

Wiltshire Council

Health and Wellbeing Board

20 July 2023

Subject: Healthwatch Wiltshire Annual Report 2022/23

Executive Summary

Healthwatch Wiltshire is the independent consumer champion for health and social care. We have a legal requirement to publish an annual report and this gives an opportunity to demonstrate to local people, stakeholders, and the Wiltshire Health and Wellbeing Board the progress which has been made in 2022/23 and to look forward at our plans for 2023/24.

The Healthwatch Wiltshire Annual report highlights the range of activities that were undertaken during 2022/23 including:

- Our work with Salisbury hospital on their complaints process.
- Hearing feedback from those that have been through the continuing healthcare application process.
- Our volunteer led project reviewing GP websites and phone messages
- Our priorities for the coming year .

Proposal(s)

It is recommended that the Board:

- I. Notes the key messages from the report.
- II. Notes the contribution made by Healthwatch volunteers.
- III. Confirms its commitment to listening to the voice of local people to influence commissioning and service provision.

Reason for Proposal

Healthwatch Wiltshire has a statutory duty to promote the voice of local people with regard to health and social care services and has the opportunity to influence commissioners on the Health and Wellbeing Board. This opportunity is provided through Healthwatch Wiltshire's membership of the Board. As such it is important that the Board receive Healthwatch Wiltshire's Annual Report in order to make any comment, recognise the work undertaken to date, and confirm its commitment to listen to the voice of patients, unpaid carers and the wider community through Healthwatch Wiltshire.

Stacey Sims
Manager

The full report can be viewed here:

https://www.healthwatchwiltshire.co.uk/sites/healthwatchwiltshire.co.uk/files/HW_W_annual_report_2022_2023.pdf
