



for health and social care

**The Wiltshire  
Involvement Network  
(WIN) Annual Report  
April 2012 – December 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 Wiltshire Involvement Network will cease to exist on 31st March 2013. Healthwatch Wiltshire will replace it, taking on its functions and additional duties as well. For this reason this annual report covers all WIN's activities for the period April 2012 to December 2012. A legacy and handover document will be produced early in 2013 to ensure the valuable work of WIN is transferred into HealthWatch Wiltshire.



*WIN Staff Team—Mary Rennie, Tracie Clark, Lucie Woodruff and Martin Fortune*

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# A Word From the Chair



Since the last Annual Report 2011-2012 the Core Group have again been very active representing WIN on NHS and Social Care committees, sharing issues and concerns from other members and the people of Wiltshire.

We continued to engage with members of the public at our bi-monthly open forum meetings where questions could be asked directly to statutory organisations such as NHS Wiltshire, Wiltshire Council and the three acute hospital Trusts. These remain very popular.

WIN held two events themed around Carers and Wiltshire Council's 'Help to Live at Home' service, one in May in Devizes and the other in October in Salisbury. A report of these events is included within this report. We have also started work on improving care and support for blind and partially sighted people throughout Wiltshire, in partnership with the Wiltshire and Swindon Users' Network and Wiltshire Council. Again a report on this is included within this report.

We continue to work with Wiltshire Council through WIN's Healthwatch Implementation Task Group and at the recent Council Cabinet meeting where their recommendations for Healthwatch Wiltshire were shared, I was invited to speak. We intend to keep members of the public fully informed as we move even closer towards the end of LINKs and the advent of Healthwatch Wiltshire. With this in mind we will be holding a public meeting at the beginning of February where updates will be given on Healthwatch Wiltshire, the new Clinical Commissioning Group, Wiltshire Council's Health and Wellbeing Board, NHS reforms generally and the merger of Public Health into the council.

I would like to take this opportunity to thank the WIN staff Lucie, Tracie, Martin and Mary and WIN members for their continuing support. I hope that as a LINK we have made a mark on Wiltshire. Best wishes to everyone who has been involved with WIN

**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 2009*



# WIN Core Group Membership

WIN has 212 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— <b>VICE CHAIR</b>	<i>*authorised representative</i>	Health
Marian Maclean-Ives		Community Groups
Irena Kate Magil		Social Care
Tim Mason		Social Care
Phil Matthews— <b>CHAIR</b>	<i>*authorised representative</i>	Health
Patricia Putland		Health
Dorothy Roberts	<i>*authorised representative</i>	Health
Jill Tompkins— <b>VICE CHAIR</b>	<i>*authorised representative</i>	Social Care
Heather Tucker		Social Care
Mary Wilson	<i>*authorised representative</i>	Health
Paula Winchcombe		Community Groups

All Core Group members are CRB checked. \*Authorised representatives have also received comprehensive training enabling them to take part in Enter and View visits.

You can also find WIN on Facebook by searching for **Wiltshire Involvement**, or follow **WIN005** on Twitter.



# WIN Finance

Period 01/04/12 to 31/12/12	Expenditure (£)	Income (£)
Local Authority Funding		90,000
Salaries	35,492	
Other Staff Costs and Expenses	3,686	
WSUN Management Charge	10,791	
Age UK Wiltshire	11,159	
Gloucester Rural Council	145	
Members Mileage and Parking	3,212	
Taxi Fares	3,775	
Enablers	1,451	
Room Hire, Refreshments and Catering	4,452	
Vision Ahead Project	9,500	
Postage	703	
Stationary and Photocopying	3,242	
AGM printing costs	1,482	
Telephone and Broadband Costs	567	
IT Maintenance	57	
Promotional Material and Publicity	4,601	
CRB Checks	17	
Bank Charges	15	
Subscriptions and Misc	102	
<b>Total Expenditure/Income</b>	<b>94,449</b>	<b>90,000</b>
Surplus of income over expenditure 2010/11	15,322	
Surplus of income over expenditure 2011/12	16,134	
Surplus of expenditure over income 9 months to 31/12/12	-4,449	
<b>Total reserves available for the 3 months to 31/03/13</b>	<b>27,007</b>	

