



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Swindon

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our CEO

It wouldn't be right to reflect on the year, without acknowledging the work of all partners involved in the development and delivery of the Integrated Care Board (ICB). Whether clinicians, volunteers, mental health practitioners, wrap around service providers, administrators or Citizens. Whether working within the NHS, Local Authority, VCSFE or simply making your community a better place. Thank you.



Kevin Peltonen-Messenger
CEO of The Care Forum

There are some incredibly dynamic and innovative pieces of work that the 'system' has produced, hub working, system collaboration on tackling inequalities and a clear and structured approach to tackling frailty. Phases of work have moved at incredible pace to match the aspirations of the people planning and delivering them.

This pace does however mean that people in our communities may not have had the opportunity to be actively involved in its development. The time simply has not been there to do the engagement and proactive listening that all phases of work so desperately need. We are of course proud of our role in the VCSFE Alliance, as Partner of the Bath and North East Somerset, Swindon and Wiltshire Integrated Care System (ICS) and the research and insight projects we have brought to the region to help understand approaches to mental health and social inclusion. But I feel there is an approach that must sit alongside the pace of work. That is a calmer, open and active listening that does not always align to the schedules of development. Whilst it is clear to me and evidenced throughout this report, we are engaging more broadly than we perhaps have in previous years - the rate of change does not always make for a smooth road to engagement.

Your Healthwatch is strategic, embedded locally, supports a preventative agenda and is proactive in its approach to open listening and engagement within our localities. Our lived experience reports, My Voice Matters, is something we can all be proud of and is evidence of our creative approach to the tapestry of engaging with patients and citizens.

This report shares the outcomes from the work that has been delivered over the past year. Work I have been incredibly impressed with. What it can't portray is the compassion that sits behind the work. The team - paid, voluntary and on placement, are kind, compassionate and dedicated. Their approach to building trusted relationships is as valuable an asset as the innovation we see within other areas of the ICB.

A handwritten signature in pink ink that reads "Kevin". The signature is stylized and written in a cursive-like font.

Healthwatch Swindon Manager

I'm excited to share the Healthwatch Swindon annual report for 2022–2023

To start, let me thank my Healthwatch colleagues and our volunteers for their dedication in passionately engaging and representing the patient voice. Ensuring the issues that matter the most when it comes to your health and care are voiced to those in charge of delivering Healthcare.

Given the strains and difficulties the health and social care systems have encountered lately, it is critical that we draw attention to our goal of ensuring that everyone in Swindon, regardless of background, has access to the best healthcare. This is based on our conviction that the design and delivery of health and social care services must be centred on the needs of patients and the general public..

Over the past year Healthwatch Swindon has increased its visibility in our local communities and the community's health and social care system, while also bringing attention to frequently ignored communities. This report highlights the dedication to what can be achieved when those delivering Health and Social Care truly listen to what people want and make improvements based on this valuable feedback.

I would also like to extend my gratitude to the voluntary sector organisations in Swindon which have played an integral role in allowing us to engage and listen to their service users and gain further insight on the improvements needed .

And to our Key stakeholders for listening to the feedback we presented and taking this into account when shaping their services and making improvements based on our recommendations.



“The needs of patients and the general public must be at the center of how health and social care services are designed and provided.”



Amritpal Kaur
BSW Projects Portfolio
Manager

About us

Healthwatch Swindon is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

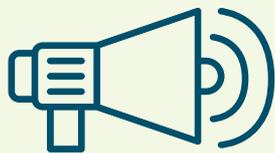


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



1,052 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

5,919 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

Making a difference to care

We published

16 reports

reports about the improvements people would like to see to health and social care services.

Our most popular report was

Unpaid Carers Experience of Mental Health During the Pandemic

. which highlighted the struggles people face when taking on a caring role.



Health and care that works for you



We're lucky to have

32

outstanding volunteers who gave up **119 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£107,000

which is **0.47% less** than the previous year.

We currently employ

3 staff

who help us carry out our work.

How we've made a difference this year

Spring



We outlined the changes that have since been made by Great Western Hospitals NHS Foundation Trust, based on the feedback we heard.



We promoted our Young Healthwatch experience and report on eating disorders and the support available in Swindon.

Summer



We provided an opportunity for members of Patient Participation Groups (PPG), to discuss the current changes in health and care provision.



We supported the #BecauseWeAllCare campaign which saw 54,000 people come forward to tell us about issues they faced with services.

Autumn



We provided information on What is the six-week postnatal check for new mothers and why it's important that you attend it.



We signposted people to the NHS Dental emergency access centre when in pain and unable to find a dentist.

Winter



We invited you to join an online feedback session, allowing you to share your experiences regarding accessing your GP surgery.



We signposted people to the Covid-19 walk-in clinics in Swindon. And alerted people to Swindon's local offer of support.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Vaccine confidence

Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.



NHS admin

We highlighted the negative impact poor NHS admin can have and recommended five principles for services to improve people's experiences.



Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.





Healthwatch Hero



Celebrating a hero in our local community.

Nazma Bibi Ramruttun is a Healthwatch Hero, her commitment and devotion in representing the ethnic minorities in Swindon has been extensive. Nazma was born and educated in Port-Louis, Mauritius., she came to the UK in 1972 to carry out training for Psychiatric mental health Nursing at Fair Mile Hospital near Oxford. In 1988, Nazma opened her first Residential Care Home for People with Mental Health and Learning Disability alongside her husband Darshan Ramruttun.

Nazma has been the Chair of the Swindon Asian Women's Association (SAWA), Vice Chair of the Women's Equality Coalition, Chair of the Race Equality, Coalition, founder member and twice elected Chair of Broadgreen Organisation for Neighbourhood Development (BOND) Chair of Voluntary Action Swindon, vice Chair of the Local Involvement Network, (LINK). Currently, Nazma is a Mental Health Act Manager with Avon and Wiltshire Partnership, Volunteer with Healthwatch, Volunteer with GWH as a Cancer Buddy, Volunteer with Swindon Circle, Governor with Lawn Manor Academy. She also sits on 3 IAG, Independent Advisory Groups and Police Scrutiny Panel with the Police where she scrutinises the police involvement with Black and Ethnic Minority and Mental Health.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve. Below we summarise 2 reports and the impact they have had.

Reshaping the way Substance Misuse Recovery Day Programme is delivered

We listened to what adults with a substance use disorder felt was important to them regarding a Day Recovery Programme in Swindon

We gained the views of those living with a substance use disorder, found out their barriers to accessing health care and what would help them access a day service. We [shared our findings](#) with the Public Health (PH) Substance Misuse team within Swindon Borough Council (SBC), in order for them to reshape their service based on what you told us you wanted.

Our findings:

Show that a day programme would be welcomed and beyond the need for counselling, access to everyday services would be beneficial from debt advice to mindfulness to help sustain their recovery. It was also felt that it should run independently from the treatment provider (then Turning Point).

Our recommendations:

1. More joint working, improving communication between services.
2. Continue working with adults in recovery to ensure the day service programme can evolve.
3. Day service programme is welcomed, with support from other services.

Richard Steptoe, Public Health Principal for Substance Use Disorders, said:

"I'd like to thank Healthwatch for their involvement with helping to gain the views of those with lived experience who will be engaging in the new recovery-focused day programme. We value service user input into new initiatives in Swindon as this helps us design and develop new interventions. The report outlines the preferred choices of how the service users would like the day programme to be delivered, which we will be considering as we implement the programme."



"Going into recovery is scary and you have to find your new home"

Our Commitment to Carers

“Its Not Rocket Science”

Unpaid Carers Experience of Mental Health during the Pandemic

Thank you to all the Carers/Unpaid Carers, families and individuals who took the time to complete our survey and share their experiences of mental health and accessing services during the pandemic.

Healthwatch Swindon and Healthwatch Bath and North East Somerset (BaNES) worked with NHS England and NHS Improvement to support the delivery of NHS E& I commitment to carers learning pandemic legacy project.

We engaged with the Carers Centre in both Swindon and BaNES, health and social care services including the voluntary sector which played a key role in providing care and support during the challenging times of Covid 19 taking the strain off Core NHS services.

45% of carers told us that their mental health had been impacted by being a carer during the pandemic.



“One positive from Covid is increased awareness of the crucial roles unpaid carers play in our streets, villages, towns and cities”

Suzanna Jones CEO – Swindon Carers Centre

Understanding the impact of the Covid 19 pandemic on unpaid carers is essential to help inform how to best support the health and well-being of those who care for others.

The research undertaken by Healthwatch Swindon in collaboration with Healthwatch BaNES provides valuable insights into unpaid carers' experience of mental health over the past year. Our understanding of what we heard was that many of the challenges faced by unpaid carers have been long-standing but further exacerbated by the pandemic.

Healthwatch Swindon has since worked with both the Great Western Hospital in Swindon and the Royal United Hospital in Bath to develop their carers passport in identifying individuals as having a caring duty . Ensuring that they are taken into account and that they are part of the conversation when it comes to the care of their loved ones.

Our Commitment to Carers Statement from NHS E & I

NHS England and NHS Improvement

The Commitment to Carers Programme team of NHS England received over 40 bids from Voluntary Sector organisation for projects on the theme of capturing learning and best practice around supporting unpaid carers/ family members during the COVID pandemic response. Over 20 projects received funding covering a broad cross-section of themes and organisations including innovative approaches within specific vulnerable or disadvantaged communities and where family-centered approaches are being used.

Dr Neil Churchill OBE Director, Experience, Participation and Equalities, Nursing Directorate, NHS England said:

“It was our hope that funding this work would improve our understanding from a community and a patient & carer perspective about what processes/outcomes are most important to recognise and get right and what is, can and should be focused on in the future. Projects like the **Unpaid Carers Experience of Mental Health during the Pandemic** carried out by **Healthwatch BaNES** and **Healthwatch Swindon** showed clearly the effect of the pandemic has been substantial on unpaid carers particularly affecting their mental health and that some of the issues identified have been amplified by the pandemic not caused by it. Establishing a strong network of support and communication is essential for carers who play a key role in the lives of millions of people in the UK.”

NHS England hosted its **8th Annual Commitment to Carers Conference: "It's not Rocket Science"** in December 2022 including a workshop on the Pandemic Legacy projects. The Healthwatch Bath and NES and Healthwatch Swindon project was one of three projects chosen to present at the conference in London.

How did people living with mental ill health access services during the pandemic?

We looked at the experiences of people with mental ill health in accessing health and social care services across Bath and North East Somerset, Swindon and Wiltshire (BSW) region, and published this report.

Over the last few years, mental health has been discussed as a key issue nationally and locally across Bath and North East Somerset (BaNES), Swindon and Wiltshire (BSW).

Healthwatch Swindon, Healthwatch BaNES and Healthwatch Wiltshire worked with The Care Forum and the Care Quality Commission (CQC), the independent regulator of health and social care in England, to support delivery of a continuous programme of engagement to hear the experiences of people accessing a named health and/or social care service while suffering with severe mental ill health..

What did we find out?

- People feel that mental health services should be preventative rather than reactive
- Waiting lists are very long and people felt they 'get lost' in the system
- Some people reported that they found their mental health issues made it more difficult to access services, particularly when they were in crisis
- The transition from children's to adult services is problematic, with a perception that you have to start again
- Carers feel they are not being listened to and as a result their own mental health is being adversely affected, which can impact negatively on the person they are caring for

"The waiting time is a huge challenge; people are reaching out for help, and it doesn't come soon enough."

"The work conducted by the Care Forum has directly influenced the development of CQC's new approach"

Statement from the Care Quality Commission



The report and its findings have been shared with CQC's local assessment and inspection teams, serving as an excellent demonstration of the valuable and unique insights Healthwatch provides. The work conducted by the Care Forum has directly influenced the development of CQC's new approach to incorporating feedback from people into our assessment and inspection procedures.

During the time the engagement work took place, it is worth noting that there was a significant increase in the volume of online patient feedback forms received in the 3 local areas in which the engagement work took place, with a growth of 605 submissions compared to the previous three months. This represents a remarkable 76% increase. Each individual experience is allocated to the specific service, and subsequently assigned to an inspector for review and analysis.

We would like to offer our thanks to the staff and volunteers at the Care Forum for their expertise in supporting CQC to hear from people made vulnerable by their circumstances, their families and carers. This project was an excellent example of Healthwatch collaboration and partnership working within an ICS system

Kate Johnson (she/her)
Local and Statutory Groups Lead
Public Voice and Partnerships
Public Engagement | Engagement, Policy & Strategy | Care Quality Commission

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

We reviewed feedback received from those living with a Learning Disability and/or Autism in Swindon between 2020 -2022.



Reflecting the voice of the patient is a key element of what we at Healthwatch Swindon strive to achieve, Identifying the need for greater understanding of Learning Disabilities and Autism is required.

As we continue to work with various organisation's across Swindon, this review will also be used in conjunction with the Bath and North East Somerset, Swindon and Wiltshire Learning Disabilities Mortality Review (LeDeR)

Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.



