

Healthwatch Wiltshire

Annual
Report

2014/2015



Healthwatch Wiltshire is a community interest company limited by guarantee and registered in England and Wales under company number 08464602. The registered office is at Unit 20, Hampton Park West, Melksham, Wiltshire SN12 6LH.

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright Healthwatch Wiltshire CIC 2015



Contents

Note from the Chair	4
Note from the Chief Executive	5
About Healthwatch	6
Our mission	6
Our strategic priorities	6
Engaging with people who use health and social care services	8
Understanding people’s experiences	8
Enter & View	10
Providing information and signposting for people who use health and social care services	11
Helping people get what they need from local health and social care services.....	11
Influencing decision makers with evidence from local people	13
Producing reports and recommendations to effect change	13
Putting local people at the heart of improving services	13
Working with others to improve local services	14
Impact Stories	16
Public Consultation On Dementia Services.....	16
Your Care Your Support Wiltshire.....	18
Our plans for 2015/16	20
Opportunities and challenges for the future	20
Our governance and decision-making	21
Our board	21
How we involve lay people and volunteers	21
Financial information	22
Contact us	23



Note from the Chair

Chris Graves



One of the first tasks of the new year is to prepare our annual report for the preceding year. Whilst we are eager to get on with the business of the new year it is helpful to spend some

time reflecting on what went well and what didn't work out according to plan the year before. It's this reflection which helps to make sure that we are always challenging ourselves. I like to describe it as 'holding the mirror up to ourselves'. My analysis of 2014/15 is that it was a tremendously successful year. It was our first full year of operation and we reaped the benefits of having a committed Board of Directors with clear strategic focus, a team of excellent volunteers, and a very able staff. You will see as you read through this, our second, annual report that we have made significant headway in achieving our aims. I would like to thank everyone who has helped to bring Healthwatch Wiltshire to where it is today.

I am delighted to recommend this annual report to you but rest assured we are not complacent about the future. We have, all of us at Healthwatch Wiltshire, worked very hard to set up and develop the organisation to what it is now. I know that our reputation, credibility, and independence have been hard won and we must continue to work hard to retain these precious attributes of Healthwatch Wiltshire. This depends on fulfilling our statutory activities, engaging in a meaningful way with local people, challenging

commissioners and providers in a constructive way, and demonstrating our impact.

Local Healthwatch are not political organisations but we all know that the state of health and social care (which is our business) was one of the biggest issues in the recent General Election. We know, from our own work, how passionately local people feel about this and we see too the pressures on health and care. Local people rely on Healthwatch Wiltshire to speak up in the places where it matters: at the Health and Wellbeing Board, the Council's Health Select Committee, both the adult and children's safeguarding boards, and the various other groups which see commissioners and providers make decisions about the services you use. You can be sure that when we are in these forums we are there for YOU! So, talk to us. Tell us what's important to you and what it's like to use health and care services. Remember that your voice, is our voice.



The Board of Directors



Note from the Chief Executive Emma Cooper



This is our second annual report and describes our work during what has been our first full year of operation as the local Healthwatch for Wiltshire. I hope you will see that during 2014/15

we were 'firing on all cylinders'! Together with our volunteers and partners we can with confidence and pride say that we are an effective local Healthwatch. Indeed an independent review of the Health and Wellbeing Board found that Healthwatch Wiltshire is professionally led and has built good relations with the community it serves.

During 2014/15 we started to demonstrate our impact through a number of pieces of work: review of NHS complaints; the public consultation on specialist dementia hospital care; service user involvement in the new information website; integration of health and care; and the establishment of a Wiltshire Quality Surveillance Group.

All of this has given us the opportunity to talk to local people about what matters to them which then gives us the evidence we need to influence commissioners and providers of services.

Alongside this work we have developed two main areas of focus. The first is in relation to our duty to inform and signpost people on health and care. Throughout 2014/15 we talked to many people about information and learned about their frustrations and ideas. It is therefore very pleasing to start the year with a new information website for Wiltshire. This will go a significant way towards making sure that people have the information they need.

The second area is our engagement programme which sees us out in Wiltshire communities talking to local people about a wide range of issues. We rely heavily on our team of very capable and committed volunteers to deliver our engagement programme. A big thank you to them all!

We start 2015/16 on a firm footing which puts us in an excellent position to continue to deliver a quality local Healthwatch service on behalf of local people.



The Healthwatch Staff Team



About Healthwatch Wiltshire

We are here to make health and social care better for ordinary people in Wiltshire. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care. We are uniquely placed as a network, with a local Healthwatch in every local authority area in England. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their work.

