

Area Board Update November 2018

Key findings from Campervan and Comments Tour 2017

Last summer's Campervan and Comments Tour saw Healthwatch Wiltshire staff and volunteers travel 400 miles around Wiltshire to gather the views and experiences of people of all ages on health and care services.

Taking to the roads in a classic 1969 VW campervan, we parked up at a variety of locations around the county, collecting 2,077 comments during the two-week tour.

Overall, we received more positive comments than negative ones.

A full report with recommendations will be available soon.

This project was conducted under Healthwatch Wiltshire's previous provider, Evolving Communities.



What people told us...

Most people were happy with the treatment they received from their GP but were unhappy about long waiting times to get appointments.

Hospital maternity, children's and cancer services were highlighted as good, but long waits to see consultants drew negative comments.

Communication between hospitals and other services came in for criticism, and experiences of using social care services appeared to be inconsistent.

Delays in accessing mental health services were the main concern for most people, but many also said staff were helpful and treated them well.

Most people told us they were happy with their dentist and the quality of treatment they received, whether NHS or private.