# WIN Sub Groups

<p><b><u>WIN Chairs Group</u></b></p> <p>Phil Matthews</p> <p><b>CHAIR</b></p> <p>Anne Keat</p> <p><b>VICE CHAIR</b></p> <p>Jill Tompkins</p> <p><b>VICE CHAIR</b></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 Care Quality Commission Compliance Manager, where information and concerns can be shared. As a result of these meetings with the CQC, authorised representatives of WIN took part in two enter and view visits to Order of St John Care Homes in Wiltshire. The reports from these visits are available on the WIN website.</p>
<p><b><u>Outreach Group</u></b></p> <p>Mary Wilson <b>CHAIR</b></p> <p>Sandie Baker</p> <p>Debbie Burse</p> <p>Sharon Daws</p> <p>Martin Eggleton</p> <p>Ann Haughey</p> <p>Rodney Haverson</p> <p>Mary Johns</p> <p>Marian Maclean Ives</p> <p>Phil Matthews</p> <p>Patricia Putland</p>	<p>The Outreach Group has had a busy 6 months planning and preparing the WIN events. It will continue to focus on the WIN work plan and its implementation. Throughout this period they have successfully engaged with other voluntary organisations to find out what their members views and issues are. The Outreach Group has initiated a bi-monthly report which is submitted to all Area Boards outlining all WIN's activities and achievements. These reports are available with the Area Board papers for all meetings. This has proved successful with the addition of selected Core Group members representing WIN at the Area Board meetings themselves. Members have been asked to speak and answer questions. This is also an opportunity to publicise upcoming events to the wider public.</p>
<p><b><u>Healthwatch</u></b></p> <p><b><u>Implementation</u></b></p> <p><b><u>Task Group</u></b></p> <p>Phil Matthews <b>CHAIR</b></p> <p>David Evans</p> <p>Jetta Found</p> <p>Anne Keat</p> <p>Marian Maclean Ives</p> <p>Patricia Putland</p> <p>Jill Tompkins</p> <p>Mary Wilson</p>	<p>This group was set up in March 2011 to work on the implementation and transitional arrangements for Healthwatch. Known as the HIT Group, it works closely with Wiltshire Council to ensure that the process runs smoothly. Members receive regular updates from Wiltshire Council so that they are kept abreast of developments as they happen. The group responded to the Department of Health's Summary Report; <b>Issues relating to Healthwatch Regulations</b>. They also agreed a response to the Care and Support White paper.</p>



# The Year at a Glance

The Wiltshire Involvement Network staff and members had a busy year attending many events representing WIN. Here is a snap shot of their work promoting WIN and engaging with the public, other voluntary and community groups and providers and commissioners of health and social care services across Wiltshire.

## April 2012

WIN was represented at the following events and meetings:

- Salisbury Hospital Board meeting
- Claire Perry MP public meeting to inform on local health services, Devizes
- Wfcap (Wiltshire Forum for Community Area Partnership) Annual General meeting
- Wiltshire Equality Network meeting
- GWAS consultation event on their acquisition by South West Ambulance Service
- Chair took part in a mini PEAT inspection at Salisbury Hospital.
- WIN Chairs met with two Non Executive Directors of the Clinical Commissioning Group to discuss how WIN could help with their patient and public involvement.
- Wiltshire and Swindon Action Group for Visual Impairment

WIN Meetings:

- Public meeting in Warminster, speakers from Salisbury Hospital, NHS Wiltshire and the Great Western Hospital NHS FT
- Outreach Group meeting
- HIT Group meeting

## May 2012

WIN was represented at the following events and meetings:

- AWP Patient Information Steering Group meeting
- GWAS External Reference Group meeting
- Wiltshire Council Scrutiny committee meeting
- Wiltshire Voices Visual Impairment project meeting
- Trowbridge Community Area Partnership Annual General meeting
- GROW Voluntary Sector Forum event
- NHS Wiltshire Stakeholder Assembly
- 'Working Together to Develop Healthwatch Wiltshire' meeting
- People of Islamic Faith Cluster meeting
- Carer Support Wiltshire Westbury Focus group
- Arthritis Care 'In the Pink' event, Devizes
- Age Concern group meeting, Royal Wootton Bassett

WIN Meetings:

- Chairs and CQC meeting
- 'Carers and Services that Help People to Live at Home' event—Devizes

# The Year at a Glance

## June 2012

WIN was represented at the following events and meetings:

- Salisbury Hospital Board meeting
- South West Regional LINKs meeting, Taunton
- Health and Wellbeing Board meeting
- Wiltshire Voices Focus on Stroke project meeting
- Strategic launch of NHS Wiltshire's Fall and Bone Health strategy
- Wiltshire Equality Network meeting
- Royal United Hospital Board meeting

WIN Meetings:

- Outreach Group meeting
- Project meeting to plan the Vision Ahead workshops
- Enter and View Sub Group meeting
- Public meeting in Chippenham with speakers from NHS Wiltshire, Royal United Hospital and the Great Western Hospital
- Core Group meeting
- HIT Group meeting

## July 2012

WIN was represented at the following events and meetings:

- WSUN Welfare Reform event
- ILC Independence Day event
- Wiltshire Voluntary Sector Forum
- Wiltshire Council Health and Social Care Select Committee
- Wiltshire Voices, Friary Voices Project meeting
- Great Western Hospital nursing strategy consultation event
- NHS Wiltshire Long Term Neurological Conditions Steering Group meeting
- AWP Board meeting
- AWP Stakeholder meeting
- Dorothy House Hospice Open days in Trowbridge and Winsley

WIN Meetings:

- Chairs and CQC meeting
- Outreach Group meeting
- Formal Enter and View visit to Athelstan House in Malmesbury
- Formal Enter and View visit to Hungerford House in Corsham
- Public meeting in Salisbury with speakers from Wiltshire Council, the Great Western Hospital, Wiltshire Wildlife and Wiltshire Online
- Core Group meeting

# The Year at a Glance

## August 2012

WIN was represented at the following events and meetings:

- People of Islamic Faith Cluster meeting
- Neurological Stakeholder Day
- NHS Wiltshire Patient transport meeting
- Age UK Wiltshire Friendship club Westbury
- AWP involvement event, Green Lane Hospital Devizes