Our mission

As the local Healthwatch for Wiltshire our mission is to fulfil the statutory duties which are set out in law (the Health and Social Care Act 2012). These include promoting and supporting the involvement of local people in the commissioning, delivery, and scrutiny of local health and care services. Whilst we carry out our own engagement activities to find out what people's views and experiences are, we also challenge commissioners and providers to provide opportunities for involvement. This is important as we are a small organisation and so influencing others is a critical part of our role.

Another way by which we deliver our mission, given the size of our organisation, is through

working in partnership. We are pleased that during 2014/15 we developed our joint working with local voluntary sector and charitable organisations (VCS). Local VCS organisations are well placed to reflect the voices of their members and service users. Healthwatch Wiltshire is finding its place in the local VCS infrastructure and demonstrating the value it can bring.

A well informed community is a powerful one. An important part of Healthwatch Wiltshire's mission is to ensure that Wiltshire people have the information they need to form opinions and to make choices about health and care services. This includes making sure that people have the facts about important commissioning decisions so they can take a view. We also know that people have a thirst for good quality information about local services. Healthwatch Wiltshire is starting to meet this need through its partnership work with other organisations.

Our strategic priorities

Our priorities were set in 2014 for the period until March 2016. They were developed as a result of talking to local people in their communities. Healthwatch Wiltshire attended each of the 'what matters to you' community events hosted by Wiltshire's eighteen Area Boards and Community Area Partnerships in 2014. We also listened to what our volunteers had to say, as well as people who attended all the other forums we were represented at.



Our five strategic priorities take account of our statutory duties as it is fundamentally important that we fulfil these.

Dementia is a priority for us because it's 'everyone's business'. Approximately 6,512 people are living with the disease in Wiltshire and thousands of others are affected through their caring role. Our work has focused on delivering our own engagement activity, working in partnership with local specialist charities, and monitoring the implementation of the Wiltshire Dementia Strategy.

There is a national as well as a local drive to integrate health and social care for older people (known as 'Better Care'). We are taking a particular interest in this, both at a strategic level as well as carrying out our own engagement activity. We want to understand the experience of patients and carers of using the 'system' and whether parts of the system are working well together (for example, health and social care).

One of our statutory duties is information and signposting. We know through our own work in Wiltshire communities that people struggle

to find the information they need, when they need it, about health and care services. That's why this is one of our priorities for 2014-2016.

During 2014/15 we carried out a big piece of work on complaints. This was to feed into work which Healthwatch England was doing. We wanted to find out what the local experience was of making complaints about health services and to make sure that the voice of Wiltshire people was heard nationally. We took our report to the Wiltshire Health and Wellbeing Board which agreed our recommendations. We are now implementing our recommendations and pressing others to do the same.

Last but not least is our fifth priority which is focused on monitoring the quality of local health and care services. Healthwatch Wiltshire has a statutory role in scrutinising services and enabling local people to monitor the standard of provision. As a result we have been collecting our own evidence, raising issues with commissioners and providers, and pressing for positive change.



Healthwatch Wiltshire's Dementia Friends Training for Volunteers



Engaging with people who use health and social care services

Understanding people's experiences

We rely on what local people tell us about their experiences of health and care services because we use this information to influence both the delivery of services today and the design of services for tomorrow. We gather people's views and experiences through a variety of ways. This includes working in partnership with the local voluntary and community sector (VCS). The VCS can be in a good position to tell us about the experiences of their members and service users. In particular the VCS can help reflect the experiences and obtain the views of groups of people who can be harder to reach through traditional engagement activity.

During 2014/15 we carried out the following activity to obtain information about people's views and experiences:

Wiltshire is a large rural county and for a small organisation like Healthwatch Wiltshire it can be a challenge to get out to all areas. The Wiltshire Community Area Board structure has proved useful as it has given us an opportunity to get out to all eighteen areas on numerous occasions. During 2014/15 we joined in with local community events called 'what matters to you' to discuss the main health and care issues highlighted in the Joint Strategic Assessments. These were very useful forums for us to find out what's important in community areas and the information was used to directly inform our strategic priorities. We have also attended Area Board meetings

to hear about the plans for integrating health and care (Better Care) and NHS Wiltshire Clinical Commissioning Group's Five Year Plan. We always try to send a member of the organisation (staff, volunteer, or director) when there is an agenda item on health or social care. The really valuable part of these meetings is hearing what local people say.

Two of our strategic priorities in 2014/15 are relevant to older people: dementia and also the integration of health and social care (Better Care). We have invested a lot of resource into finding out about people's experience of dementia through our partnership work with local VCS groups and through our own engagement activities. This started with workshops to support the public consultation on the Wiltshire Dementia Strategy.

