



October to December 2019



About us

About Healthwatch Wiltshire

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen.

Our Priorities

Our Priorities for 2019/20 are:

Mental health

- Listen to adults, children and young people to hear their experiences of mental health services, and to ensure patients are involved in service redesign.

General Practice

- Keep local people informed and involved with changes happening within GP surgeries.

Adult Social Care

- Listen to experiences of Wiltshire Council's Adult Social Care Advice and Information Service and the Reablement Service.

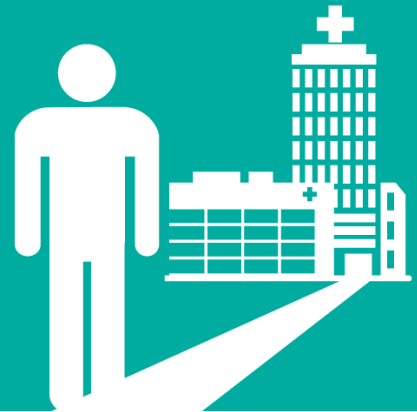


Highlights

Welcomed 1 new Board Member



Spoke to 925 people



Recruited 4 new volunteers



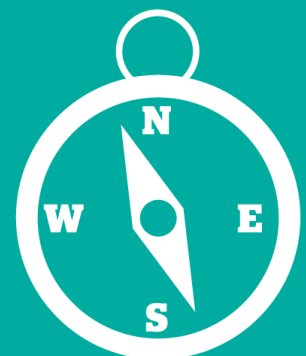
Spoke to 99 people as part of our Military Families project



Published 1 report



Two of our Community Cash Fund projects came to an end



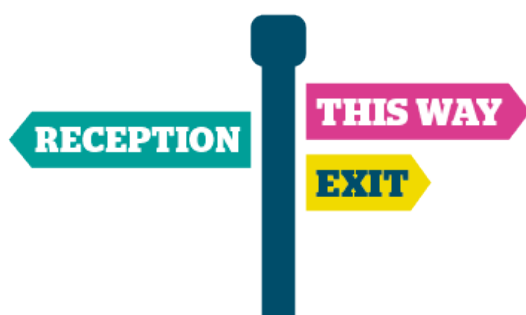
Talking & listening



Attended **44** events

...and **23** meetings or forums

We spoke to **925** people



21 contacts given information and signposted through the Healthwatch Wiltshire Helpdesk...

...with an average call time of **20** minutes

29 volunteers were involved...

