

Championing what matters to you through difficult times

It's been another challenging year dominated by the consequences of Covid-19, but we've continued to be your champion for health and social care services and make sure your voice is heard by those who plan and run services.

Championing What Matters to You, our annual report, showcases how we've been making a difference during difficult times.

The year in numbers

In the past year (2021-22):

- **4,400** people have shared their experiences with us.
- **7,140** people have accessed our advice and information online or contacted us with questions about local support.
- We have published **12** reports and made **78** recommendations to services to make health and care better in Wiltshire.
- We have **40** volunteers helping us to carry out our work, giving **1,480** hours of their own time.

Looking ahead

As ever the work doesn't stop there. We'll be looking at how our survey, which gathered the views of patients and staff on access to GP services during Covid-19, will bring about improvements to services across the south of England.

Our priorities for 2022/23 are:

- **Primary Care** – continuing the previous year's work.
- **Mental health** – with a focus on



- learning disabilities and autism.
- **Children and young people** – sexual health.
- **Hospital discharge** – exploring the links between discharge and social care.

Catharine Symington, Interim Manager at Healthwatch Wiltshire, said: "Thank you to everyone who has taken the time to share their experiences with us during what has been another difficult 12 months.

"With the introduction of the new Integrated Care System on 1 July, there are lots of changes expected within the health and care system and we want to make sure that local people continue to play a key role in helping to shape services.

"Please keep sharing your experiences with us so that we can champion your views and needs both locally and nationally."