Local people told us that they wanted to be kept informed and remain engaged in the implementation of the Dementia Strategy. We set ourselves a challenge to engage with one hundred people throughout the life of the five year Strategy. With the help of our VCS partners we held the first tranche of workshops in early 2015.

In addition to this, we independently facilitated the public consultation on the future permanent location of specialist dementia hospital care. This piece of work brought us into contact with hundreds of local people including people living with dementia and their carers.



This work was used to influence an important commissioning decision. It also gave us a lot of information about people's views and experiences of dementia services. Our reports on this work are available for anyone to read. You can find them on our website or contact us and we will send you a copy.

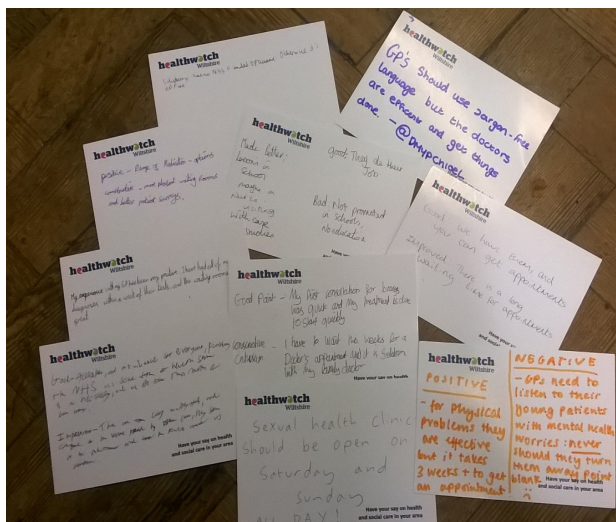
One of the things we have learned through our work is that if we are serious about reaching 'seldom heard' people then we can't rely on them coming to our meetings and events. Instead we must engage with them where they are using health or care services. This may be at a hospital, in a care home, or in a support group run by a local charity. During 2014/15 we started our engagement activity in hospital settings – both acute and community. This included people who were using specialist dementia hospital care. We have visited people who live in care homes (both through our 'enter and view' pilot visits and through the Better Care project). We have worked with Community First, Wiltshire's rural

community council, to reach people in their own homes (through the Good Neighbour Scheme and Community Organisers). This has provided us with a great opportunity to hear first-hand from local people.

At the beginning of 2014/15 we started a new project to gather the views of children and young people in Wiltshire. We contracted Wiltshire's 'voice and influence team' which has a specialist role in supporting the participation of children and young people. Through this project the team was able to promote and raise awareness of Healthwatch Wiltshire and to find out what are the important issues for children and young people. The project will finish in May 2015.

Whilst we are pleased with what we have achieved in 2014/15 we have ambitions to do much more in 2015/16. There are many people in Wiltshire whose voices go unheard and we will be turning our attention to plans to reach different groups of people next year.

**"Every Person counts.
Every person's experience counts"**



Child feeding the gobby bin her views



Enter & View

Local Healthwatch organisations have legal powers to go into health or social care services to check the quality of those services. Our focus is on listening to service users, patients and unpaid carers to find out about their experience. This is called the power to 'Enter and View' and extends to care homes, GP and dental practices, and hospitals. Healthwatch Wiltshire regards its 'Enter and View' power as an important way, but not the only way, to check the quality of services from the perspective of the people using the service.

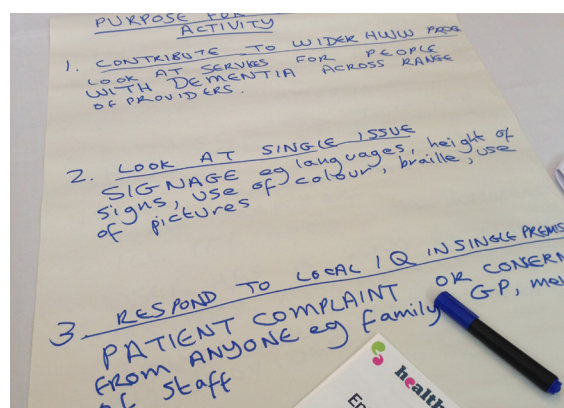
"It is important that we visit with the positive intention to celebrate the good practice"

Healthwatch Volunteer

During 2014 we set up a group, chaired by one of our Directors and including staff and volunteers, to prepare our 'Enter and View' policy and operating procedures. This included training our 'authorised representatives' who are specially chosen volunteers. We decided to carry out pilot visits to care homes to test out our approach. We went to talk to members of the Wiltshire

Care Partnership, which is a member-led organisation for providers of residential, nursing, and domiciliary care in Wiltshire. We explained about our Enter and View powers and members offered for us to carry out visits to their care homes as part of a pilot. We carried out three such visits which provided us with valuable learning about our approach and also an opportunity to speak to people who live in care homes to find out about their experiences of the service.