### **WIN Meetings:**

- Outreach Group meeting
- HIT Group meeting

## September 2012

WIN was represented at the following events and meetings:

- Wiltshire and Swindon Users' Network Annual General Meeting
- Wiltshire Equality Network meeting
- NHS Wiltshire Patient Participation Group event
- GWAS Joint Working Group meeting
- AWP Stakeholder meeting
- Wiltshire Voluntary Sector Assembly
- Carer Support Wiltshire Annual Review
- Green Square Disability Forum

### **WIN Meetings:**

- Core Group meeting
- Outreach Group meeting

## October 2012

WIN was represented at the following events and meetings:

- AWP 'Moving Forward Together' event
- New PLACE inspection Pilot at Salisbury Hospital
- South West Regional LINKS meeting, Taunton
- Salisbury Hospital Board meeting
- Wiltshire Tenants Open Day
- Wiltshire Council Cabinet meeting
- Age UK Wiltshire Annual General meeting
- Stroke Association 'Focus on Stroke' event Melksham
- Age UK Wiltshire Older People's Day 'Talk and Try Events in Malmesbury, Melksham and Pewsey

### **WIN Meetings:**

- Chairs and CQC meeting
- 'Carers and Services that Help People to Live at Home' event—Salisbury
- HIT Meeting

# The Year at a Glance

## November 2012

WIN was represented at the following events and meetings:

- Wiltshire and Swindon Users' Network Safeguarding consultation event
- Vision Ahead: Improving care and support for blind, partially sighted and visually impaired people in Wiltshire, Workshop 1
- NHS Wiltshire Impact on Urgent Care event
- AWP Board meeting, Chippenham

WIN Meetings:

- Outreach Group meeting
- Public event in Melksham with speakers from Great Western Hospital Trust on the Podiatry service and hospital discharge

## December 2012

WIN was represented at the following events and meetings:

- Carers Rights Day Question Time, Devizes
- Informal visit to Malmesbury Primary Care Centre
- Vision Ahead: Improving care and support for blind, partially sighted and visually impaired people in Wiltshire, Workshop 2

WIN Meetings:

- Chairs meeting



# Healthwatch Wiltshire

Healthwatch Wiltshire will be a new social enterprise organisation concerned with strengthening the collective voice of local people and their influence in both health and social care. It will:



- come into effect on the 1st April 2013
- assume responsibility for existing WIN functions and will take on new functions too
- be accountable to the people of Wiltshire, Healthwatch England and Wiltshire Council
- Inform the Joint Strategic Needs assessment and joint health and wellbeing strategies on which commissioning decisions will be based through its seat on the Health and Wellbeing Board

Healthwatch Wiltshire will represent the voice of all Wiltshire's residents in the improvement of local health and social care services. It will build on what already exists rather than competing with it. It will bring together a range of organisations and individuals to ensure that effective support is in place to enable communities to help improve services in Wiltshire. With its seat on the Health and Wellbeing Board it will have a strong strategic as well as local presence. Healthwatch Wiltshire will be inclusive.

Healthwatch Wiltshire will have key functions it must deliver:

- As the consumer champion the role of Healthwatch is to influence the commissioning of health and social care in Wiltshire.
- As the gateway, Healthwatch will provide an information and signposting service about accessing health and social care services and choice in relation to aspects of those people in Wiltshire
- Local authorities are responsible for commissioning an independent NHS complaints advocacy service. This will include providing advocacy for people who lack the capacity to speak up for themselves

## Transition to Healthwatch Wiltshire

There is a commitment to fund WIN to continue operating up to 31st March 2013. A key aim of establishing Healthwatch Wiltshire is to make sure that the very best of WIN is not lost. WIN supports the proposed approach and it is hoped that the current WIN volunteers will transfer their membership across to Healthwatch where they will be joined by volunteer members of other voluntary groups with an interest in health and social care. WIN is in the process of producing a legacy document to transfer its learning and research to the new organisation.





# Healthwatch Wiltshire

## The proposed governance of Healthwatch Wiltshire



Healthwatch will be a social enterprise provided by a consortium made up of the existing voluntary and community sector with an interest in health and social care. As a corporate body they are able to employ staff to support Healthwatch, they can also acquire premises and deliver their own support infrastructure and service delivery functions.

This new body would be a membership organisation and hopefully most, if not all, stakeholder groups would wish to be involved. It will be constituted with an appointed Chair and four Executive Members of the board. A shadow Chair will be subject to a recruitment process undertaken by a panel of members from the shadow Health and Wellbeing Board. There will be a Healthwatch board of a further 20 members to form the consortium who will be invited by the Chair and the Executive Committee to be representative of the voluntary and community sector organisations.

Each member will have voting rights. Healthwatch Wiltshire will be represented on boards such as the Health and Wellbeing Board, Clinical Commissioning Group Board, Adult Social Care Commissioning Board and HOSC by its executive members.

Healthwatch Wiltshire will build a wider network of members with both offline and online opportunities to get involved and find out about health and social care issues. An annual report on the performance and outcomes achieved by Healthwatch Wiltshire will be produced.

There will be quarterly meetings of the Healthwatch board which will be open to the public and which will link to the timings of the Health and Wellbeing Board and Clinical Commissioning Group Board. The executive members will meet separately in between the board meetings.

