

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 Board and volunteers
- All the evidence and feedback we gather is shared with the Board and they help us 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 2024/25

This year we ran an online survey throughout March and we also visited libraries, community campuses and local groups to gather people's views.

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:

- The wellbeing of children and young people
- Pharmacy

- Care at home
- Accessibility of health services
- How the cost of living is affecting our health
- The impact of living in a rural county.

Our planned work

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

- **Pharmacy** - a review of the Pharmacy First scheme.
- **Living in a rural county** - focusing on the issues people face living in isolated areas and how they access services.
- **Care at home** - hearing the views of people who have an NHS@Home (virtual ward) package to provide care at home and how this is working for them.

A huge thank you to the 211 people who shared their thoughts with us! Find out more about [what people told us in our blog](#).