Other than the preparation work described above, Healthwatch Wiltshire did not carry out any Enter and View activity. We are now in a confident position to respond to a decision to carry out an Enter and View visit should we believe it is necessary.



Healthwatch Wiltshire Enter and View Team



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch Wiltshire has an important role in providing information and signposting for people who use health and care services. We believe very strongly that a well-informed public is a powerful one. We believe that Wiltshire people deserve good quality information about local services. This will allow them to make informed choices and form views about important decisions. Also, people have a right to information that is accurate, accessible and up-to-date. In all of these areas Healthwatch Wiltshire has much to report for 2014/15.

"It is important that people get support before things get really bad, this needs a proactive approach"

Carer from Westbury

To this end we have, during 2014/15, shared information in various formats and forums about dementia including through the public consultation on the location of specialist hospital care. We have also shared information about the integration of health and social care (Better Care) for older people.

Over 330 Recipients of the Healthwatch Wiltshire Monthly Newsletter



We believe very strongly that a well-informed public is a powerful one.

Whilst we have a role in providing information we also encourage and press others to provide good quality and accessible information. Commissioners and providers have a responsibility to inform the public about their services. If we believe that they need to make improvements to the information they provide, we will challenge on behalf of local people. Our extensive work on complaints is a good example of when we have found information to be variable in quality and accessibility. We recommended that there need to be improvements and this was agreed by the Health and Wellbeing Board (see our impact case study).

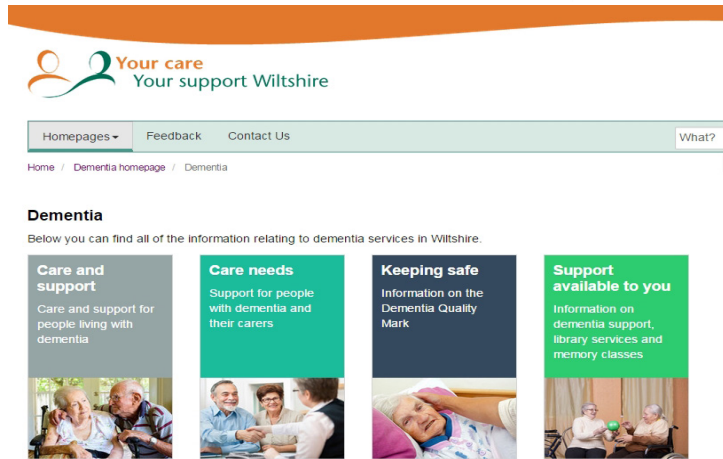
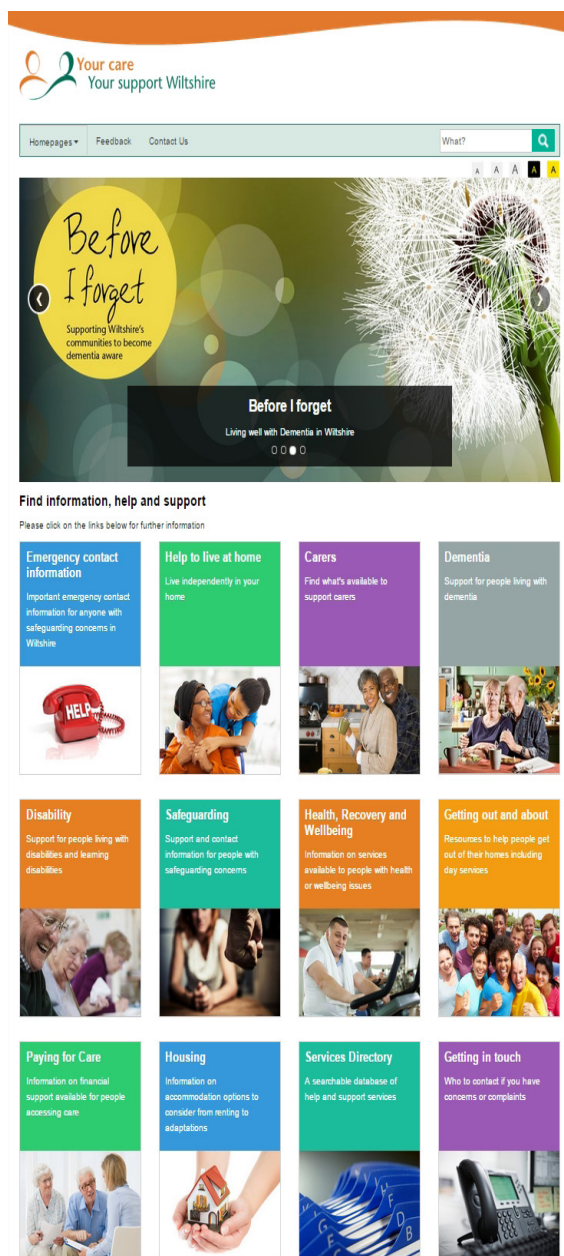
As more people learn about our role we are finding that we are contacted regularly by members of the public who want to raise issues or simply find out the answer to a question about services. When we receive enquiries we carry out a signposting role. So, for example, if someone has had a poor experience of a service we will signpost them to information to help them make a complaint including to Wiltshire's NHS Complaints Advocacy service. During 2014/15 we took a relatively large number of calls about transport for medical appointments. We were able to advise about the services available as well as register poor experiences of those services.



