



Area Board Update - January 2017

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.

Listening to children and young people

What better way to find out what children and young people think about health and care services than by inviting them to speak to a specially trained ‘young listener’? During 2016 Healthwatch Wiltshire worked with Youth Action Wiltshire on this innovative approach to engagement. A team of Young Listeners were supported to find out about what it is like to be a young carer, live with a special educational need, or with mental ill-health. We plan to build on the work with the Young Listeners in 2017 looking specifically at mental health and school health services. Find out more here:

[www.healthwatchwiltshire.co.uk/project/young-listeners/](http://www.healthwatchwiltshire.co.uk/project/young-listeners/)

The first ever Wiltshire Youth Summit is taking place in February. It is being planned and delivered by a team of young people working with Wiltshire Council, Healthwatch Wiltshire and Wiltshire Police, delivered in partnership with Devizes School and Wiltshire Community Foundation. Representatives are invited from all of Wiltshire’s secondary schools, special schools and colleges. It promises to be an exciting day giving delegates the opportunity to meet young people from all parts of the county, express their views on a range of issues linked to health, wellbeing, and safety and speak directly to the decision-makers.



- W I L T S H I R E -

Your Care Your Support Wiltshire (YCYSW)

Your Care Your Support Wiltshire is focused on continuous improvement. The team at Healthwatch continue to have a two-way conversation with our users. We help our community understand how to use our site, how to interact with our content and how to use the internet to solve their problems. In doing so we learn how real people approach the internet, their search for resolutions to the issues they face, and how they plan to maintain their health and independence at home. We feed this information back into our site design and content provisioning.

We have added 70 new directory entries this month, and will be adding these to pre-prepared Area Guides. New pages are coming about End of Life Care and older pages are being refreshed. The community of site users is growing, with 1000 page views on busy days, 24% of which are from users on mobile or tablet devices, 76% from desktop devices. Most of our users come from organic search, referral or direct to the site; so we might be doing more on social media during 2017.

**Contact us:**

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[www.healthwatchwiltshire.co.uk](http://www.healthwatchwiltshire.co.uk)



Your local information and support site for Health and Social Care

[www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)