An annual general meeting (AGM) will take place in mid Wiltshire plus other public meetings during the year in North and South Wiltshire respectively. The Board will have policies and a handbook to explain governance arrangements which will be publicly available.

Healthwatch Wiltshire will establish sub groups and task and finish groups to undertake specific roles such as enter and view, or to look at specific issues such as the acute trusts.

There will be a physical presence in each of the community campuses subject to agreement with the community operation boards. A mechanism for a formal reporting process to each Area Board will be determined in discussion with the Chairs of Area Boards and the Council's portfolio holder for communities. Local involvement in Healthwatch Wiltshire will be promoted through existing groups and partnerships with an interest in health and social care including community area partnerships. For more information about Healthwatch Wiltshire <http://www.wiltshire.gov.uk/healthandsocialcare/localhealthwatch.htm>



# How People's Views are Heard

The Wiltshire Involvement Network gathers views and concerns from people across Wiltshire in a variety of ways. Members of the Core Group represent WIN on a variety of health and social care commissioning groups as members and stakeholders and are stakeholders on the Health and Social Care Overview Scrutiny Committee (HSCOSC) and Wiltshire Councils shadow Health and Wellbeing Board. A relationship and referral protocol exists between the Wiltshire Health and Social Care Committee and WIN. WIN Members also attend the NHS Stakeholder's Assembly and AWP Stakeholder's Assembly. Members represent WIN on a Joint Working Group which looks at the Great Western Ambulance Service. This is a cross boundary working group made up of LINK members and Host representatives across the seven Local Authority areas covered by Great Western Ambulance Services. Members sit on the Maternity Strategy and Liaison Committee.

## Public Events

WIN has continued with its public engagements this year by holding public events bi-monthly, speakers from different health and social care organisations are invited to give presentations and updates to members of the public. 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.

"As ICAS advocate I have attended the WIN public meetings for the last few years. Initially these meetings were arranged in such a way that members of the WIN Core Group were seated around a table whilst members of the public were seated around the outside of the WIN Core Group. With these seating arrangements it was very difficult for members of the public to follow and understand the discussions of core members around the table and there was very little interaction between WIN core members and members of the public. Since Phil Matthews became Chair of the Wiltshire Involvement Network the format of the WIN public meetings has changed in a way that makes these meeting more interesting and interactive for members of the public. The meetings are now held in two parts with a specific information section in the mornings for members of the public and the Core Group meetings in the afternoon. Now the meetings are held in a variety of venues around the county, with seating arrangements for members of the public in rows facing the speaker at the front, an introduction of regular speaking slots from representatives of the acute Trusts (Great Western Hospital, Royal United Hospital Bath, Salisbury District Hospital), representatives from the Primary Care Trust and also from the Ambulance Services. This allows for members of the public to receive up-to-date information about developments in their local health services and the talks are always followed by questions and answers sessions which makes the sessions much more interactive. In this way the WIN public meetings have been developed into a forum for members of the public to be kept informed and to be able to express concerns about their local services."

**Isobel Harward, ICAS Advocate for SEAP**

# How People's Views are Heard

## **Pilot PLACE Inspection Salisbury District Hospital**

WIN was asked to join a team comprising of members of Salisbury District Hospital (SDH) staff, governors and patient representatives to trial the pilot Patient-Led Assessment of the Care Environment (PLACE) inspection, which will replace the current Patient Environment Action Team (PEAT) inspections in April 2013. It is intended that PLACE will be an annual assessment of all hospitals providing NHS-funded care and will “put patient wishes at the centre of the assessment process”. It will focus on the quality of non-clinical services and the condition of hospital buildings. The pilot inspection was an all-day event and involved visiting ten wards and ten support areas. The team also observed lunch being served in four wards, and tasted the meals available. Overall, the impressions of the Salisbury District Hospital environment and its staff were very favourable. However, the team unanimously concluded that the PLACE process was too broad in scope and too detailed to be completed in one day (9 am – 4 pm), as this did not allow sufficient time to visit and observe the many wards and support areas required, and to complete the comprehensive PLACE paper work. It was agreed that to do this would require 2 full days or a revised, less detailed audit form. These conclusions have been fed back to the Department of Health. The final PLACE process may change, subject to the responses received. However, the results of the pilot will not be made public, although they will be available via Freedom of Information requests.

## **Mary Rennie—WIN Support Officer for Older People**

### **Wiltshire Area Board Meetings**

Wiltshire Council's Area Boards are a way of working to bring local decision making back into the heart of the community. They are a formal part of Wiltshire Council that try to find solutions for local issues such as road repairs, traffic problems, litter, facilities for young people and affordable housing.

Their aim is, by working in partnership with local communities, that this will lead to better services, better communities and a better quality of life for everyone in Wiltshire.

WIN felt that working with the Area Boards would enable those involved to have their say on health and social care matters. A report of the work of WIN is now submitted to each Area Board for inclusion within the meeting papers for all meetings. Participants are then able to find out more about WIN's work and upcoming events. This has been a way of reaching people who may not have heard about WIN otherwise. It was also decided that a member of WIN's Core group would attend their own local Area Board meeting to talk about WIN and promote and engage with the community. This has been an excellent way of sharing issues within all communities across Wiltshire.