We know from our own work in community areas that people often struggle to get the information they need when they need. For this reason, and because we have a statutory role to provide information and signposting, we decided to work in partnership with Wiltshire Council on a new website.

The new website is set up to provide information about health and social care services.

It is called 'Your Care, Your Support Wiltshire'. Leading up to the website going 'live' Healthwatch Wiltshire involved local people in a number of focus groups to find out what they would like to see included on the site. We also asked people to test the site prior to it going 'live'. There is still much work to do to develop the site and make sure that it meets the needs of local people. This will continue to be one of our priorities in 2015/16.



<http://www.yourcareyoursupportwiltshire.org.uk>



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

One of Healthwatch Wiltshire's statutory roles is to make reports and recommendations about how local services could or ought to be improved. To this end we rely on our engagement work to evidence people's experiences of services. We also call on other partners to share information about the quality of services (for example, local voluntary and community sector organisations). During 2014/15 we prepared a number of reports:

- People's experience of the Better Care 'discharge to assess' pilot
- Patient's experience of an ECG pilot
- Reports on Dementia (strategy and services)
- NHS Complaints
- Outcomes of user involvement and testing of information website

We aim for our reports to be easy to read and understand. They are written for local people as well as commissioners and providers of services. All our reports include important information about service user, patient, and carer experiences and most include clear recommendations to suggest how services could or ought to be improved. We take our recommendations to the appropriate body and ask how they will respond. We are pleased to say that our reports have been well received and all recommendations approved. For example, all our recommendations for a new information website for Wiltshire were

agreed by Wiltshire Council and used to shape the look, feel and content of the new website. Our recommendations on complaints were also agreed by the Health and Wellbeing Board. This will allow us to go forward and work with local acute Trusts to make sure their complaints information is fit-for-purpose

Putting local people at the heart of improving services

We believe that the best way to ensure service improvement is to involve the people who use those services. Whilst Healthwatch Wiltshire has a role in providing such opportunities it is also the responsibility of commissioners and providers. In some cases we will provide advice and guidance about what represents good practice.

We challenge and encourage commissioners and providers to set out their plans for involving local people in the commissioning, provision and management of local services. Sometimes it is helpful to work in partnership to achieve this. So, for example, in 2014 we agreed to work with the Great Western NHS Foundation Trust on a listening event so that we could find out about people's experiences of adult community health services. We also adopted a partnership approach to support the consultation on the Wiltshire Dementia Strategy (working with NHS Wiltshire and Wiltshire Council). A further example of Healthwatch Wiltshire's role in supporting the involvement of local people is our independent facilitation of the public consultation on service change (in relation to specialist dementia hospital care).



Alongside all this we have ensured that the Wiltshire voice is represented at the South West Clinical Senate. The Senate serves as the collective “conscience” of health and social care and aims to develop high quality and sustainable health for the population of the South West. The role of the Senate is to:

- provide a forum where collective knowledge, advice and intelligence on health and social care issues can be shared and advice provided to commissioners
- provide a mechanism for increased participation from clinicians and service users
- support service reconfiguration where appropriate and improve the quality of health and social care across the South West

A Healthwatch Wiltshire volunteer was elected to the South West Clinical Senate to represent patients and the public. During 2014/15 the discussions have included:

- the 5 top public health interventions the Senate would recommend for adoption by NHS organisations
- and
- how should emergency surgical services be configured in the South West.

The Wiltshire Health and Wellbeing Board brings together the NHS, public health, adult social care and children’s services, including elected representatives and Healthwatch Wiltshire. It exists to plan how best to meet the needs of the Wiltshire population and tackle local inequalities in health and care. Healthwatch Wiltshire is represented on the Board by our Chair. We have an equal place on the Board and we are invited to contribute to the agenda for all meetings. Our aim is to use

our place effectively by speaking up for local people.

