



For Health and Social Care

**The Wiltshire
Involvement Network
(WIN) Annual Report
2011-2012**

The Wiltshire Involvement Network

The Wiltshire Involvement Network, known as WIN is an independent network of local people, groups and community organisations who want to help shape health and social care services commissioned and provided in Wiltshire.

The Wiltshire Involvement Network has mechanisms for gathering the views of people throughout Wiltshire, so that these views can be made known to health and care commissioners, providers and regulators.

WIN has statutory duties and powers and acts in accordance with the 'Nolan Principles' and the Local Government and Public Involvement in Health Act 2007.

WIN is supported by a Host Organisation: Wiltshire and Swindon Users' Network. The role of the Host is to enable, support and facilitate WIN activity and to encourage participation from all sections of the community. The Host also establishes governance arrangements, keeps financial records and communicates information to local communities.

The Host Organisation employs three members of staff who make up the WIN team, Lucie Woodruff is the WIN Officer, Martin Fortune, WIN Support Officer for Disabled People and Tracie Clark is the WIN Administrator. Mary Rennie, WIN Support Officer for Older People is employed by Age UK Wiltshire and makes up the fourth member of the WIN staff team.



The WIN Staff Team—left to right

Lucie Woodruff, Tracie Clark, Martin Fortune and Mary Rennie.

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A Word From the Chair



We have completed another successful year as WIN although it has been just as challenging as the previous year. We lost two key members of the Core Group, Dr Peter Biggs and Anna Farquhar, both past Chairs of WIN. They were also active in PPI Forums before LINKs were established. Peter and Anna were a great support to me as Chair and we wish them well in their future activities.

We also lost our LINK Officer, Dot Kronda, to Wiltshire Council, their gain being our loss. However Lucie Woodruff was successful in applying for the job of LINK Officer and we were also very fortunate to employ Tracie Clark as the new Administration Officer who is doing a great job.

As in previous years, the past year has been very busy with Core Group members being active in representing WIN on various committees for NHS Wiltshire, the Avon and Wiltshire Mental Health Partnership Trust, Salisbury Hospital NHS Foundation Trust, the Royal United Hospital NHS Trust and Wiltshire Council to name just a few.

WIN is also working with Wiltshire Council to improve services for people in Wiltshire who have a sensory impairment. A joint open space event is planned to take place this summer. We are also planning an event towards the end of May to highlight the issues faced by carers and to promote services that help people to live at home.

We have an active Outreach Group and a HealthWatch Implementation Team.

Since becoming Chair again I have altered the format of the bi-monthly Core Group meeting so that the whole morning can be devoted to allowing members of the public to listen to reports and updates from NHS Wiltshire, the three acute Hospitals covering Wiltshire, and Wiltshire Council. This has enabled the public to question and raise concerns directly with the presenters. The business part of the Core Group is conducted in the afternoon. This format is the best way for us to engage with the public and it seems to work well and the feedback from the public is very positive.

This coming year will be WIN's last before HealthWatch takes over. None of us know what the future will hold. However, I would like to thank WIN members and staff for the support they are giving me now and hope that HealthWatch will use the expertise of WIN in the future.

Phil Matthews—Wiltshire Involvement Network Chair

The Wiltshire Picture

An overview of Wiltshire

Wiltshire is a rural County and has a population of 456,100 accounting for 8.72% of the total South West population. With only 140 people per sq km, Wiltshire has a lower population density than the South West and England overall.

Because of Wiltshire's rural, nature there are implications for the planning and provision of health and social care services, particularly with the shift towards provision of more services in the community. There is expected to be a projected increase of 51,410 people to Wiltshire's population over the next 16 years. This increase will be almost entirely accounted for by people of retirement age. Although many will continue to lead active and healthy lives, and contribute to their community for many years. However with an ageing population and many of whom will be living alone and in deteriorating health, there will be extra pressure on the public sector to care for older people living in Wiltshire.



Wiltshire is mainly recognised as a prosperous area, with only pockets of deprivation including three local areas that lie amongst the 20% most deprived in England

Wiltshire is mainly rural with a majority white British population. People in minority groups are often not present in sufficient numbers to form cohesive groups. This results in unmet needs. In addition to the potential difficulties posed by the rural nature of a county like Wiltshire, it is nationally recognised that certain ethnic groups are at increased risk of



particular health conditions, including diabetes, heart disease, stroke, psychotic disorders and mental illness. The Health and Wellbeing Partnership provides a leadership role in taking forward the health and wellbeing agenda in Wiltshire. Priorities for Wiltshire include; children and young people, cancer and cardiovascular disease, lifestyle choices, health inequalities and the ageing population.

