



Update for Area Boards

Focusing on Dementia

One of Healthwatch Wiltshire's (HWW) top priorities is dementia. This is because of what local people told us when we attended the 'what matters to you' events which were hosted by Community Area Partnerships and Area Boards in 2014. We held workshops across the county, where local people were invited to share their experiences of local dementia services. Over 120 people participated in the workshops. People also had the chance to take part in a one-to-one interview with a member of HWW staff or a trained volunteer.

HWW is holding further workshops for people interested in dementia services so that experiences and feedback can be shared with the people who provide those services. One of the main themes of our next workshops will be information provision. For more information or if you would like to get involved in one of the workshops please contact us or visit <http://www.healthwatchwiltshire.co.uk/wiltshire-dementia-strategy>

Quality of Local Health and Care Services

HWW has an important role in monitoring the quality of local health and care services. In order to do this effectively, we rely on local people telling us their experiences of accessing and using these services. We add this information to similar evidence that we gather from more formal sources such as The Care Quality Commission and local NHS Trusts and professionals. In this way, we can build up a really good picture of what is happening in Wiltshire. If we see that there is a trend developing - that is, many people are raising concerns about the same provider or service, we can use this information to challenge Commissioners or service providers. For example, in 2014 we noticed that there were a number of issues arising regarding dentistry - access to dentists and charging practices. We were able to use the information that local people had given us to escalate the issue to Healthwatch England and the consumer champion WHICH? who were carrying out a national campaign.

We would very much like local people to talk to us about their experiences of health and social care as it is only by speaking out that we can act to make a change.

Your Care Your Support Wiltshire

HWW, in partnership with Wiltshire Council, has developed a new health and social care information website for the public and professionals. The website was launched in April and is still in its early stage of development. We will be working with local people, voluntary and community sector organisations, Wiltshire Council and Wiltshire NHS Clinical Commissioning Group to make sure the new website has all the health and social care information you need in one place. For more information please visit www.yourcareyoursupportwiltshire.org.uk/home or if you have any feedback please complete the online form <http://www.yourcareyoursupportwiltshire.org.uk/Communication/SiteFeedback.aspx>.

If there is any health, well-being or social care information or service that you feel should be included in the website, please let us know. If you would like us to come and talk to a local group about the website then please let us know.

Volunteering with Healthwatch Wiltshire

Would you like to help improve local health and social care services? Can you help reach out to local communities and find out about their experiences as patients, carers and services users? Do you have personal experience, skills and enthusiasm to offer?

If so, why not help HWW reach out to local people, to explain and promote our work, listen to people's views and experience of health and social care and help in the improvement and redesign of future services. If you are interested in volunteering with HWW or would like more information please contact us or visit our website <http://www.healthwatchwiltshire.co.uk/content/join-us>

Contact us:

Tel 01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk