

## Healthwatch reveals year of achievements

Gathering hundreds of your health and social care stories and championing what matters to you have formed the cornerstone of a busy year for Healthwatch Wiltshire.

**A Year in Review** showcases how we've made a difference to your community and how we've helped you find the answers you need.

### The year in numbers

In the past year (2018-19):

- 966 people have shared their experiences with us.
- We have visited 23 services and attended 33 community events to understand people's experience of care.
- We have made 26 recommendations to services to make health and care better in Wiltshire.
- 141 people have accessed our advice and information online or contacted us with questions about local support – the majority asking us about NHS services (31%).
- We reached 195,989 people on social media.
- We have 37 volunteers helping us with our work, giving 839 hours of their own time.

### Changes to your community

This year, our main focus has been on listening to people's views and experiences of mental health services, with more than 300 people telling us about issues such as accessing services and long wait lists. This feedback has been shared directly with those that pay



for and provide these services, who have pledged to work more closely together to make improvements.

More than 100 people shared their views on a new health and wellbeing vision for Wiltshire. Most said that the public should take more responsibility for their own health but wanted to see an improvement in health promotion, information and education and for health and care services to be more joined up. These views

were used to create the Health and Wellbeing Strategy set out by Wiltshire Council.

We also spoke to people about their experiences of being discharged from Salisbury District Hospital. Most of the comments we received were positive, but suggestions for improved signage and clinic times have been taken on board by the hospital who, among a number of improvements, are planning a new patient information app.

Stacey Plumb, Healthwatch Wiltshire Manager, said: "Thank you to everyone who has given us their feedback this year. Our annual report shows how your comments and experiences are shaping health and social care services in Wiltshire and we are looking forward to hearing from even more people in the coming year to give them the opportunity to influence change.

"I'd also like to say a huge thank you to our dedicated team of volunteers and to all the local organisations that work with us to ensure local voices are heard."

**A Year in Review** is available on our website.