Information sourced from the Wiltshire Joint Needs Assessment

WIN Core Group Membership

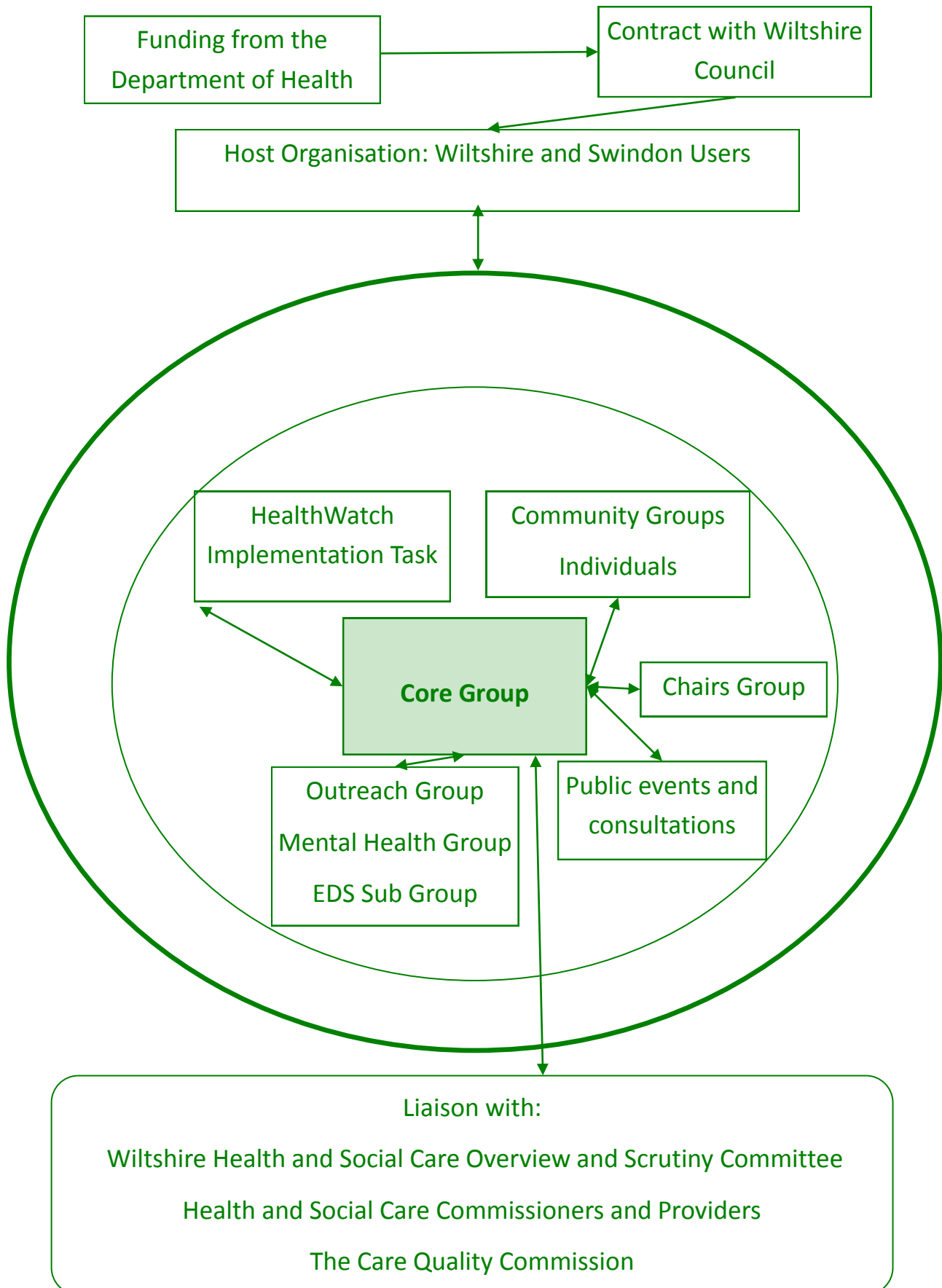
WIN has 208 members in total. The Core Group consists of 20 members who make up the decision making body. These members are listed below along with their area of interest.

Sandie Baker	<i>authorised representative</i>	Co-opted member
Debbie Burse		Health
Neill Cadmore		Social Care
Martin Eggleton		Social Care
David Evans	<i>authorised representative</i>	Social Care
Jetta Found	<i>authorised representative</i>	Health
Ann Haughey	<i>authorised representative</i>	Social Care
Rodney Haverson		Community Groups
Janet Jarmin	<i>authorised representative</i>	Health
Anne Keat— VICE CHAIR	<i>authorised representative</i>	Health
Marian Maclean-Ives		Community Groups
Irena Kate Magil		Social Care
Tim Mason		
Phil Matthews— CHAIR	<i>authorised representative</i>	Health
Patricia Putland		Health
Dorothy Roberts	<i>authorised representative</i>	Health
Jill Tompkins— VICE CHAIR	<i>authorised representative</i>	Social Care
Heather Tucker		
Mary Wilson	<i>authorised representative</i>	Health
Paula Winchcombe		Community Groups

During the last year WIN has joined the Facebook and Twitter communities. These are updated regularly with health and social care information to share with its membership. You can find WIN on Facebook by searching for **Wiltshire Involvement**, or follow **WIN005** on Twitter.



The WIN Structure



WIN Finance

	Expenditure (£)	Income (£)
Local Authority Finding and Fees Earned		123,042
Salaries and Recruitment Costs	52,710	
Other Staff Costs and Expenses	5,437	
WSUN Management Charge	14,388	
Age UK Wiltshire	9,218	
Members Mileage and Parking	6,034	
Taxi Fares	3,926	
Enablers	443	
Training	943	
Postage	925	
Stationary and Photocopying	6,878	
Telephone and Broadband Costs	804	
IT Maintenance	200	
Conference Fees	232	
Promotional Material	1,549	
Room Hire, Refreshments and Catering	3,260	
CRB Checks	85	
Gloucester Rural Council	332	
Bank Charges	40	
Temporary Staff—Minute Taker	295	
Subscriptions and Misc	21	
Total Expenditure/Income	107,720	123,042
Surplus of income over expenditure 2010/11		16,134
Surplus of income over expenditure 2011/12		15,322
Total Reserves Carried Forward		31,456

WIN Sub Groups

To carry out the work of WIN, the Core Group has elected the following sub groups to concentrate on specific areas.

<p><u>WIN Chairs Group</u></p> <p>Phil Matthews CHAIR</p> <p>Anne Keat <i>VICE CHAIR</i></p> <p>Jill Tompkins <i>VICE CHAIR</i></p>	<p>The WIN Chairs meet on a bi-monthly basis to manage the business of WIN. This includes discussion of new work plan arrangements, the consideration of concerns received from members of the public and setting the agenda for Core Group meetings. This is also an opportunity to meet with the Compliance Inspector for Wiltshire of the Care Quality Commission, where information and concerns can be shared.</p>
<p><u>Mental Health Sub Group</u></p> <p>Jill Tompkins CHAIR</p> <p>Jetta Found</p> <p>Anne Keat</p> <p>Mary Wilson</p> <p>Denise Richards</p>	<p>The Mental Health Sub Group work closely with the Avon and Wiltshire Mental Health Partnership Trust (AWP) and recently lead LINK in compiling a composite response to the AWP Quality Accounts. Regular meetings take place where issues relating to mental health service provision can be discussed.</p>
<p><u>Outreach Group</u></p> <p>Mary Wilson CHAIR</p> <p>Debbie Burse Marian Maclean Ives</p> <p>Sharon Daws Phil Matthews</p> <p>Martin Eggleton Patricia Putland</p> <p>Ann Haughey Sandie Baker</p> <p>Rodney Haverson</p> <p>Mary Johns</p>	<p>The Outreach Group has had a busy year in planning and preparing the WIN events. It will continue to focus on the WIN work plan and its implementation. This group arranged for WIN promotional cotton bags and pens to be printed for distribution at community events. Over the past year they have successfully engaged with other voluntary organisations to find out what their members views and issues are.</p>
<p><u>EDS Sub Group</u></p> <p>Debbie Burse</p> <p>Ann Haughey</p> <p>Phil Matthews</p> <p>Jill Tompkins</p>	<p>The Equality Delivery System sub group was set up later in the year to enable WIN and NHS Wiltshire to set out the priorities for improvement in line with the Equality Delivery System. The Equality and Delivery System is a national NHS framework developed to promote equality and diversity across all parts of the NHS.</p>

WIN & Healthwatch

The Wiltshire Involvement Network has established a Healthwatch Implementation Task Group (HIT). Elected members:

Phil Matthews	<i>CHAIR</i>	Jetta Found	Patricia Putland
Jill Tompkins		David Evans	
Mary Wilson		Marian Maclean Ives	

This group was set up in March 2011 to work on the implementation and transitional arrangements for the implementation of Healthwatch. Known as the HIT Group, it works closely with Wiltshire Council and NHS Wiltshire to ensure that the transitional process runs smoothly. The group assessed all WIN's existing policies and procedures and made relevant changes to ensure that they are robust enough for the transfer into Healthwatch. The group have also received consultation documents from the Department of Health and submitted comments to the following consultations:

- Allocation Options for Funding (which includes Local Healthwatch)
- Consultation on the regulations for HealthWatch England membership

The group also considered a possible structure for Healthwatch Wiltshire which was submitted to Wiltshire Council. They also received information and presentations from the Local Government Office with detailed updates about the Health and Social Care bill as it proceeds through parliament.

The HIT group arranged a training day for WIN members, at which the various options of organisational structures for local Healthwatch were explained. WIN members also attended a series of consultations held by Wiltshire Council around the future structure of Healthwatch.

A Quick Guide to Healthwatch

LINKs will be abolished and replaced by Local Healthwatch April 1st 2013.

Local Healthwatch will be set up as local champions of the public, patients, carers and service users, for all NHS health and social care services, wherever they are provided. There will be a LHW for each Local Authority area with social services responsibility.

Local Healthwatch will not be a statutory body, but will retain all the statutory involvement, engagement, monitoring and influencing roles that LINKs have at the moment – and will have a major role in influencing the commissioning of health and social care services.

WIN & Healthwatch

Current Statutory Roles of LINKs

- Promoting involvement of local people in the commissioning, development and assessment of local health and social care services.
- Monitoring health and care services through; Enter and View visits, listening to users and carers and surveys to assess the effectiveness of services.
- Obtaining the views of users of health and social care services on the effectiveness of these services – (access-quality-meeting local need).
- Issuing reports and recommendations on the local services to the commissioners and providers of services in order to create better services.
- Influencing commissioners of health and social care (adult) so that their plans meet our needs.

Local Healthwatch will have the same powers as LINKs but will also carry out the following activities:

- There will be at least one full, voting, Local HealthWatch representative on the new Health & Wellbeing Board.
- Local Healthwatch will either provide, or signpost the public to NHS complaints advocacy to support people with complaints.
- Escalate issues to Healthwatch England.
- Local Healthwatch will provide advice, information and will support patients to choose the services which best meet their needs.
- Local Healthwatch will have a role in the NHS and social care Equality Delivery Systems.

Local Healthwatch will:

- Be funded by the local authority from a budget allocated by the Department of Health.
- Be an organisation in its own right, which can appoint its own staff to support members carrying out their statutory duties.
- Have standards set by Healthwatch England, against which Local Healthwatch can be measured.
- Be subject to some aspects of the Equality Act 2010.
- Be representative of the local community.
- Respond to requests under the Freedom of Information Act.
- Hold meetings in public and promote participation in its work.

