



## Healthwatch Wiltshire Update

Annual Report in Brief, Volunteer Led  
Military Families Project, Response to COVID-  
19 and Priorities, Young Healthwatch Project

## Our Annual Report in brief - Our activities



Listened to 3,792 comments from people about health and care services



Published 8 reports



40 volunteers supported us giving 1,750 hours of their time



Attended 142 events



There were 281,652 engagements with us on social media.



**Slide 2**

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**SP1**

Stacey Plumb, 08/07/19

## Some of our Key Projects

### Evaluating GP Improved Access



### Dementia Community Services



### Community Cash Funds



### Volunteer Led Military Families Project



## Our Volunteer Led Military Families Project

**Our Volunteer Team Led the project and took part in all aspects of the planning, question development, approach, engagement, reporting and presentation of the project.**

Chas – Background in education, with experience in business and voluntary sectors

Deborah – previously worked for the army in Germany as a civilian nurse and married a soldier who retired in 2012

Hazel – Trained as a nurse with the army. Service in Germany looking after families of servicemen. Continued nursing in the UK as a boarding school senior nurse

Meg – Retired headteacher with an interest in children with special needs. Also working with Carer Support on a group for bereaved carers and is a member of her PPG



## Key Findings

- GP registration was an easy and straightforward process
- Significant issues with communication and transfer of records
- Process of transferring on to a waiting list when moving from another area seemed inconsistent.
- Lack of continuity in transitioning between specialist services
- Dentists - nearly 40% could not find an NHS dentist
- Mental Health support is not always accessible or consistent for adults or children and young people
- A need for greater understanding of military life amongst health and care services and that this affected their experience of using these services.



## Recent Work during the COVID-19 Pandemic

- Greater focus providing advice to the public and supporting the local response to COVID-19.
- Created a dedicated coronavirus advice and information pages on our website that was regularly updated. This included:

General government and Public Health England information.

A community support page

Information of how to stay in touch with people in hospital

Page for mental health support and for children and young people's mental health

**During this time, we saw an increase in visits to our website and interaction with social media posts.**

- We also continued to gather the views of local people and regularly shared these through our reports. We heard from 375 people who gave us 466 comments about health, care and community services.
- We regularly shared these views and through our reports during this time with key commissioners and providers of health and care services.



## Some of the things people told us:

*Want to express my thanks to all involved with me being able to continue to receive my cancer treatment. I will be eternally grateful*

*A huge thank you to all the staff at the surgery during such a difficult time. I have had 4 telephone consultations during the Covid-19 outbreak and cannot fault the service. The receptionists making the appointments were efficient and kind and the appointments offered quickly and in amazing time!*

*Treatment booked was cancelled due to covid19. No communication about reinstatement of treatment. Still waiting for the treatment.*

*Due to closures of almost everything, my autistic daughter's mental health has plummeted.*

*I am being contacted every two weeks by phone by the diabetic specialist nurse. They are excellent and I feel that they would be there for me if I needed help.*

*My mum went into care just as Lockdown happened, therefore we were not able to help settle her in. Although normal activities and visits were stopped the Care Home was great at informing us of what was happening and keeping mum active and well.*

*Feeling very lonely and isolated and found people don't really want you to say anything other than "I'm OK", even when you are not.*

*It was excellent. A really efficient and helpful service. It is good to see younger people involved with volunteering and befriending isolated people. I hope that this continues after the pandemic is over.*





## Our priorities and workplan

**Our revised workplan taking into account locals people's views and changes to how services run due to COVID-19**

- **Primary Care - A project looking at people's experiences of different types of GP Services including virtual, phone, face to face.**
- **Autism - Hearing views of people living with Autism around Service Provision and Community Support**
- **Mental Health and wellbeing - engaging people regarding mental health and wellbeing including working in partnership with other organisations to develop an online forum.**
- **Young People - A Mystery Shopping Project that evaluating mental health websites for young people.**

**Linking with commissioners and partners to develop these projects to ensure that their useful and can support service development.**



## Young Healthwatch Mystery Shopping Project

We have set up Young Healthwatch, a group of young volunteers, who want to make a difference to their community and have an interest in the wellbeing of young people in Wiltshire.

Their first project involves reviewing selected mental health websites from a young person's point of view.

Our young volunteers are involved with designing the approach, question development, engagement activity, collation of results and final reporting.

**Our Young Healthwatch  
Volunteers talk about their  
work on this project.**