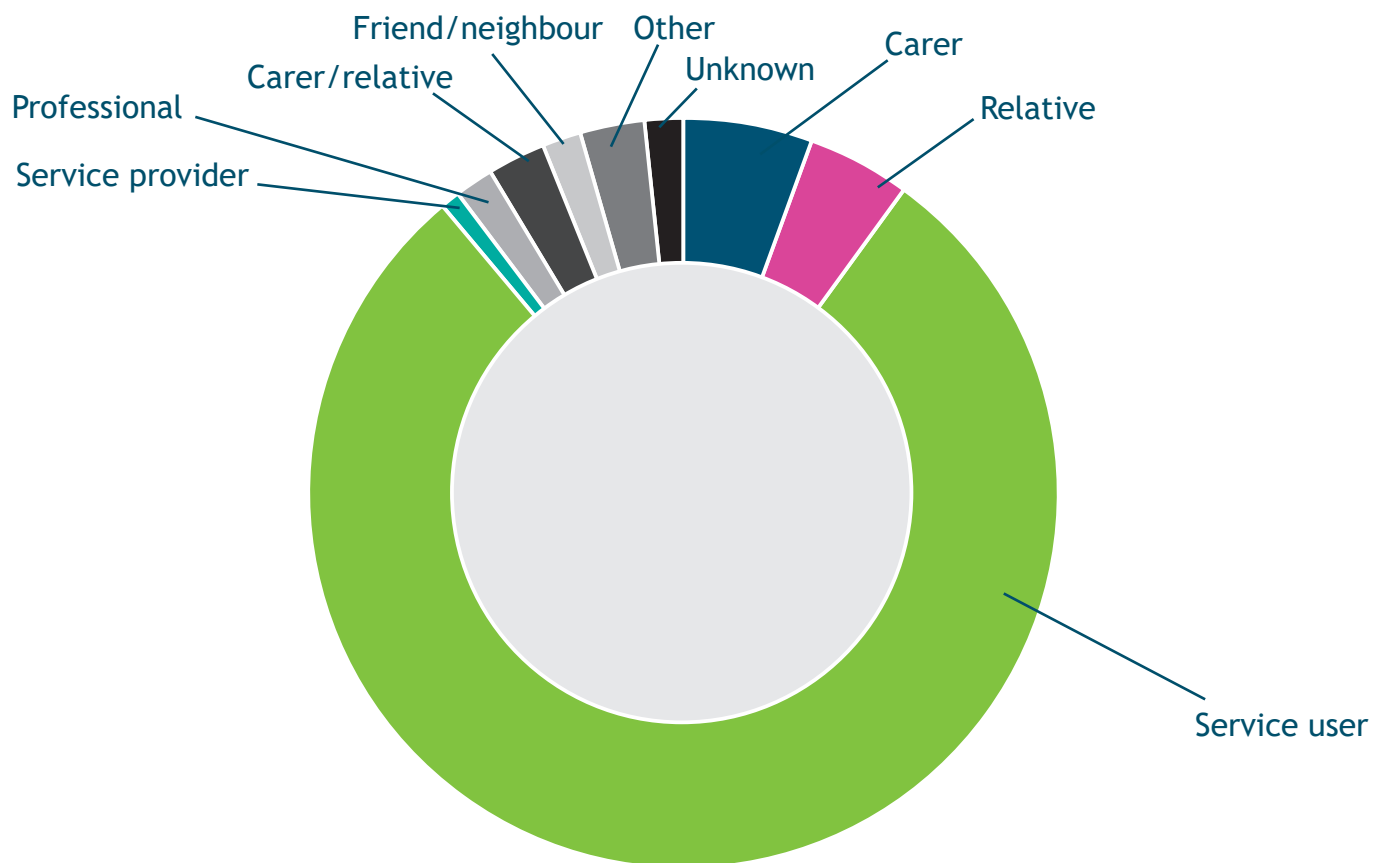
...and volunteered over **498** hours



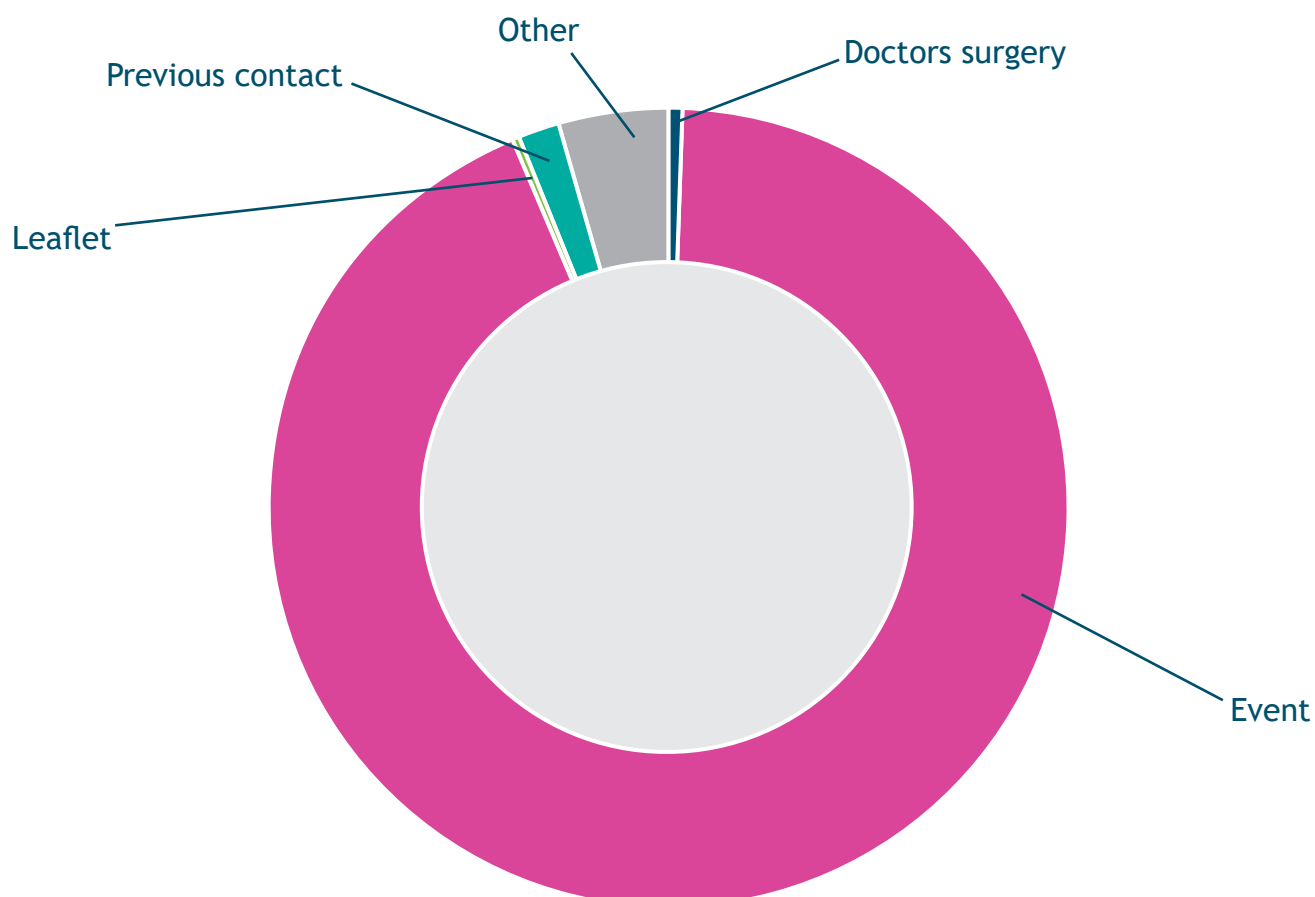
314 social media posts...