The Year at a Glance

<p>The Wiltshire Involvement Network staff and members had a busy year attending many events representing WIN.</p> <p>Here is a snap shot of the year listing events which members and officers attended, promoting WIN and engaging with the public, other voluntary and community groups and providers and commissioners of health and social care services across Wiltshire.</p>	<p>April 2011</p> <p>WIN was represented at:</p> <ul style="list-style-type: none"> • Wiltshire Voluntary Sector Forum Network, Devizes • WIN member Chaired local GP PPG meeting <p>WIN meetings:</p> <ul style="list-style-type: none"> • HIT Group • Mental Health Sub Group • Outreach Group • Chairs Group <p>WIN also carried out an informal visit to the NHS Treatment Centre in Devizes</p>	<p>May 2011</p> <p>WIN was represented at:</p> <ul style="list-style-type: none"> • The Marlborough Health Fair • AWP Patient Information Steering Group • WIN member Chaired local GP PPG meeting <p>WIN meetings:</p> <ul style="list-style-type: none"> • Core Group, Potterne Wick • Outreach Group • Regional LINKs Meeting • CQC Meeting • HIT Group
<p>June 2011</p> <p>WIN was represented at:</p> <ul style="list-style-type: none"> • Carer Support Wiltshire Launch, Devizes • Wiltshire Farm Foods Community Information Fair, Melksham • Older People's Lunch Club, Christian Malford • AWP Stakeholders Meeting • WIN member Chaired local GP PPG meeting <p>WIN meetings:</p> <ul style="list-style-type: none"> • Chairs Group • Outreach Group • Core Group and AGM 	<p>July 2011</p> <p>WIN was represented at:</p> <ul style="list-style-type: none"> • Salvation Army, Chippenham • Cedar Court Older People's Luncheon Club, Bradford on Avon • Bath and District Lymphoedema Support Group • WIN member Chaired local GP PPG meeting <p>WIN meetings:</p> <ul style="list-style-type: none"> • Hit Group • Chairs Group • Regional LINKs meeting 	<p>August 2011</p> <p>WIN was represented at:</p> <ul style="list-style-type: none"> • Age UK Activity Event, Bromham • Wiltshire Farm Foods Community Information Fair, Trowbridge • Wiltshire Equality Network Forum Event <p>WIN meetings:</p> <ul style="list-style-type: none"> • Outreach Group • Core Group • Chairs Group • CQC Meeting

The Year at a Glance

September 2011

WIN was represented at:

- Wiltshire and Swindon Users' Network AGM
- Great Western Hospital Open Day, Swindon
- Salvation Army CAMEO (Come And Meet Each Other) luncheon club for older people, Chippenham
- Wiltshire Council Safe Places Launch, Salisbury
- NHS Wiltshire Stakeholders Event
- Voluntary Sector Forum, Salisbury
- Carer Support Wiltshire Focus Group
- Salisbury Hospital AGM
- Wiltshire Voluntary Sector Assembly
- Great Western Ambulance Service AGM
- WIN member Chaired local GP PPG meeting

WIN meetings:

- Hit Group
- Enter and View refresher training for WIN members
- Chairs Group
- Outreach Group
- Mental Health Group

October 2011

WIN was represented at:

- 3 x Age UK Wiltshire Older People's Day 2011 - *More Money In Your Pocket* event, Salisbury, Westbury and Marlborough
- Age Concern Chippenham October event
- Corsham Area Board Older People's Event,
- Wiltshire Equality Network Forum
- Sensory Impairment Commissioning Meeting with Wiltshire Council
- Wiltshire Council's Shadow Health and Wellbeing Board
- Carer Support Wiltshire Focus Group
- WIN member Chaired local GP PPG meeting

WIN Meetings:

- Core Group, Tidworth
- HIT Group
- Chairs Group
- CQC meeting
- Outreach Group

November 2011

WIN was represented at:

- Stroke Association's *Focus on Stroke* event, Devizes
- Age UK Wiltshire AGM, Devizes
- PHAB Christmas Event, Devizes
- WVSAG Meeting
- Healthwatch—Getting it right for children, conference
- AWP Equality Delivery System consultation event
- WSUN 20th birthday celebrations, Salisbury Forum
- Salisbury Hospital Awards evening
- NHS Wiltshire Stakeholder Assembly
- AWP Patients Information Meeting
- WSUN 20th birthday celebrations, Calne Forum
- WIN member Chaired local GP PPG meeting

WIN Meetings:

- Regional LINKs Meeting
- Chairs Group

The Year at a Glance

December 2011

WIN was represented at:

- Chippenham Area Board Senior Moment event
- Wiltshire Equality Network Forum
- Sensory Impairment Commissioning Meeting with Wiltshire Council
- GWAS Joint LINK Working Group meeting
- Wiltshire Council's Healthwatch Consultations events
- WIN member Chaired local GP PPG meeting

WIN Meetings:

- Public event—Help to Live at home
- Core Group, Devizes
- Outreach Group
- HIT Group

January 2012

WIN was represented at:

- St George's, Trowbridge Luncheon Club
- Wiltshire Centre for Independent Living's launch of partnership with DotComUnity, Devizes
- NHS Wiltshire and AWP joint Stakeholder Event
- NHS Wiltshire Board meeting
- RUH, Bath Showcasing Equality Event
- Wiltshire Council's Healthwatch Consultations events
- GWH Making it Happen—Transgender event
- Wiltshire Council's Shadow Health and Wellbeing Board
- Wiltshire Medical Services Advisory Board meeting

WIN Meetings:

- Regional LINKs Meeting
- Outreach Group
- Chairs Group & CQC

February 2012

WIN was represented at:

- Devizes Community Area planning meeting
- Trowbridge Community Area planning meeting
- Malmesbury Community Area planning meeting
- Chippenham Community Area planning meeting
- AWP Patients Information meeting
- Wiltshire Council's Healthwatch Consultations events
- GWAS Joint LINK Working Group meeting
- Wiltshire Voluntary Sector Forum
- Wiltshire Equality Network Forum
- Devizes CAP Health and Social Care forum

WIN Meetings:

- Outreach Group
- Public Event—GWAS CEQ on acquisition by SWASHT
- Core Group Devizes
- PEAT inspection of Salisbury Hospital
- PEAT Inspection of the RUH, Bath
- HIT Group

The Year at a Glance

March 2012

WIN was represented at:

- Wiltshire Voices Project on Memory Loss
- South West Wiltshire Area Board Event
- West Wilts Community Club
- AWP Stakeholder meeting
- GWAS Joint LINK Working Group meeting
- Wiltshire Council's Shadow Health and Wellbeing Board

WIN Meetings:

- Outreach Group
- PEAT inspection of Charter House in Trowbridge
- PEAT inspection of Fountain Way Hospital, Salisbury
- PEAT Inspection of Green Lane Hospital, Devizes
- Mental Health Group
- Chairs Group and CQC



Comments from our Partners

WIN has been busy engaging with the people of Wiltshire over the last year, gathering their views and concerns and listening to what improvements or recommendations they would like to see implemented. As a result, good relationships have been formed with the commissioners and providers of health and social care services throughout Wiltshire. Here are some of their comments about how working with WIN has benefitted their organisation.

“Since the Trust merged with Wiltshire Community Health Services (WCHS) on 1st June 2011, we have attended every WIN meeting to update members and the public on developments both at the Great Western Hospital in Swindon, and also on community health issues across the rest of Wiltshire. Now that the Trust is responsible for areas such as the Community Hospitals, Birth Centres, Minor Injury Units and a whole host of other community services in the county, it is important we actively engage with WIN members on important health issues. It is also important that we hear back from users of our services to understand what is working well and what we could improve on.

We have hosted WIN members at Trust meetings focussed on specific issues such as hospital food where members came and tasted some of the types of food we offer in the hospital. Their feedback to the catering supplier has helped adapt some aspects of the food we provide and is a good example of how we have quickly begun to work together on issues of joint interest.

The meetings we attend are always productive and WIN members have appreciated having easy contact with the Trust to resolve specific issues outside of the meetings. We plan to carry on building a close relationship with WIN and to continue to look for ways we can work together in the best interests of all patients and users in Wiltshire.”

Kevin McNamara—Head of Marketing and Communication at the Great Western Hospital NHS Foundation Trust

Great Western Hospitals 
NHS Foundation Trust

Comments from our Partners

“The Wiltshire Involvement Network (WIN) has an important role to play in helping ensure that our services meet the needs of all our patients, visitors and carers by providing us with feedback which we can use to assess the quality of our services and, if necessary, make any changes or improvements.

Our long standing working relationship with them is one we greatly value and respect . This year they have assessed our A&E and, as part of an annual programme of inspections, looked at the environment in all patient areas. Each month they carry out unannounced inspections in ward areas with our housekeeping teams to test cleanliness. They also work closely with us on our food forum, testing the quality and timeliness of food that is served to our patients, and on our transport strategy group.

Their feedback is patient focussed and useful and their support alongside that of our governors and local people is invaluable to us and our patients.”

Maggie Cherry—Head of Patient and Public Involvement, Quality Directorate, Salisbury Hospital NHS Foundation Trust

Salisbury 
NHS Foundation Trust

Comments from our Partners

Wiltshire LINK - working with our ambulance service.

“Great Western Ambulance Service works closely with the Wiltshire Local Involvement Network and the Joint Working Group (JWG) for LINKs of which Wiltshire LINK is a member. The trust provides representatives to support JWG work on request and seeks to keep the group updated with major trust developments and announcements. In 2011 – 12 the group instigated a series of Enter and View visits which saw Wiltshire LINK representatives visit the emergency department at Salisbury District Hospital. We have welcomed this report and are currently considering its recommendations.

Wiltshire LINK has been also engaged through the JWG in developing our community first responders and the location of public access defibrillators, how the ambulance service deals with patients who fall in their own homes, care pathways for stroke patients and the role of emergency care practitioners. Wiltshire LINK is also lead LINK for the trust’s Quality Account and through the JWG is being involved in the development of this year’s Account.

GWAS has worked directly with Wiltshire LINK on two other matters. The first was a serious delay to a patient during adverse weather in Ludgershall in December 2011. The Wiltshire LINK Chairman met with Trust Medical Director and Wiltshire General Manager to explain the challenges the trust faced in responding on the day, and what the trust had been able to do to reduce the risk of further delay.

GWAS has also met with Wiltshire LINK about the trust decision to explore the creation of a single ambulance trust with South Western Ambulance NHS Foundation Trust (SWASFT). On 9 February, Chief Executive Ken Wenman addressed the LINK on the proposed acquisition. It was a very positive meeting and LINK members were able to address their questions directly to the Chief Executive. In 2012 -13, we will be consulting with Wiltshire LINK about the dissolution of GWAS on behalf of the strategic health authority.”

Victoria Eld—Head of Communications, The Great Western Ambulance Service NHS Trust



Great Western Ambulance Service **NHS**
NHS Trust

How People's Views are Heard

The Wiltshire Involvement Network gathers views and concerns from people across Wiltshire in a variety of ways.

WIN Concerns Forms

A new addition to the WIN outreach programme was the development of the WIN Concerns Form which is distributed at events to capture views, issues and concerns from members of the public. This tool has alerted WIN to a number of issues, for example; a service user's concerns about their experience of the Stroke Ward at Chippenham Hospital. A number of comments were raised by the service user which WIN was able to share with the Wiltshire Compliance Inspector for the Care Quality Commission. This resulted in a follow up CQC inspection of the ward. The subsequent CQC report was then shared with the service user and Stroke Association, who had alerted WIN on behalf of the service user. Other concerns acted upon by WIN:

- The availability of hearing aid batteries at Devizes Community Hospital
- Community occupational therapy assessment waiting times
- Wiltshire Council's Help to Live at Home social care provision

Promotion and Publicity

WIN staff have been busy all year promoting the work of WIN by attending community and voluntary sector events. The WIN stand and other promotional material, including cotton bags, pens, newsletters and leaflets, are a feature at events throughout the county. These events have given WIN staff the opportunity to glean what matters to the people of Wiltshire and share feedback with other community groups. This information then went back to the Core group and was built into the work plan.



Public Events

WIN has continued with its public engagement this year by holding public events every other month, where speakers from different health and social care organisations are invited to give presentations and updates to members and Wiltshire people. These provide an opportunity for questions and concerns to be raised directly with the commissioners and providers of services. Events are held around the County.

"Thank you very much for the report from the CQC following their review visit. It will mean a lot to my clients that you have acted on their concerns and have taken the time to revisit and assess how people are being treated on the ward."

Bev Pace— Life After Stroke Co-ordinator with the Stroke Association

How People's Views are Heard

Newsletters

Three newsletters have been published during the year informing members, stakeholders, community and voluntary groups and members of the public about WIN's work. They have also advertised information and events for our colleagues in the voluntary sector. Issue 3 was a bumper edition and included information about NHS Wiltshire's End of Life Care Strategy, an update from the Great Western Hospital about the podiatry service provided in Wiltshire, advice and information about hearing therapy services to support audiology in the county and much more. Articles about WIN have also appeared in WSUN, Age UK Wiltshire and GROW newsletters. WIN will continue to produce these informative newsletters throughout the coming year.

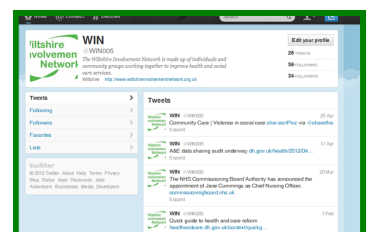
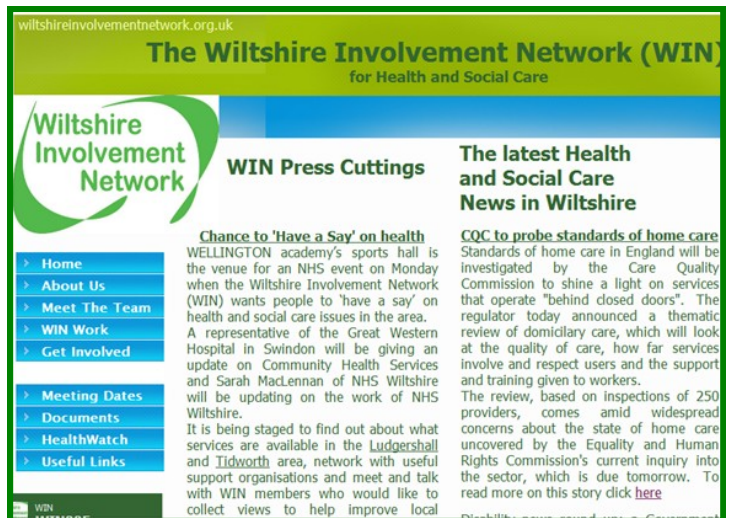
"Just thought I would drop you an email to say that the latest WIN newsletter is most informative & enjoyable especially about the hearing aids/audiology service (for mother) and the info on the GWH podiatry appointment system."

*Susan Byatt — Age UK
Footcare Project
Coordinator*

Website and Social Media

The WIN website was launched in July 2011 and received a lot of positive feedback. It is updated regularly with information from around the County, meeting and event information and all documents relating to the work of WIN. Members of the public can also become members of WIN through the website. A number of new members have joined us through this means as more people join the online community.

During 2011 WIN also joined the Facebook and Twitter communities, a valuable way of communicating and engaging with more people.



The Impact of WIN Activity

End of Life Care—Mary Rennie, WIN Support Officer—Older People

Mary Rennie, WIN Support Officer - Older People, continues to attend the bi-monthly meetings of NHS Wiltshire's *End of Life Care Implementation Group* and good progress continues to be made in this important area. In November 2011, Allison Bell, Consultant in Public Health for NHS Wiltshire, wrote to congratulate the EOLC Implementation Group on their work in achieving joint 3rd place in the South West SHA region for the percentage of residents within the county who are dying at home (which includes in a residential home or nursing home). She commented that "the real story is that we are reducing acute hospital deaths." This is a very successful outcome to the work undertaken as a result of WIN's public meeting in 2009.

The 2009 meeting highlighted the need for improved training, and now both registered and non-registered staff have received appropriate updates. GPs are encouraged to attend too. Training in *EOLC for People with Dementia* is now being offered.

The Implementation Group is aware that WIN will be closely monitoring the impact on End of Life Care of Wiltshire Council's newly introduced *Help to Live at Home* project; a new provision of outcome based domiciliary care, equipment and response services provided throughout Wiltshire. It will support people to remain independent in their own home. There is concern that some domiciliary care staff may lack the skills necessary for dealing with the end of life care of patients and their family.



The Impact of WIN Activity

Sensory Impairment—Martin Fortune, WIN Support Officer

A full analysis of the issues from the WIN Sensory Impairment (SI) Report of May 2010 was undertaken, to breakdown the issues into impairment group and which Statutory Agency needed to take the lead.

Wiltshire Council and WIN jointly facilitated three important meetings taking forward the issues of people with sensory impairments.

On 12th October the Sensory Impairment Voluntary Sector met with WIN and Wiltshire Council Representatives, to present their concerns, suggest some solutions and also to identify gaps. It was agreed to hold two further meetings, one to concentrate on issues for the visually impaired service users and the other for hearing impaired service users.

On the 7th December organisations who represent the complete spectrum of people who have experiences of Visual Impairment met to discuss their issues with statutory services.

Below is a summary of the actions points that fell into 3 main categories

Accessibility

- Accessible information 14 font size – this should apply to all public bodies
- How do the Council communicate to the visual impaired community, but this should also apply to all public bodies
- Customer training – learning from how “Talk & Support” listen to visual impaired people
- Signage – what happens when you design new signs – service user inputs into design and signs for refurbishment of buildings
- Can all public bodies have a standard procedure, designed around access to information and understand for us how we all engage customers of this group?
- Health – hospitals/GP surgeries – can we talk to NHS Wiltshire initially – could there be a standard approach across all Trusts operating in Wiltshire
- A meeting needs to be set up with Housing to discuss improvements to the Choice Based Lettings Scheme
- Public transport – cannot read bus numbers or timetables on bus stops, when services are changed, how can the Council communicate this better
- Elections – Issues were raised about size of fonts on ballot papers and what is being done about election leaflets

Prevention

- More input is required into the Joint Strategic Needs Analysis.
- How do we raise the profile and needs of people with visual impairment within the education, schools and the environment



The Impact of WIN Activity

- Public health agenda – how do we get the right information around the preventative agenda
- Learning Disability and the links with sight loss
- Migrant communities & gypsy community. This group has higher incidents of sight loss
- Falls Strategy; Links were evidenced to show higher incidents from people who have sight impairment
- Assistive technology are we making sure providers are aware of needs of people with sight impairment

Pathways – Health and Social Care

- Care Pathway to be developed

In November a meeting was set-up for organisations who represent the complete spectrum of people who have experiences of deafness, hearing impairments and also dual sensory impairment.

It was agreed that there were 8 main action points;

- How do we best meet the needs to empower the deaf community? We need a forum.
- Communication within Council
- Cradle-to-grave support.
- Advocacy – need to understand how we could add to existing contracts.
- What support is currently supplied to deaf community?
- Look at Bristol British Sign Language Charter
- Engage deaf people in Area Boards
- Accessibility and communication

WIN's continued Involvement

To achieve all these action points it was widely recognised that both groups need to engage with not only Wiltshire Council but NHS Wiltshire and Public Health as well. It was agreed that Phil Matthews as Chair of WIN, would write to those departments to request their appropriate representation. This was to enable the health issues and the prevention agenda be taken forward more proactively at subsequent meetings.

"2011-2012 has been a busy year for both WIN and Wiltshire Council. The collaborative work which has been undertaken over the past six months will, over the coming year, enable both organisations to move forward with a series of public consultation events for people with a sensory impairment. These will provide people living in Wiltshire with an opportunity to have a voice in the planning, reshaping and development of services on into the future. Resulting from the consultation it is intended that care pathways will be developed which will eventually link into a Sensory Impairment Strategy for Wiltshire"

*Julie Baptista—Commissioning and Contracts Officer for
People with Disabilities, Wiltshire Council*

The Impact of WIN Activity

Community Area Partnership Joint Strategic Assessment events—Martin Fortune WIN Support Officer

WIN was also represented at the Community Area Partnership (CAP) Joint Strategic Assessment events across the County. These events brought key players from the areas together for debate and discussion on issues relating to each local community. These issues included economy and tourism, culture and leisure, housing, the environment, transport, education, community safety and health and social care. WIN staff and members attended to input and support the collation of information. Health and wellbeing statistics for each local area were also shared at these events. Each CAP came up with priorities for each topic area to help them to plan and take forward projects to address these issues. Some of the priorities identified under the topic of health and social care were:

- Out of hours services
- The need for more community based services
- Mental Health and well being
- Engaging with the hard to reach groups
- The promotion of preventative medication
- The promotion of healthy lifestyles
- Equality and access to services

WIN will work with the Community Area Partnerships to develop a work plan of how the identified issues and priorities can be addressed in the year ahead.

*“In October 2011 WIN requested a meeting with **wfcap** (Wiltshire Forum of Community Area Partnerships) to talk through the changes that were happening in the health service. Both organisations acknowledged a need to work closer together in the future and felt it would be extremely beneficial to WIN members, Community Area Partnerships (CAP’s) and the communities of Wiltshire as a whole, if we arranged to meet and communicate regularly. The Heathwatch programme has been the main focus so far, with the recent consultation events highlighting the need for and desire for CAP’s to be integral in collecting community views and raising issues. **wfcap** are very pleased to have the attendance of a number of WIN members at the forthcoming conference, and will again be putting an emphasis on Heathwatch and how CAP’s can best get involved and help ensure the groups are really in touch with their communities. We look forward to working closely with WIN in the coming year and into the future”*

Laura Pictor—Manager of wfcap



Requests for Information

The following formal requests for information were made over the 12 month period.

Formal requests for attendance at WIN meetings:

- The Avon and Wiltshire Mental Health Partnership Trust were asked to attend a meeting, in April, to present the Draft Quality Account 2010-2011. A composite response, collated by WIN, including all the LINKs covering the Trust area was submitted within the deadline.
- Representative from Wiltshire Council and NHS Wiltshire were asked to attend a meeting, in April, of the WIN Healthwatch Implementation Task Group to update members on its transition.
- A representative from NHS Wiltshire attended the May Core group meeting to give an update on changes within the PCT. The Director of Nursing with the Great Western Hospital NHS Foundation Trust also attended to update on their merger with Wiltshire community Health Services.
- Representatives from Wiltshire Council attended a HIT Group meeting in May to talk to the group about the tendering process for Healthwatch.
- In June, August, October, December and February 2012 representatives from NHS Wiltshire and the Great Western Hospital NHS Foundation Trust were invited to a Core Group meeting to give further updates on PCT changes, GWH and Wiltshire Community Health Services merger and the provision of podiatry services across the County, respectively.
- In September, a Wiltshire Council officer attended the WIN HIT group meeting to give further information on the progress of Healthwatch.
- In October the NHS Wiltshire lead for the Equality Delivery System was asked to talk to the Core Group about how WIN can have an input within the Equality Delivery System.
- At December's public event, Wiltshire Council Leads for the new Help to Live at Home scheme and their Accommodation Strategy spoke to attendees. Representatives from NHS Wiltshire and the Great Western Hospital NHS Foundation Trust were also asked to give further updates. Members of the public asked challenging questions of all the speakers.
- The Chief Executive of the Great Western Ambulance Service was asked to speak at the February 2012 public meeting to update members and the public on the planned acquisition of GWAS by the South West Ambulance Service NHS Trust.

