



Area Board Update - August 2016

Healthwatch Wiltshire is a local independent organisation which exists to speak up for people on health and care. If you have used a service recently then we would like to hear from you. We use what people tell us when we meet with the commissioners and providers of services to make sure that they take account of your views and experiences.

Raising a concern or making a complaint about a social care service We want to hear from you!

Have you made a complaint about a local social care service in the last months? We want to hear from local people about their experiences of making a complaint of raising a concern about a social care service. This includes care homes, care agencies, day care services or care received in your home (domiciliary care or help to live at home). We will write a report that reflects what people have said and will share it with local providers and Wiltshire Council. All experiences will remain anonymous and no personal details will be shared. If you would like to share your experiences please contact us. This is the second stage of our work on complaints. For our first report on NHS complaints, see our website link www.healthwatchwiltshire.co.uk/reports-publications.

Feedback on Your Care Your Support Wiltshire

The website aims to be the 'go to place' for information about health and care, and includes a directory of local support services, groups and societies. Recently a group of people with learning difficulties gave us their feedback about the home page and site navigation, whether it was easy to search and find the information that they were looking for. The group from Wiltshire people 1st said that a bright and colourful site makes them feel happy, the pictures and subjects they represent match up, but there isn't enough local information to help make decisions about housing. There is good information about sensory loss, and Easy Read information should be very prominent.

As a result we have slowed down the picture rotation speed at the top of the home page, changed the safeguarding image, and are working hard to convert the Easy Read documents into web pages. Work continues to match up search results to search terms and keywords that people use regularly.

Would you like to get involved? We welcome your feedback on the website as your chance to help build a really useful health and social care website fit for Wiltshire people.



www.yourcareyoursupportwiltshire.org.uk

Contact us:

Tel 01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk

healthwatch
Wiltshire

Annual Event

**Sharing Experiences of
Mental Health in Wiltshire**

Save the Date
1st November 2016

More details to follow
Register your interest at
info@healthwatchwiltshire.co.uk