Healthwatch Swindon worked with Bath, Swindon and Wiltshire Assistant Director of Primary Care to support the Brunel Health Group on the Enhanced Access Proposed Solution for Swindon & Shrivenham. We voiced what mattered to you when it came to GP access and what was needed for extended appointments via a mixture of extended hours , face to face appointments and remote appointments delivered via LIVI .

Improving care over time

You Said We Did: Further Changes made by Great Western Hospital based on patient /carer feedback.



Further Improvements made at Swindon's Great Western Hospital based on feedback gained through the Enter and View carried out by Healthwatch's. Concerns were raised by carers about involvement in care and decision making. As a result, the Great Western Hospital have launched the new Carers charter. The charter has been co-produced with staff, carers and external partners and will focus on the trusts ongoing work to improve services for carers.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- We reached out to the South Asian Communities in Swindon listening to the barriers they face when it comes to Health and Social Care.
- We attended Community fridges and cafes reaching people struggling from socio-economic deprivation
- We have been proactive in building relationships with our local educational establishments ensuring we are capturing the young voice.

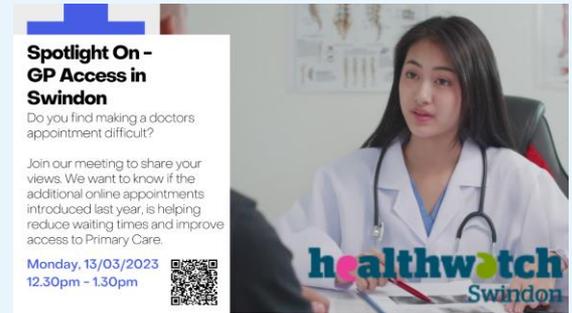
Spotlight on GP Access

Healthwatch Swindon invited people to join our online feedback session.

Last year we saw the introduction of an Enhanced Access service, which had the objective of providing more routine appointments via an online service provided by LIVI and Saturday morning clinics.

Our Spotlight On meeting, was an opportunity for both the public and health and social care representatives to share their experiences of accessing their GP.

Brunel Health Group representatives provided updates, allowing for a constructive conversation with service users and other organisations about the effectiveness of the service available.



“LIVI has a CQC rating of Outstanding, so has been independently reviewed.”

Sarah Harrison - LIVI



Raising awareness of Breast Cancer to South Asians

According to Cancer Research UK, incidences of breast cancer are rising faster in South Asian women than in other ethnic groups in the UK

We supported Changing Suits in raising Awareness of Breast Cancer to encourage the South Asian community to attend mammogram appointments and seek medical advice if they are concerned, as a community who are often reluctant to do so.

We listened to the barriers the South Asian Community face accessing Healthcare services in Swindon and spoke out on their behalf to those delivering Health and Social Care. We highlighted the investment needed to ensure information is available and accessible to the community.



“The rates of breast cancer are increasing within the South Asian community, but with fewer people going to get diagnosed and treated, outcomes are becoming increasingly worrying.”

Taj from Changing Suits



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access emergency NHS dental treatment
- Supporting people to look after their health during the cost of living crisis

Help to find dental care in Swindon

Healthwatch Swindon had 211 people contact them for advice and information on dental services. The public reported that most practices were not taking on new patients, and that some had even closed down their waiting lists.

The impact of delayed treatment has resulted in people living with considerable pain, developing medical resistance and dental conditions worsening.

Healthwatch Swindon advice and information has meant people who need urgent treatment know their options and have clear information to the dental emergency provisions in Swindon



“I have called over 15 Dental practices and in need of urgent treatment, please help”

Swindon resident

Healthwatch Swindon presented our findings to the Programme Manager for Dental Services NHS England – South-West at the Adults' Health, Adults' Care and Housing Overview and Scrutiny. We highlighted the urgent need for further dental provisions to be placed in Swindon.

Supporting communities to access Health and Social care

A stark reality nationally and locally is the impact of the cost-of-living crisis and its effects on local communities; this has become very visible over the last year.

Healthwatch Swindon has been regularly attending community fridges/cafes in Swindon.

The community fridge and cafes are accessed by people from different backgrounds, including those facing poverty and the direct impact of the cost-of-living crisis, alongside people who need a safe warm space to go where they can seek help and advice and talk to other people to avoid feeling socially excluded.

Many of the people we spoke to were experiencing health inequalities due to the cost-of-living crisis and felt more needed to be done to help marginalized people in Swindon. Healthwatch has supported these communities advising people about the local offer of support available when it comes to Health and Social Care services in Swindon. We have also actively voiced their concerns to Key stakeholders.