### **WIN Concerns Forms**

WIN's concern forms continues to be a popular way for people to communicate their health or social care issues and concerns. All concerns are actioned by the WIN chairs and dealt with in a timely manner. Some of the concerns received during this period include, communication between A&E departments and patients GP's, the difficulties in getting routine GP appointments, maternity aftercare services and long waiting times for physiotherapy appointments.

# How People's Views are Heard

## WIN 'Carers and Services that Help People to Live at Home' Events

WIN put on two of these events, one in Devizes during May and one in Salisbury in October. The aim of the events was to raise awareness of services available throughout Wiltshire for people and their carers who want to live safe, independent and healthy lives at home. The event was advertised widely across the county with a total of 177 people in attendance at both events. Information and advice was also available from 38 organisations present with promotional stands displaying their services available to members of the public. Speakers at the events were:

- \* Nicola Gregson, Head of Commissioning, Older People, Wiltshire Council
- \* Lindsay Poulson, Alison Crangle and Diane Barkham, Carer Support Wiltshire
- \* Carole Williams, Director of Clinical Services, Wiltshire Medical Services
- \* Brian Deeley and Penny Church, Age UK Wiltshire
- \* Sarah White, Fund Raising Manager, Youth Action Wiltshire
- \* Michelle Bacon and Di Green, Great Western Hospital Foundation Trust
- \* Chris Bull, Contract Support Manager, Medequip

Attendees were able to ask questions and raise issues directly with the speaker, empowering them to have a voice. Informative reports from the events, with more details of what each speaker presented on and the organisations promoting services at the events is available on request. Contact details are at the back of this report.



*"Plenty of time to  
talk with each  
stand holder"*



*"Helpful Information  
about organisations  
and services from both  
speakers and stands"*

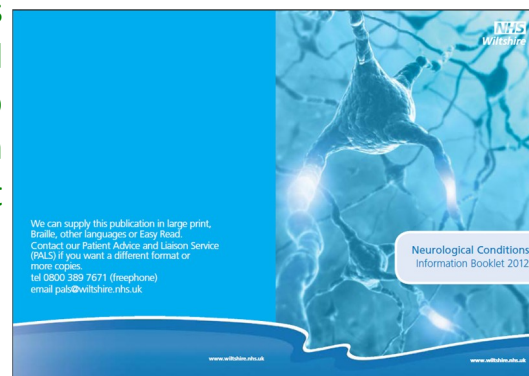
# How People's Views are Heard

## Engaging with groups of people with long term Neurological Conditions.

The Wiltshire Primary Care Trust's Long Term Neurological Conditions Steering Group (LTNCSG), led by Darrell Gale produced an information booklet for patients with long term neurological conditions who live in Wiltshire. Darrell is a Consultant in Public Health working for NHS Wiltshire, who will transfer with Public Health to Wiltshire Council under the new arrangements brought about by the NHS reforms.

The group, of which I am a part representing WIN, produced the booklet which was launched in August 2012 at a Neurological Event - Stakeholder day, jointly organised by Wiltshire Council and NHS Wiltshire. It provides a comprehensive guide to living with a neurological condition. Sections include Where to Start, Your Care which includes support for the carer, Finances and Work and Getting About. Copies of the Neurological Conditions Information Booklet are available from the Wiltshire and Swindon Users' Network. I am also trying to get them into chemists and GP surgeries. It is hoped that the Long Term Neurological Conditions Steering Group will continue to meet and perhaps expand its membership.

**Rodney Haverson—WIN Core Group member  
and member of the LTNCSG**



## Disabled Parking in Wiltshire Council car parks

In the spring of 2012 Wiltshire Council announced that disabled parking in all their car parks would be free to Blue Badge holders and that the existing time limits would be lifted, meaning that disabled drivers could park without having to worry about getting back to their cars. This is a very generous and much appreciated move.

The old signage was slow to be changed and for a time there was some confusion. For a time the Blue Badge issuing department were unaware of this and the advice received depended on whether you rang them or the Car Parks department. Phil Mathews mentioned the problem to Councillor Dick Tong who contacted the two departments and implemented change. WIN also mentioned that some car park signage was not accessible to disabled people as some information on disabled charges is too high up and in a very small print.

By now all the signs should have been brought up to date. It should be noted that for practical reasons there are a few exceptions. For instance the disabled spaces outside the Guildhall in Salisbury and the adjoining Market Place are limited to two hours. If in doubt call the Wiltshire Council advice line on 01225 713002.

**Rodney Haverson - Core Group Member**



# The Impact of WIN Activity

## Draft Care and Support Bill—a brief summary

The draft Care and Support Bill was published in July of this year. It creates a single law for adult care and support, replacing more than a dozen different pieces of legislation. It provides the legal framework for putting into action some of the main principles of the White Paper, 'Caring for our future: reforming care and support', and also includes some health measures.