Other formal requests for information include:

Great Western Hospital NHS Foundation Trust

- Changes to Chippenham Hospital's catering department
- Information about Carillion strike action at the GWH
- Neurology nursing cover in the Devizes area
- A breakdown structure of Wiltshire neighbourhood teams
- Waiting list times for Audiology
- Information about the comfort rounds introduced across the GWH Trust

NHS Wiltshire

- The cost of premium rate telephone numbers used by GP practices.
- The provision of hearing aid batteries to community clinics

Royal United Hospital NHS Trust

- The suspension of the x-ray service at Devizes Community Hospital
- The move of public mortuary services from the RUH

Enter and View

The Wiltshire Involvement Network has accepted the National Centre for Involvement Code of Conduct relating to visits to Enter and View as their policy of good practice. A document has been written to identify and publish the procedures for decisions required of WIN in the matter of Enter and View visits. WIN views the 'Enter and View' process as a last resort if information cannot be obtained in any other way.

A number of WIN Members received Enter and View refresher training in September 2011 and as a result are 'authorised representatives' (see membership list). CRB checks have been undertaken for all the Core Group members. An up to date list of all the WIN authorised representatives is publicly available. The NHS Centre for Involvement has produced a Code of Conduct relating to the LINKs ability to Enter and View certain health and social care settings which has been adopted by WIN. Core Group members are bound by provisions of the Data Protection Act and the Nolan Principles for Public Life. WIN has an Equality and Diversity Policy which will be updated in order to ensure that it meets the requirements of the Equality Act 2010.

To enable WIN to carry out its activities effectively there will be times when it will be helpful to undertake an observation of the delivery of either health or social care services and collect the views of people whilst they are directly using those services.

Two authorised representatives of WIN took part in an announced enter and view visit to Salisbury Hospital's Accident and Emergency department in February this year as part of the Great Western Ambulance Service (GWAS) Joint Working Group's work programme. For some considerable time, the members of the group had been concerned about the ambulance turnaround times for patients at hospitals in the GWAS area. The aim of the visit was to observe the use of the arrival screens; an electronic screen used by ambulance crews to record their arrival and departure times. The main benefit of the screens is that waiting times are reduced which results in better patient care and better performance for hospitals. Screens were introduced to all eight hospitals within the GWAS Trust area. The WIN representatives completed a report which included questions about the Emergency Department, staffing levels and any additional rooms used within the department. It also concentrated on the use of Arrival Screens in the Emergency department, and any other observations. Results showed a clear variance across the GWAS area in the way arrival screens are used, however improvement in the patients journey has been recognised in several of the hospitals. WIN regularly meets with the Wiltshire Compliance Inspector for the Care Quality Commission to discuss ways of working together and has a systematic approach to any requests for information either about residential homes, domiciliary care agencies, private clinics or NHS Trusts. This is a two way process.

A number of Core Group members have over the past year been involved in PEAT Inspections (Patient Environmental Action Teams) which are annual assessments of inpatient healthcare sites.



Overview and Scrutiny

Requests for Information in 2011-2012

How many requests for information were made by WIN?	25
Of these, how many of the requests for information were answered within 20 working days?	25
How many related to social care?	4

Enter and View in 2011-2012

How many enter and view visits did WIN make?	1
How many enter and visit visits related to health care?	1
How many enter and view visits related to social care?	0
How many enter and view visits were announced?	1
How many enter and view visits were unannounced?	0

Reports and recommendations in 2011-2012

How many reports and/or recommendations were made by WIN to commissioners of health and adult social care services?	1
How many of these reports and/or recommendations have been acknowledged in the required timescale?	1
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service review?	
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service change?	0
How many reports/recommendations related to health services?	1
How many reports/recommendations related to social care?	0

Referrals to OCS in 2011-2012

How many referrals were made by WIN to OSC?	0
How many of these referrals did the OSC acknowledge?	0
How many of these referrals led to a service change?	0

The Chair of WIN sits as a stakeholder on the Overview and Scrutiny Committee of Wiltshire Council. Although a referral protocol exists between the Wiltshire Health and Social Care Overview and Scrutiny Committee and WIN, it has been found to be beneficial to all parties that a relaxed and informal dialogue based on good relations exists. Because of this, any issues have been resolved successfully in 2011/12 without the need for formal referrals.

Next Steps for WIN

Throughout 2011 WIN kept itself informed about the progress of the Health and Social Care Bill and how it relates in particular to Healthwatch, Health and Wellbeing Boards, GP Commissioning and Public Health. It has attended events and received briefing papers on all of the above. This work will continue in 2012, until the establishment of Healthwatch in April 2013. WIN will also ensure that its legacy is transferred into Healthwatch Wiltshire.

The Wiltshire Council Help to Live at Home scheme will continue to be monitored by WIN to ensure that the provision of services for older people living in their homes and sheltered accommodation is being met. An event is being planned for the end of May 2012 entitled 'Carers and services that help people to live at home'. Representatives from Wiltshire Council, Carer Support Wiltshire, Youth Action Wiltshire and other providers of services aimed at supporting people to live in their own homes, will give presentations to over 100 people from across Wiltshire.

WIN will continue to reach out to people in Wiltshire via its website, Facebook, Twitter and through regular newsletters.

WIN will also be working with Wiltshire Council, the Wiltshire and Swindon Users' Network and NHS Wiltshire on a large open space event, planned for the summer of 2012. This will focus on improving services for people in Wiltshire living with a sensory impairment. It will allow service users to have a say on the development of services, and result in a Sensory Impairment Strategy for Wiltshire.

WIN will continue to work closely with other community and voluntary organisations across the county to ensure information, issues and concerns are shared and acted upon appropriately.

Health and Social Care Concerns

Do you, or someone you know, have concerns about a health or social care service?

For example—hospital discharge, ambulance response times, Help to Live at Home

If so, the Wiltshire Involvement Network has statutory powers to investigate with the commissioners and providers of these services. Concerns can be brought to WIN's attention anonymously and we will investigate them on your behalf.

WIN Concern Forms are available online at the WIN website

www.wiltshireinvolvementnetwork.org.uk

or you can contact Tracie Clark on 01380 871800 or winadmin.wsun@btconnect.com

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