

Survey seeks views on council's Advice and Contact Service

Healthwatch Wiltshire is asking for the views and experiences of people who have been in touch with Wiltshire Council's Advice and Contact team.

The Advice and Contact Service was set up in April 2018 to provide support and information on adult social care services. Any adult living in Wiltshire or thinking about moving to the area, including family and friends, can contact the team to find out how social care and other services could help.

The Healthwatch Wiltshire survey will look at how well this new service is working and identify any areas that could be improved.

Stacey Sims, Healthwatch Wiltshire Manager, said: "People have told us that they struggle to find the information they need around adult social care and that carers and people who pay for their own care find this especially difficult.

"Because of this feedback and the development of the new Advice and Contact team, we would like to hear from anyone who has used the service to share their experiences with us.

"Your feedback will then be shared with the team and their commissioners so they can understand what's going well and where improvements can be made."

How you can get involved

Two versions of the survey are available online, and can be completed depending on how you accessed the Advice and Contact Service.



If you contacted the team by telephone, go to www.smartsurvey.co.uk/s/adviceandcontacttelephone

If you contacted the team by email, go to www.smartsurvey.co.uk/s/adviceandcontactemail

If you prefer, you can have a chat about your experiences with a member of the Healthwatch Wiltshire team, either on the phone or in your own home, please call us on 01225 434218 or email us at info@healthwatchwiltshire.co.uk to arrange.

All feedback is anonymous.

More information about the Advice and Contact Service is available at adults.wiltshire.gov.uk