



Update for Area Boards - June 2015

Support for Unpaid Carers

On behalf of Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, Healthwatch Wiltshire (HWW) is independently facilitating an engagement project looking at support for unpaid carers. The focus is to understand whether the services on offer are meeting the needs of carers, and specifically what services would make the most positive impact to carers who require immediate support.

HWW has been working with specialist voluntary sector organisations, to engage with their members and service users. HWW ran focus groups in May to listen to carers about their experiences of caring and asked them “what would support them during a crisis in order to prevent a carer breakdown?” A survey is now available and includes the outcomes from the focus groups. If you are a carer and would like to share your thoughts please take 5 minutes to complete the survey <http://www.wiltshire.gov.uk/supportforunpaidcarers.htm>. If you require a hard copy of the survey please contact us.

The outcomes of the focus groups and the results from the survey will be used by Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, to inform what services are put in place to best support carers. HWW will collect together all the feedback it receives and produce a report that will help with the decision making process.

Patient and Visitor Feedback at the RUH

HWW worked jointly with Healthwatch Bath & North East Somerset to gather patient and public feedback about the Royal United Hospitals Bath NHS Foundation Trust. We ran a joint engagement stall in the Atrium of the hospital for a week and spoke to patients, relatives, friends and staff. We found that people were generally happy with the care provided by the hospital, and thought staff were usually doing their best, given shortages and funding limitations. The quality of food at the hospital was also praised. There were some people who recounted less positive experiences, and we were able to advise them how to raise complaints, if they wished.

Patients and visitors were concerned about parking and public transport for visiting the hospital, including the possibility of the funding of the Connect2Wiltshire service being withdrawn. Non-emergency patient transport was also the source of some complaints, with missed collections and long waits causing problems for patients. Patients also told us how problems getting appointments with their GP could lead to them using the hospital emergency department.

A full report can be found at http://www.healthwatchwiltshire.co.uk/sites/default/files/ruh_engagement.pdf. We would welcome any feedback you would like to give about a visit or stay in hospital, whether the RUH or any other local hospital.

Silver Services for Older People

HWW is currently supporting the Older People’s Health and Social Care Workshops being held in most community areas during June and July to engage with local people about their specific needs and issues. The workshops are designed to bring together older people and local organisations to highlight the positive aspects of living in their community and to identify any areas where it could be improved. The purpose of the initiative is to represent any gaps in commissioned services and to highlight opportunities where the community area could perhaps help itself with support from the Area Board. HWW is helping to promote the new information website - Your Care Your Support Wiltshire, which will begin to address previous issues regarding lack of health and care information, support services and groups and clubs. HWW will work with Wiltshire Council, NHS Wiltshire Clinical Commissioning Group and local groups to develop this information and to grow the service directory of community facilities and interest groups. For more information call Kevin Gaskin at HWW on 01225 434218.

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