The Government's approach to reform is guided by the following principles:

- Health and well-being of individuals are at the heart of care and support
- People are treated with dignity and respect, and are safe from abuse and neglect
- Personalisation; real choice and control over the care and support an individual's needs to achieve their goals
- Skills, resources and networks in every community are harnessed and strengthened
- Carers are recognised and supported to reach their full potential
- A caring, skilled and valued workforce delivers quality care

The draft Bill will include the following key provisions:

- Clear entitlements to care and support. One of the key aims is to provide a single route through which consistent entitlements to care and support can be established for users and carers.
- Care planning and personal budgets. The provision of a personal budget for both adults needing care and carers, to help people understand the costs of meeting their needs and find out what public funding is available to help them.
- A new framework for adult safeguarding. The draft Bill sets out the first ever statutory framework for adult safeguarding which stipulates local authorities' responsibilities to protect adults at risk of abuse or neglect.

A full copy of WIN's response to the draft Care and Support Bill is available [here](#). A hard copy is available on request.

A summary of the feedback received by the Department of Health will be made publically available early in 2013.

Caring for our future:  
reforming care  
and support

# The Impact of WIN Activity

## End of Life Care in Wiltshire

The aim of Wiltshire's *End of Life Care Strategy*, adopted in June 2009, is to ensure "the provision of high quality care to the patient and their families and carers to ensure that everyone's wishes around end of life care are identified and respected, and dignity is preserved, both during the patient's life and after death". The principle health outcome of the Strategy is: "Ensuring that, by responding to individual preferences, adult deaths in acute hospitals will reduce by 10% for each of the next 3 years."

In Wiltshire, there are three hospices serving the local population. Dorothy House covers Bath, North and West Wiltshire and parts of Somerset. The WIN Support Officer – Older People attended the Dorothy House Hospice Open Afternoon on 2 July 12 and had a tour of the impressive facilities. As well as a 10 bed in-patient unit, the hospice has a day patient unit catering for up to eleven patients, who are picked up by volunteer drivers. In addition to treatments such as occupational therapy and physiotherapy, patients enjoy creative art activities (including life story projects, creative keepsakes, and memory boxes), outings and companionship. Dorothy House also offers a *Hospice at Home* service (the homes covered range from canal boats and caravans to mansions), a 24 hour advice line staffed by Nurse Specialists, and a counselling service. One of the patients who attends the day unit spoke movingly of the support that Dorothy House gives her – describing it as a place of safety, not a sad place but a happy place, where patients are encouraged to "live until you die".

WIN is represented on NHS Wiltshire's *End of Life Care Strategy* Implementation Group which continues to meet bi-monthly to monitor the progress made in reducing the number people dying in acute hospitals, and to share good practice in end of life care. 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 3<sup>rd</sup> 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) - a very successful outcome to the work undertaken as a result of WIN's public meeting in 2009.





# The Impact of WIN Activity

**Vision Ahead: Improving care and support for blind, partially sighted and visually impaired people in Wiltshire.**

In Wiltshire there are 3,125 registered blind and partially sighted people. However, this number is thought to be under representative of the actual number of people living with sight loss. Research from the RNIB and census figures show a figure nearer to 14,784 for Wiltshire. Figures from Wiltshire's Joint Strategic Assessment for Health and Wellbeing (2011-12) show that an estimated 7,733 people aged 65 and over live with a moderate or severe impairment. These estimates and the lack of true official statistics increase the difficulty in planning and budgeting for services provided within Wiltshire.



Wiltshire is committed to improving how it supports people who are blind, partially sighted or visually impaired. This piece of work is being co-produced by customers and stakeholders. Therefore, a partnership has been formed of the Wiltshire Involvement Network, Wiltshire and Swindon Users' Network and Wiltshire Council to drive these improvements forward.

The partnership agreed in July 2012 to lead a project to co-produce (with stakeholders) recommendations to improve the care and support of blind, partially sighted and visually impaired people of Wiltshire.

At the end of the process *"A final list of recommendations will be taken forward for discussion with the council, NHS Wiltshire and the Clinical Commissioning Group as to how services can be developed or enhanced in future."* (James Cawley, Director of Commissioning, Wiltshire Council). The partnership agreed to hold a series of workshops with the aim of consulting with customers to:

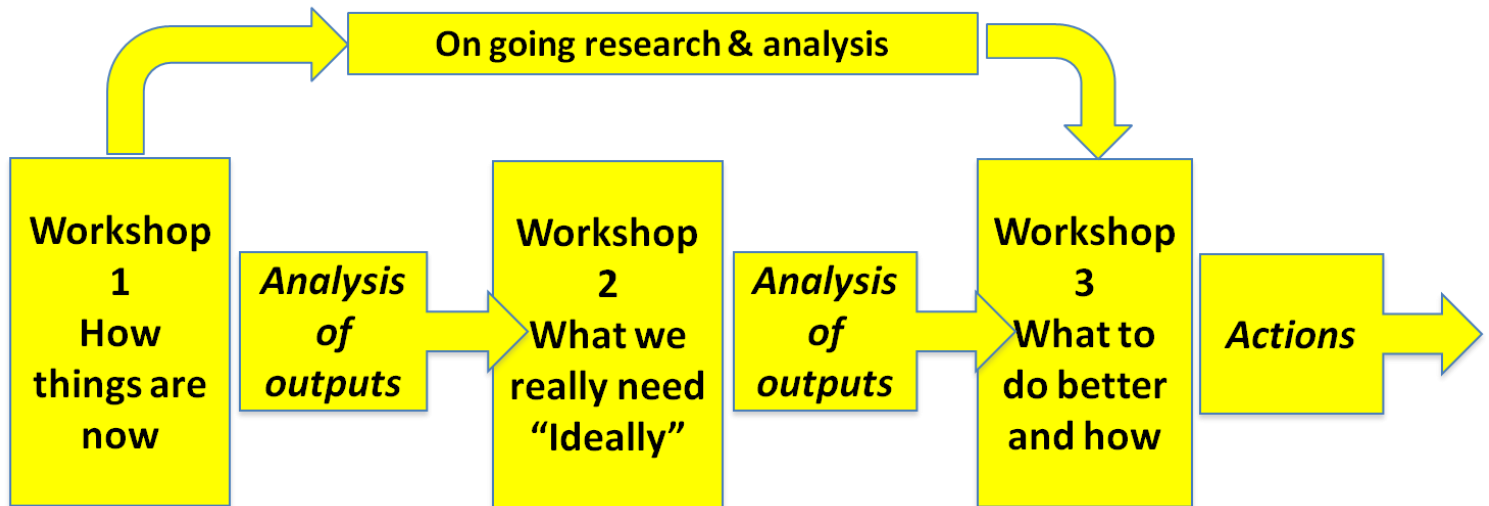
- Workshop 1 Find out how customers and stakeholders believe things are now and critique the 'as is' position so that the strengths and weaknesses are both identified;
- Workshop 2 Find out what customers and stakeholders feel is 'ideally' needed to support blind and partially sighted people;
- Workshop 3 Detail what the previous workshop working groups recommends to be done differently in future and consider how the recommendations can be implemented/afforded

*Diagram on the next page*

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Vision Ahead: Improving care and support for blind, partially sighted and visually impaired people in Wiltshire

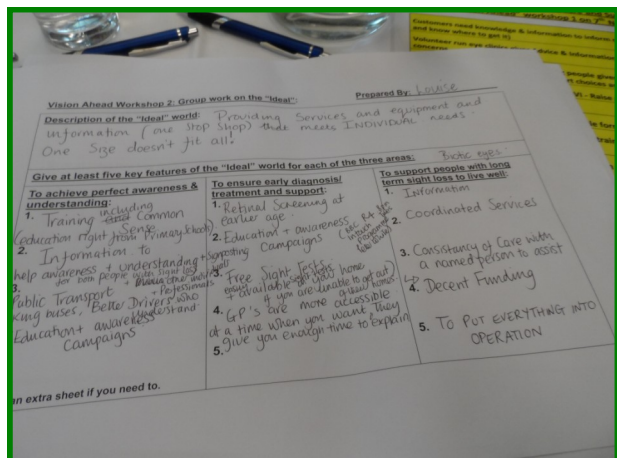
## Three Workshop Model



The partnership will work with stakeholders and representatives from Public, Private and Voluntary sectors including a cross section of directors, manager, practitioners, providers, customers, carers and volunteers.

Following the completion of the three workshops a list of recommendations—an action plan—to improve the lives of blind and partially sighted people, will be produced. This will be taken forward for discussion with Wiltshire Council, NHS Wiltshire and Wiltshire Clinical Commissioning Group as to how services can be developed or enhanced in the future.

Workshop 1 took place on the 7th November 2012, with the second taking place in December and the last in February 2013. A brief overview of the feedback received at Workshop 1 is featured on the next page. A full report will be written after the completion of all three workshops which will include an action plan of improvements and recommendations. This will be publicly available from the Wiltshire and Swindon Users' Network.



# The Impact of WIN Activity

## Vision Ahead: Improving care and support for blind, partially sighted and visually impaired people in Wiltshire—WORKSHOP 1

Feedback from **workshop 1** showed that the main features of good care and support identified are that: there is accurate, up to date accessible information about what is available: on how to self help and how to access support and that care and support when it is needed is; promptly available, tailored to meet individual needs, delivered by well trained staff/volunteers, and also considers the needs of carers. Key areas of feedback from customers and stakeholders at the workshop 1 were to;

### **Raise awareness and improve understanding of sight loss,**

with specific praise for;

- \* GROW for providing good community information
- \* the six week 'moving on' programme provided by Wiltshire Blind Association

Said awareness and understanding could be improved if we;

- \* started the education process earlier—e.g. in schools
- \* emulated other successful awareness campaigns e.g. for strokes/dementia
- \* had a 'one stop' shop for all information/advice about ALL disability services

### **Early diagnosis and rapid interventions when sight loss occurs,**

With specific praise for

- \* the Hearing and Vision Team e.g. for providing a knowledgeable key worker
- \* key improvements at Salisbury Hospital e.g. the 'meet and greet' service
- \* high street optician e.g. as they are available and refer on promptly

Said early diagnosis/ intervention could be improved if the;

- \* percentage of people registered as blind/partially sighted increased
- \* consistency of support from hospitals improved
- \* waiting time for support from the Hearing and Visions Team reduced
- \* GP's and pharmacies tailored their services to better meet the needs of people with sight loss

### **Living well with long term sight loss,**

With specific praise for;

- \* talking newspapers and libraries e.g. for keeping people informed
- \* telecare which was seen as flexible and low cost
- \* travel training by WITS as they empower people
- \* numerous support groups e.g. that help people maintain their independence

People could be helped to better live with their sight loss if;

- \* Some support was more flexible, some still has a 'one size fits all' approach
- \* Some support staff/volunteers had better skills/knowledge
- \* The capacity of some highly valued services were to increase

# Enter and View

The Wiltshire Involvement Network has accepted the National Centre for Involvement Code of Conduct relating to Enter and View visits 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.