...reached **66,995** people

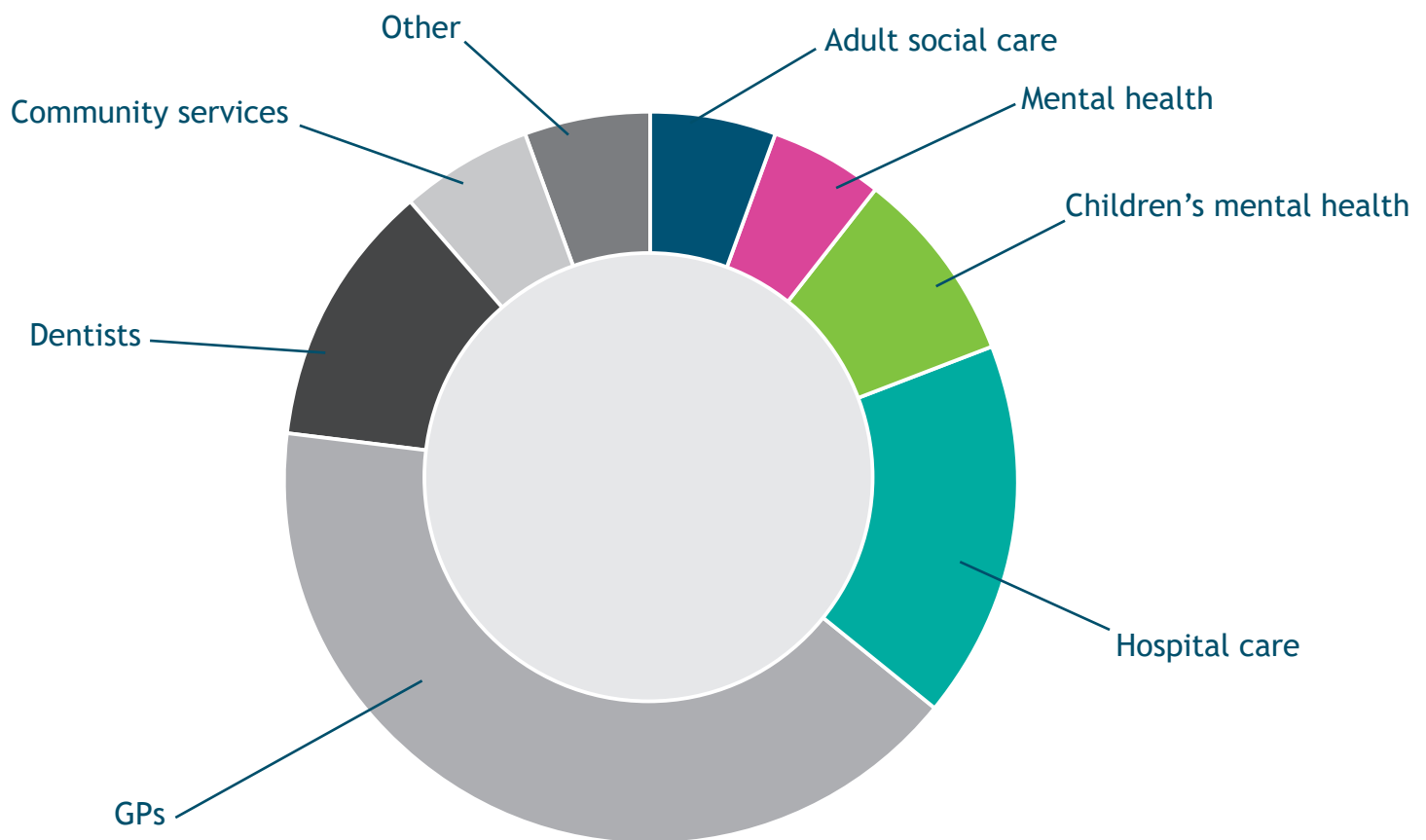
Who shared their experience with us?