During 2014/15 the work of the Health and Wellbeing Board was independently assessed by a ‘Peer Challenge Team’. Healthwatch Wiltshire was pleased to be invited to participate in the Peer Challenge which included working with the organisers to ensure the input of lay people. We regarded it as a good opportunity to get feedback about our development and effectiveness as a new organisation. We were very encouraged that the Peer Challenge Team reflected some very positive observations about our effectiveness on the Board. For example, it commented on our broad work programme and the impact that we had made through this work.



Working with others to improve local services

One of our statutory duties is to formulate views on the quality of services and we draw on a range of information sources to help us do this. This includes the outcomes of engagement with patients, services users, and carers as well as reports on the quality of their services from providers. We have a non-voting place on Wiltshire Council’s Health Select Committee which has a role in scrutinising services based on the reports and evidence it receives. Through this we have made a significant contribution to a number of task groups including dementia and Help to Live at Home.



All of this information is used by us as evidence of the quality of services, from the perspectives of local people. We take this evidence to the regulators, commissioners, and providers to improve services.

Healthwatch Wiltshire's Top 3 Issues



Social Care

We have been working hard to develop our constructive and collaborative relationship with the Care Quality Commission (CQC). The CQC is the regulator for health and care services. We have agreed 'ways of working' which include regular sharing of information to ensure that patient experience is available to support inspections. During 2014/15 we did not make any recommendations for the CQC to undertake a special review or investigation and therefore, none were carried out.

One of the recommendations we made to local commissioners was for the creation of a Wiltshire Quality Surveillance Group. We were encouraged that our recommendation was agreed. The group includes Healthwatch Wiltshire, the CQC, and commissioners. The purpose of the group is to share information about the quality of services and discuss any actions which need to be taken.

Healthwatch Wiltshire's Top 3 Issues

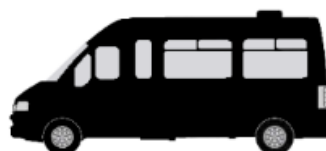


Primary Care

Through this group Healthwatch Wiltshire has shared concerns, passed to us by local people, about a range of services. In addition to this group, Healthwatch Wiltshire is a member of a wider area Quality Surveillance Group which is led by NHS England.

The Government has put in place directions which impose legal requirements on providers of health and care services. These directions say that when a local Healthwatch makes a written request for information then this must be provided within 20 working days. We are required to report on all such requests for information in our annual report. We are encouraged by the fact that when we request information it is provided to us. During 2014/15 there were no providers or commissioners who did not respond to our requests for information.

Healthwatch Wiltshire's Top 3 Issues



Transport

We have a role in supporting Healthwatch England in its national role. We do this by providing it with our reports, recommendations, and with intelligence. During 2014/15 we provided information on people's experiences of accessing primary care (in particular dental services). We also provided information on our experiences locally in supporting consultation on service changes for specialist dementia hospital care.



Impact Stories

Case Study One

Consulting on specialist dementia hospital care and monitoring the dementia strategy.



During 2014 a Wiltshire Dementia Strategy for 2014-2021 was put together by Wiltshire Council and NHS Wiltshire CCG . This sets out the wider vision and plans for supporting people to live well with dementia in Wiltshire. The vision is to provide care in the home setting as far as possible. However, there are times when those with severe dementia may need to use specialist services in a hospital setting. About 120 people require this service in Wiltshire each year.

The Clinical Commissioning Group (CCG) wanted to take a decision about the future permanent location of specialist dementia hospital care and needed to consult on three options. As dementia is one of our priorities, we decided to bid for the contract to facilitate an independent public consultation on the possible location of this specialist care. We decided this was a good opportunity for us to engage with local people so that they could

have a say in the decision making process. We won the contract through a competitive process but we set some conditions – that we had full editing and publishing rights for our report and that the consultation period was extended to allow for the Christmas holidays.

Who did we talk to?

The consultation ran from 1 December 2014 to 10 March 2015. We reached a lot of people during the period:

- Carers, people with dementia, and the general public
- People with learning disabilities
- People who are using specialist hospital services for dementia (including in-patients and their family and friends)

How did we engage?

- Public meetings
- One-to-one interviews
- Online and offline survey
- Memory groups and cafes
- Day centres
- Community groups and groups run by local charities

“Its good that they are asking people - in the end it will all come down to money”

Carer from Chippenham





How did we communicate the voice of those who took part?

We gathered together everything that people had told us, added this to the results of the survey and wrote a report. We did not make any recommendations but fairly represented the opinions of all who had taken part. This was important as there was some difference of view about the options across the county. The report was presented to the CCG and was used to support their final decision.

Local People influencing the decision makers

This is a good example of how local Healthwatch can help inform local people and enable them to have a say in the way that services are commissioned at a local level.