WIN members have received Enter and View training 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.

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.

WIN regularly meets with the Wiltshire Compliance Manager 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.

As part of WIN's work programme two informal enter and view visits were made in July 2012 to homes run by the Order of St John. Although the homes were quite different in their facilities – one being housed in new, purpose built premises, the other in an older, much renovated building - both gave the impression of being happy and well run homes. Careful preparations were made for the visits, including developing a questionnaire to be used to ensure that no important areas were overlooked. The WIN teams were made welcome by the respective managers who answered questions readily. Team members were able to visit at will and talk openly to residents, family members and care staff. Formal reports were subsequently drafted and sent to both Wiltshire Council and the CQC, and published on the WIN website.

WIN would encourage Healthwatch Wiltshire to continue with this approach to enter and view health and social care premises from April 2013.



*Athelstan House in Malmesbury*



*Hungerford House, Corsham*

# Requests for Information

The following formal requests for information were made over the 9 month period. All requests were responded to within 20 working days. Formal requests by WIN for attendance at their public meetings:

- \* In April NHS Wiltshire attended a WIN public meeting in Warminster and updated members of the public on Summary Care Records, Sarah MacLennan, Head of Communications also spoke about their work with the Shadow Wiltshire Clinical Commissioning Group, which will assume responsibility for commissioning health care services in Wiltshire on the 1st April 2013. Dawn Hales, Great Western Hospital NHS FT and Maggie Cherry, Salisbury Hospital were also in attendance and updated on Wiltshire Community Health Services and Salisbury Hospital respectively.
- \* At the June WIN public meeting in Chippenham, speakers were invited from the Royal United Hospital to talk about their work with dementia patients, the Great Western Hospital with a presentation on their productive ward round initiative, and NHS Wiltshire. Attendees at the event were able to ask direct questions to the speakers.
- \* July's public meeting, held in Salisbury, saw speakers from Wiltshire Council giving an informative presentation on their vision for Healthwatch in Wiltshire, the Great Western Hospital with an update on the services they provide within Wiltshire and the Wiltshire Wildlife Trust provided an overview of their award winning Wellbeing Project, funded by NHS Wiltshire, that supports people recovering from mental health problems.
- \* In November WIN held their public meeting in Melksham where attendees listened to updates from the Great Western Hospital NHS Foundation Trust on changes to the podiatry service within Wiltshire and hospital discharge planning within the community. Members of the public actively asked pertinent questions on these topics and were pleased that they were informed directly by the provider of the service.

Other requests for information:

Request made to RUH, GWH and Salisbury Hospital:

What provisions are provided throughout the Hospital for BSL and Dual Sensory Loss service users if they have to use a service provided by the Trust whether it be as an emergency or as a planned patient?

The full response to this request for information can be found on our [website](#), or you can call us for a hard copy.

Request made to RUH, GWH and Salisbury Hospital:

What are your current waiting times for scheduled operations?

And what are the general reasons for operations being cancelled at the last minute?

The full response to this request for information can be found on our [website](#), or you can call us for a hard copy.



# Overview and Scrutiny

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, many issues have been resolved successfully in 2012 without the need for formal referrals.

## Requests for Information in 2011-2012

How many requests for information were made by WIN?	16
Of these, how many of the requests for information were answered within 20 working days?	16
How many related to social care?	2

## Enter and View in 2011-2012

How many enter and view visits did WIN make?	3
How many enter and visit visits related to health care?	1
How many enter and view visits related to social care?	2
How many enter and view visits were announced?	3
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?	2
How many of these reports and/or recommendations have been acknowledged in the required timescale?	2
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service review?	0
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?	0
How many reports/recommendations related to social care?	2

## 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



# Next Steps for WIN

As the Wiltshire Involvement Network will cease to exist after the 31st March 2013 and will be replaced by Healthwatch Wiltshire, WIN is keen to ensure that all of its work—processes, systems, volunteer efforts and resources—are not lost during the transition into Healthwatch.

WIN is committed to ensuring that this is achieved and that Healthwatch Wiltshire is in the best place to continue the functions of the LINK in a seamless way.

With this in mind WIN will be spending the beginning of 2013 producing a comprehensive Legacy document, which will be handed over to Healthwatch Wiltshire. It will aim to ensure that the voices of local people continue to be heard and that opportunities for influencing decisions within health and social care continue to be available to the public.

WIN hopes that the new Healthwatch organisation will continue the good work undertaken so far by the LINK, whilst building on the excellent relationships that have already been formed. In this way, the people of Wiltshire will continue to have a voice on the provision of all health and social care services.

## **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](http://www.wiltshireinvolvementnetwork.org.uk)

or you can contact Tracie Clark on 01380 871800 or

[winadmin.wsun@btconnect.com](mailto:winadmin.wsun@btconnect.com)

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