“Many people are buying less food because of current financial pressures, but this can significantly impact physical and mental health. If you're struggling to feed yourself or your family”

Healthwatch England



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote our activities and what we have to offer
- Collected experiences and supported our communities to share their views
- Ensured the Young Persons voice was heard
- Represented our voice in meetings and forums across the area including the South West Citizens Assembly.
- Researched topics and wrote a wide-ranging number of reports
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice

My Voice Matters!

We have developed a new programme of volunteering called My Voice Matters to ensure the voice of people with diverse lived experiences and backgrounds are heard.

We are proud to be able to give the opportunity for seldom heard voices to be heard by providers and wider organisations in their own words.

Our volunteers have researched and developed their own reports outlining their personal experiences or looking at areas that are important to them.

We began this with a Young Healthwatch Investigation into support available in Swindon for eating disorders.

These reports look at topics like Tourette's Syndrome, Social isolation in Young People, Autism and mental health and support available for autistic people.

We have offered placements to a number of young people who are looking to work into the health and social care sector

"In my opinion being a college health and social care student and volunteer at Healthwatch is an amazing opportunity and has opened my eyes to so many different things. It is also great as it gives you a chance to make changes and make everyone's lives that little bit easier"

Debbie

For me Volunteering for HealthWatch is a way of using my own experience of the cancer journey, the ups and downs of it and helping improve or shape cancer services from a patient perspective. I would highly recommend people getting involved – the more voices that are heard the more it puts the patients at the centre of decisions that are being made



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchswindon.org.uk

01793 497777

info@healthswindon.org.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£107,000	Expenditure on pay	£85,944
Additional income	£1,500	Non-pay expenditure	£12,238
		Office and management fee	£3,171
Total income	£108,500	Total expenditure	£101,353
			Balance B/Fwd
			£7,147

Additional income is broken down by:

- **£1,500** received from Healthwatch England for Digital Funding spent 2023-24

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top Four priorities for 2023-24

1. Supporting the health needs of marginalised groups
2. Mental health and emotional wellbeing.
3. Children and Young Peoples Voice heard in the delivery of health and social care
4. Primary/secondary Care with a strong focus on accessibility



Statutory statements

Healthwatch Swindon, Sanford House, Swindon, SN1 1HE
The Care Forum, The Vassall Centre, Gill Ave, Bristol BS16 2QQ

Healthwatch Swindon uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of **Volunteers and TCF –The Care Forum Board members** who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met **3** times and made decisions on matters such as **Primary care access and listening to young people's voice in the delivery of health and social care.**

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website .

We will also present the annual report to the Swindon Health and Wellbeing board .

Responses to recommendations

We had **zero** providers who did not respond to requests for information or recommendations. There were **no** issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to **Swindon's Infection Prevention and Controls Champion Network, Swindon's Health and Wellbeing Board, and the Council's Overview and Scrutiny committee.**

We also take insight and experiences to decision makers in **the Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board** For example, we **actively attend and engage on the Swindon integrated Care Alliance and Partnership meetings.** We also share our data with Healthwatch England to help address health and care issues at a national level.

Our key stakeholders play a crucial role in listening to the feedback we present.

Healthwatch Swindon prides itself on the strong relationships we have built with our key stakeholders alongside the voluntary sector in Swindon, ensuring that when we present your feedback and lived experiences of their services, they listen and act upon it and take steps to make improvements based on what you told us.

Great Western Hospitals 
NHS Foundation Trust

Statement from the GREAT WESTERN HOSPITAL

“Great Western Hospitals NHS Foundation Trust have been working closely with Healthwatch over the last year, to create a collaborative approach to sharing information and supporting patients, families, and carers. Together we have been able to identify any themes of concern that are raised to ensure that actions are taken to make improvements where necessary.

Healthwatch were welcomed on site to review our new Urgent Treatment Centre and new Coordination Centre. The visit enabled the Healthwatch team to have a clear understanding of the improvements being made at the trust in order to facilitate more efficient and effective pathways of care for our patients from first urgent attendance through to discharge and ongoing care in the community.

The teams have also joined up to engage with some of the seldom heard groups in our communities and have been able to share feedback and approaches to understanding what is important for these communities and any adaptations that need to be made to services.”