How did people hear about us?



What services did people speak to us about?



Most talked about... what did people say?

| Service | Positive | Negative |
|---------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| GPs | Dignity and respect Staff attitudes Standard of treatment | Getting an appointment Wait times Communication to patients |
| Dentists | Standard of treatment Staff skills and attitude | Wait times Communication to patients |
| Hospital care | Staff attitudes Quality of treatment | Wait times Communication to patients |
| Mental health | Standard of treatment Staff attitudes | Standard of treatment Staff attitudes Choice Getting an appointment and follow up |

Our work

Share your views on Adult Care Helpdesk

People have been sharing their experiences of using the Advice and Contact service at Wiltshire Council, also known as the Adult Care Helpdesk. This is a service that provides information, advice and guidance on a range of local care and community support services.

Surveys are being sent out through the team to people that have been in touch with the

service, on specific dates chosen by us, and there is also an online version that can be completed by anyone who has been in touch with the team.

You can leave your feedback about using the service by clicking on the survey links at www.healthwatchwiltshire.co.uk/have-your-say

Military families survey gathers 99 responses

Our research team of volunteers are looking at how military families access health and social care services in Wiltshire.

Ninety-nine people associated with the military have shared their views with us on accessing services, mental health support and continuity of care.

Since September, our volunteers have visited many locations and events across Wiltshire aimed at military families and veterans to hear their experiences of using health and care services. Thank you to everyone that took the time to share their views with us.

The findings are now being analysed and a report will be available sharing what people told us in the spring.



Hearing your views on Improved Access scheme

We've been taking a closer look at the Improved Access Service, which sees GP surgeries working together to provide more routine appointments in the evenings and at weekends.

We visited a range of GP surgeries across Wiltshire during daytime, evening and weekend hours and spoke to 173 people about their experiences.

We also carried out a mystery shopping exercise, calling surgeries to ask about weekend and evening appointments.

Finally, we distributed a survey for staff which aimed to gather their views about the service. 85 staff members completed the survey.

Our report highlighting what people told us is due to be published in January.

Young people give their views on services

We have been out and about talking to young people aged 16-25 about the work that we do and gathering their feedback about local health and care services.

We have been visiting schools and colleges to speak to Health, Care and Early Years students to talk about the importance of giving feedback in a health and care setting. We then ask if they know what services are available to them in their community and what they feel is needed to support their physical and mental health.

Between October and December, we visited Chippenham College and the Princes Trust. A total of 32 young people took part and gave us feedback on a range of topics from GPs and dentists to mental health and hospitals. We asked them what they thought was good about services and what could have been improved.

For most, the attitude of staff and professionals made it a good experience, but some felt they were not being listened to or taken seriously by the professional they were talking to. They also said they were unhappy with waiting times, either for a routine appointment, or to get an initial consultation with specialised services, such as CAMHS.

All identified essential services such as GPs, dentists and hospitals and students were aware

of the support services available in their school/ college such as wellbeing advisors and tutors. Other services identified were CAMHS and IAPT. Princes Trust participants knew of support services such as Alabare, Samaritans and the Mental Health team at Fountain Way Hospital.

Suggestions for further support included:

“A trained professional that can support - not just giving me a leaflet or referring me but to walk the journey with you - a wellbeing mentor; someone to help push you out of your comfort zone and to talk to.”

“Talks about mental health and crisis intervention in schools and colleges.”

“An intensive intervention worker with those at risk of being NEET (Not in Education, Employment or Training) - work with young people to keep them in education.”

“Free activities e.g. youth clubs and exercise classes.”

“Pre-16 mental health first aid.”

We will continue to gather feedback from schools, colleges, youth clubs and the Princes Trust and share it with those who provide services so that improvements can be made.

[The] doctor I saw provided a positive and safe environment for me. He listened to my issues and asked questions to further the knowledge of the problem.

Could have listened to my problem a bit better as she didn't really acknowledge what I had to say and did not change prescription.

Online support isn't always helpful, getting face-to-face support is difficult to get, long waiting lists.



What people said

My dentist in Corsham was very supportive and was giving advice on what I could do better. However, because they are highly trained most of the words they used when speaking to me were very formal. Although they did translate it in the way I preferred it.

