



Area Board Update - September 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.

Healthwatch Wiltshire would like to learn more about how well discharge processes are working for you or the person you care for

Hospital discharge is a big topic in the news. We hear nationally about people being discharged from hospital too soon, delays if appropriate care in community settings is not available, and people being discharged without their individual needs and those of their unpaid carers being taken into account.

But what's the Wiltshire story? Healthwatch Wiltshire want to hear the experiences of patients and their unpaid carers when they are transferred between health and care settings (e.g. from an acute hospital to a community hospital bed or a care home, or back to their own home). We want to hear from Wiltshire people who have been discharged from hospital in the last 12 months, or the friends or relatives who care for them. We also want to talk to people who have used intermediate care beds in nursing homes as an alternative to going into hospital or on the way home from hospital.

As well as visiting care locations to talk to people about their discharges being planned, we have produced a questionnaire that can be accessed online or in hard copy. The questionnaire can be found here <https://surveys.wiltshire.gov.uk/snapwebhost/s.asp?k=146712036662> or paper versions can be requested from the Healthwatch Wiltshire office. We are offering one-to-one conversations on the phone or in a person's own home, if they would prefer. Would you be able to share any experiences with us?

Feedback on Your Care Your Support Wiltshire

This is an information website about Adult Social Care, and a directory of local providers in Wiltshire of services that support local people's health and social care. It is produced in partnership between Wiltshire Council, Wiltshire CCG and Healthwatch Wiltshire, and is also informed by interested stakeholder groups in the voluntary sector.

 **Your care**
Your support Wiltshire
www.yourcareyoursupportwiltshire.org.uk

This month we have been going through the oldest entries in the directory to delete out-of-date or 'uncontactable' entries. If you fund, support or regularly use services in the area, please let us know if we're missing the local group or voluntary sector organisation that you expect to find in the directory. We are also working on printable guides about care and support services in each community area by Area Board. Thanks go to the Partnership for Older People in Pewsey for starting this work in March, which allowed us to develop the idea. New pages include Extra Care Housing, Wiltshire Health & Care, and advice for Veterans. The overview of Adult Social Care page has been updated too.

Contact us:

Tel 01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk

healthwatch
Wiltshire

Mental Health & You

1st November 2016 at City Hall, Salisbury

Keynote Speaker: Karen Turner, Director of Mental Health, NHS England

Speakers, Q&A session, Exhibition Stands and Workshops

Free places must be booked in advance. Contact us or go to our website to register your interest.