Tania Currie
Head Of Patient Experience and Engagement

Statement from Public Health Swindon Borough Council



“Across the past year, Healthwatch has continued to forge its relationship with Swindon Borough Council and in particular with the public health department. Healthwatch have proactively supported the department on key health and wellbeing agendas including the promotion of vaccination, understanding the challenges of oral health and migrant health amongst other important topics. Healthwatch are passionate advocates for Swindon residents and always put forwards the perspective of the resident in key forums including Swindon’s Infection Prevention and Controls Champion Network, Swindon’s Health and Wellbeing Board, and the Council’s Overview and Scrutiny committee.

Healthwatch have been engaged partners on our substance misuse agenda, including our recent procurement of the adult substance use disorder services, attended our stakeholder engagement events, and captured the voice of the service user to help us shape our service spec and procurement strategy. The organisation is involved in the development of our recovery programme and is a well-respected member of our Combatting Drug Partnership. Healthwatch are champions for Swindon and all that live and work here, and have tackling inequality at the heart of all they do.”

Professor Steve Maddern
Director of Public Health

What is an integrated care board (ICB)?

An integrated care board (or ICB) is a statutory NHS organisation which is responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in a geographical area.

Nationally, the expectation is that an ICB will:

- Improve outcomes in population health and healthcare
- Tackle inequalities in outcomes, experience and access
- Enhance productivity and value for money
- Help the NHS support broader social and economic development

Statement from BSW ICB



**Bath and North East Somerset,
Swindon and Wiltshire**
Integrated Care Board

Across the past year, Healthwatch has continued to forge its relationship with the ICB. Playing a key role in bringing the voice of the service user to the forefront of any strategic development work at Place. Healthwatch have proactively supported the transfer of our primary care services from GWH to the Brunel PCN, been an active member of our Integrated Care Alliance (ICA), helping us with the completion of our local delivery plan. As a member of the local health and well-being board, Healthwatch has played a key role in the development of our health and well-being strategy for Swindon and have also recently published a report on the experience of our communities of our mental health services. As the Director of Place, I look forward to continuing working with Healthwatch over the next year and beyond. I am confident that their passion for ensuring the voice of those who use our service is heard will only help us get better.

Gordon Muvuti

Director of Place Swindon &
BSW Executive Director for Mental Health

Healthwatch representatives

Healthwatch Swindon is represented on the **Swindon Health and Wellbeing Board** by Amritpal Kaur Projects Portfolio Manager. During 2022/23 our representative has effectively carried out this role by ensuring the voice of the patient was taken into account when shaping their service and delivering healthcare to the residents of Swindon.

Healthwatch Swindon is represented on **Swindon Integrated Care Partnerships** by Amritpal Kaur and **Integrated Care Boards** by Amritpal Kaur and Kevin Peltonen-Messenger CEO, The Care Forum.

Where we Speak out on your Behalf

Boards/Partnerships/Committees
Combatting Drugs Partnership
Swindon Autism Partnership Board
BSW ICB Public and Community Engagement Committee
Swindon Safeguarding Partnership joint Adult Board/Children Partnership
Learning Disabilities and Mental Health Locality & Provider Forum
Health Protection Board
BSW ICB Primary Care Commissioning Committee
Great Western Hospital & Healthwatch's meeting
Information, Advice and Support Services
Bath ,Swindon and Wiltshire System Quality Group
Healthwatch and Wessex Local Medical Committees

2022–2023 Outcomes

Project / activity	Changes made to services
<p>How did people living with mental ill health access services during the pandemic</p> <p>Project Commissioned by the Care Quality Commission (CQC)</p>	<p>The work conducted by Healthwatch Swindon under their host organization The Care Forum has directly influenced the development of CQC's new approach to incorporating feedback from people into our assessment and inspection procedures.</p> <p>Significant increase in the volume of online patient feedback forms during our project engagement, with a growth of 605 submissions compared to the previous three months. This represented a remarkable 76% increase. Each individual experience is allocated to the specific service, and subsequently assigned to an inspector for review and analysis.</p>
<p>Substance Misuse Recovery Day Programme</p>	<p>Outlined the preferred choices of how the service users would like the day programme to be delivered, which will now be considered when reshaping the way Substance Misuse Recovery Day Programme is delivered.</p>
<p>NHS England and NHS Improvement</p>	<p>Our project has given the commitment of the carers team a better understanding of what carers face and what is needed.</p>
<p>Your voice matters</p>	<p>Your voice matters and gives people who are not normally heard a voice to be heard and taken into account. Healthwatch Swindon has been actively sharing these reports with Key Stakeholders.</p>



healthwatch Swindon

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