All the information can be found here: http://www.healthwatchwiltshire.co.uk/sites/default/files/healthwatch_wiltshire_report_consultation_on_dementia_hospital_care.pdf

Local People also shared other relevant experiences and views with us about dementia services more generally. We were pleased to gather this important information into another report which we took to the Wiltshire Dementia Delivery Board and the Health and Wellbeing Board. We recommended that the action plan for the Dementia Strategy was refreshed to take account of what local people had told us and this was agreed. The report can be found here: <http://www.healthwatchwiltshire.co.uk/sites/default/files/dementia.pdf>

215 Members of the Public

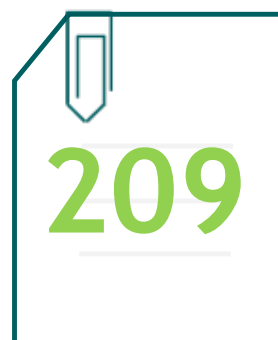
Talked to
82
people living with dementia



Talked to
124
people caring for someone with dementia



129
Interested people at our workshops



Completed surveys



Case Study Two

Information Website



Why did we decide to do this piece of work?

People often tell us that they struggle to find the information they need (about health and social care) in one place when they most need it. As a local Healthwatch providing an information and signposting service is one of our statutory duties. In addition, The Care Act 2014 said that each Local Authority had to establish and maintain a service for providing local people with information about health and care so that they can make informed choices. We therefore decided to work with Wiltshire Council so that we could combine our resource to build a Wiltshire health and social care information website. We also involved NHS Wiltshire Clinical Commissioning Group. The website went live early in 2015 and provides a 'one stop shop' for health and social care information. HWW is responsible for user involvement and content management. You can see the website by clicking on this link: <http://www.yourcareyoursupportwiltshire.org.uk/home/>

Who did we engage with?

We wanted local people to be involved in the development of the website. So, over 2014/15 we ran focus groups so that local people could tell us how they wanted the site to look and what information they would like to see. These groups included people with disabilities, sensory impairments, mental health service users and carers.

What did we do with our evidence?

We prepared a report based on what local people had told us. You can find the one from 2014 here http://www.healthwatchwiltshire.co.uk/sites/default/files/wiltshire_online_health_and_social_care_website_user_feedback_report_1.pdf

We made a number of recommendations about technical issues, content, accessibility, and user involvement. We asked Wiltshire Council (who was buying the website) to accept all our recommendations before we agreed to enter into the partnership. The Council agreed. We have been working hard with all our partners to get the website launched, to get out into communities to promote it, and to populate the content. We have already begun to go out and engage with people across Wiltshire to see what they think of the site and how they would like to see it grow.



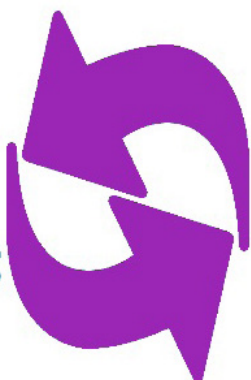


How has this helped improve people's experiences?

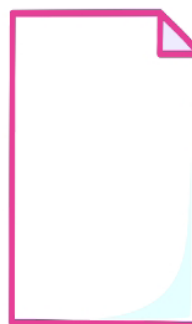
We are already receiving positive feedback about the website. People have a real thirst for accurate and accessible information about health and social care from a reliable and trustworthy source. We are also receiving feedback about what's missing and what can be improved. Together we are working hard as a team, along with our partners, to make sure that the website meets the needs of local people. We are also developing information in alternative formats such as podcasts, videos, interactive guides, and in hard copy format.



Over 30% Are Returning Users



41,000 Page Views



Top Website Topics

- **Help To Live At Home**
- **Dementia**
- **Learning Disabilities**
- **Paying for Care**
- **Safeguarding**

Your care, Your support Wiltshire Website Statistics, April - June 2015



Our plans for 2015/16

Opportunities and challenges for the future

During 2015/16 we will continue to push forward with our priorities:

- Integration of health and social care for older people (Better Care)
- Dementia
- Information and signposting
- Quality of services
- Complaints

Later in 2015 we will review our priorities and propose a new set for 2016-2018. We will take the opportunity to consult with local people, our volunteers, and stakeholders on our priorities for the new period.



Our New Quality Checkers From Wiltshire People First



Our governance and decision-making

Our board

The strategic decisions about Healthwatch Wiltshire are taken by its Board of Directors. Healthwatch Wiltshire is a Community Interest Company which means that it is a social enterprise. It is registered at Companies House. The Board of Directors are: Chris Graves (Chair); Paul Lefever; Ann Merrills; Steve Wheeler; and Patrick Wintour. The Board was appointed in 2013 for a term of three (plus one) years. The Directors have brought a wealth of experience and skills to the organisation during the important set up stage and then in setting the strategic priorities.

