the internet at the office, and sometimes on the go.

Contact us:

Tel 01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk

Whether it's an online self-referral, a Carers Emergency Card, Direct Payments information or services available in your area, you or someone you know can find it on YCYSW.

The site is geared up to be printed off - using 'MyPad', the Guides, and the print icon when you have search results. Also, PDFs of each information page have been created by the content team. The Easy Read information pages are also optimised for print.