



Area Board Update - November 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.

Hospital discharge in Wiltshire

We have listened to people about their experiences when they were discharged from hospital or when their care was transferred between different care settings. For most people, the system is working well and they are happy with their discharge. However, people also told us about delays, poor communication, a lack of involvement of patients and their unpaid carers, and accessing social care at home after a stay in hospital. We have shared the feedback we have gathered with the health and care partnership for Wiltshire's Better Care Plan. The partnership brings together organisations to improve 'the system'. Our report will shortly be published and available download from our website www.healthwatchwiltshire.co.uk/reports-publications/. Our next aim is to produce information about discharge or transfers of care for local people so they know what they should expect.

Feedback on Your Care Your Support Wiltshire (YCYSW)

We saw a statistic from The Social Care Institute for Excellence recently stating that over 80% of adults are online, but fewer than 2% reported a 'digitally enabled transaction' with the NHS in 2015. This month we have been out and about meeting people to improve that statistic for Social Care in Wiltshire. We have presented training and provided workshops about YCYSW to:

- a local Alzheimer's café
- a health & wellbeing group
- carers' and older people's champions
- Parent Carers
- Safer Salisbury groups and over 55's.

 **Your care
Your support Wiltshire**
Your local information and support site for Health and Social Care
www.yourcareyoursupportwiltshire.org.uk

We have signposted to articles about the mental capacity act, support to live independently, Easy Read versions of our most used pages, the telecare guide, and the screencast we made about how to use the site. We listened to Carers who said it was hard to sign up online for a Carers Emergency Card (CEC). We talked to local charity Carers Support Wiltshire who said it is quicker to process an electronic form. We signed up ourselves for a CEC to make sure the system was working, and discovered the page made some assumptions about what you do to successfully complete a CEC form. We have made the instructions about how to sign in to YCYSW, and how to access the carers emergency card form clearer and easier to follow. We haven't left out that you can still use paper and pen though.

Contact us:

Tel 01225 434218

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www.healthwatchwiltshire.co.uk

To apply for a carers emergency card online, create a profile on YCYSW, sign in, and find the steps to follow at www.yourcareyoursupportwiltshire.org.uk/health-and-social-care/carers-emergency-card.aspx.

In the words of Mrs Doyle from the TV show *Father Ted* "Go on Go on Go on: go online."