We will be advertising for some new Directors during late 2015 and 2016 as the current Board comes to the end of its term of office.

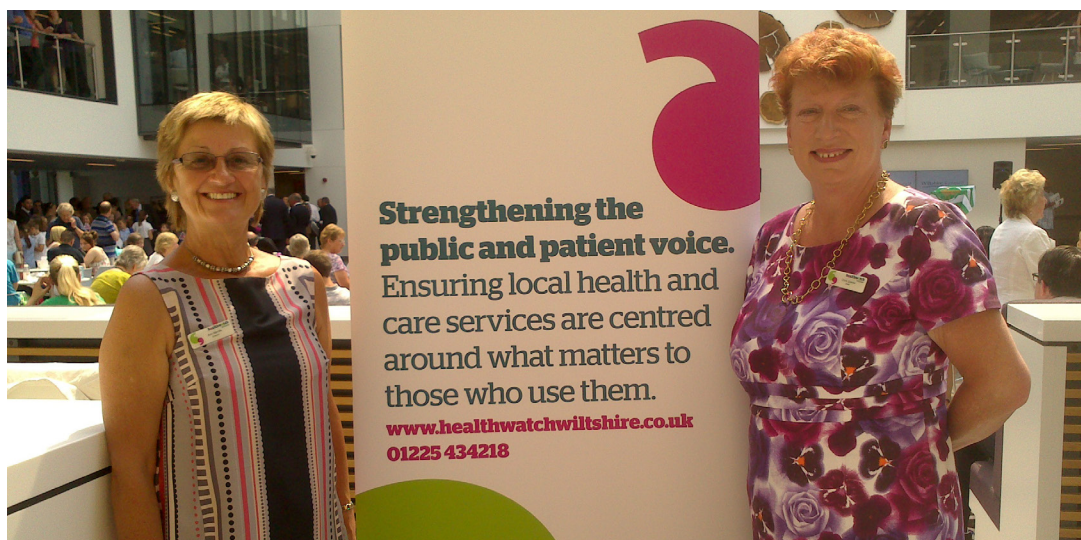
How we involve lay people and volunteers

Healthwatch Wiltshire is committed to involving lay people and volunteers in our

work. Our Board is made up of lay people who have a special interest in health and social care. During 2014 we focused on recruiting over fifty volunteers. Our Board and volunteers play an important role in representing the organisation in Wiltshire's communities and also engaging with local people.

Our 'relevant decisions' are about our strategic priorities and our work plans. These decisions are informed and influenced by what lay people and our volunteers tell us is important to them. These are the steps we took to involve lay people and volunteers:

- Public meetings including Community Area Board 'what matters to you' events
- Volunteer learning and development sessions
- Lay people on our Board of Directors



Ann Merrills, Director, and Chris Graves, Chair



And now for some numbers

Engagement

We created 156 opportunities for people to share their views and experiences

14 visits to services to support the Better Care Plan including over 50 interviews

Dementia Engagement

3 Public meetings

35 interviews

23 other meetings

209 Survey responses

Over 200 people at our workshops and public meetings

Volunteering at Healthwatch Wiltshire

Volunteers

5 new volunteers joined us. That's 48 all together

16 dementia friends at Healthwatch Wiltshire

24 volunteers trained in community engagement techniques

13 volunteers trained in interviewing techniques

28 'authorised representatives' for Healthwatch Enter and View

Influencing Commissioners and Providers of services

7 reports published, most of them with recommendations which have been agreed

100% attendance at:

Health and wellbeing Board

Health Select Committee

Wiltshire Adult Safeguarding Board

Wiltshire Childrens Safeguarding Board

Communication

24,100 hits on the Healthwatch Wiltshire Website

474 Tweets

Monthly Newsletters sent to 336 Stakeholders





Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		205,000
Additional income		127,944
Total income		£332,944*

EXPENDITURE		£
Office costs		43,220
Staffing costs		196,748
Direct delivery costs		75,786
Total expenditure		£315,754*

*Figures produced prior to Preparation of Financial Statements for year ended 31 March 2015





Contact us

Get in touch

Healthwatch Wiltshire

Unit 20

Hampton Park West

Melksham

Wiltshire

SN12 6LH

01225 434218

info@healthwatchwiltshire.co.uk

www.healthwatchwiltshire.co.uk

@HWWilts

Thank you

Healthwatch Wiltshire would like to thank all of those people it has worked with for their help over the past year. We would especially like to thank all of those local people who took the time to tell us their experiences and views of health and social care services.