Like how this [GP] practice works. Happy to see whoever is best for what I need and follow up with the doctor.

Lack of support for those leaving the forces between military and civilian services. Could do with a link co-ordinator to signpost to the services available.

CAMHS - I was able to speak to someone about my worries and stresses. [It would have been good] if the sessions lasted longer. I felt like I couldn't really talk to the person I had to talk to. I didn't tell her everything and it didn't help but no one knew so thought I was OK. It took a long time to get me sessions and they rejected mostly all of my requests. It is important for them to listen to my feedback to help change the way CAMHS works because for someone like me I'm still struggling. I felt like I got no help.

Case study

A lady contacted the Healthwatch Helpdesk with multiple health conditions. She said that she was a positive person but had been feeling low and would like some emotional support/health coaching.

She had a mental health diagnosis which was being managed very well so she was mindful about being proactive and getting the right support in place to avoid any crisis. She had support from carers who take her shopping and she had started to do gentle walking

exercises. With her new diagnosis she was going to enquire about the oxygen chamber at the MS Centre in Warminster. Her GP had been very supportive.

She was looking for health coaching/emotional support to discuss the impact of the new diagnosis.

The helpdesk was able to signpost to Self-Management UK and the Health Trainers in Wiltshire for further support.



Making an impact

Community projects set to continue

Two more of our Community Cash Fund projects came to an end in December. Both projects have managed to secure further funding to allow them to continue and expand as a result of running the original projects, which will lead to more positive outcomes for more people.

Singing for Lung Health Choir

A six-week singing course to boost the health and wellbeing of respiratory patients from Rowden, Lodge and Hathaway surgeries in Chippenham, was launched in October.

With the support of an experienced instructor, 27 patients attended one of three sessions. Two were aimed at respiratory patients and the other for carers - with some patients attending more than one session as they enjoyed them so much! The feedback after the first session was very positive and most of the patients completed the six-week course.

Many of the choir members sang carols at the Healthwatch Wiltshire volunteers' Christmas party, which was the first time they had all been together as one.

Despite the project coming to an end in December, the choir has since been established as the Singing for Health Community Choir, now meeting regularly at Sheldon Road Methodist Church in Chippenham.



The group ensures that I get out of the house for a purpose. I have been able to meet others in a similar condition and feel less alone. Thank you for all your help.

Helped to breath better and control breathing. The whole experience has been very good.

I have found myself doing the breathing exercises as I do my housework which can only help. I find it a little easier walking and going up steps. I have enjoyed it so much, I leave feeling relaxed and ready to take on life again. It lifts my mood so much. I feel it can only get better and better.

Wellbeing at the Orchard

Wiltshire Wildlife Trust applied for funding from Healthwatch Wiltshire's Community Cash Fund to fund a distinct eight-session wellbeing programme – themed around apples and orchard maintenance – based at Roundway Orchard in Devizes.

The aim of the programme was to bring people together in a safe, judgement-free space, where people facing different mental health difficulties could communicate or interact at their own pace in a supported way, helping to build confidence and enable connection.

The project delivered eight sessions which took place between July and November.

Participants had a range of mental health issues, including anxiety, depression, obsessive compulsive disorder (OCD), personality disorder, post-traumatic stress, psychosis and schizophrenia.

They engaged in a number of activities on the programme, including:

- Conservation work, including pruning and weed clearing around saplings.
- Guided walks around the nature reserve.
- Nature craft sessions including whittling
- Wild cooking including a no-bake apple crumble, apple fritters and a squash and apple soup.

The wellbeing of participants was monitored throughout the programme. Five participants regularly completed forms. Of those, the wellbeing score increased for 3 out of 5, and remained the same for 2 out of 5.

Staff also spent time talking to the participants about how they felt the programme was benefiting them, observing changes in participants and progress made. One participant, for example, when she started the programme was very quiet but by the end there was a change in her behaviour – she became more confident and was able to start a

When I was told about [the programme], I had never done anything outside before so I wasn't sure how I would feel. But when I came out on the first session, I loved it. Being out gives me peace – I always look forward to my 'nature' days.

conversation, ask questions, and even share a giggle.

By the end of the programme, seven participants went on to further volunteering roles – some on another wellbeing programme which started soon after Wellbeing at the Orchard came to an end.

Wiltshire Wildlife Trust has now secured further funding to continue to run a wellbeing programme across Wiltshire, which several of the participants have joined.





Coming up

Hearing views on the
Advice and Contact
Service

Hearing views on the
Continuing Healthcare
process

Hearing views on
the Homefirst and
Reablement service

Setting our priorities for
2020/21



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