

This report was given at the Health and Wellbeing Board meeting on the 31st January 2012

Report on the work of the Wiltshire Involvement Network for the period of 1st December 2011 to the 31st January 2012

WIN held a very successful public meeting on the 5th December where members of the public were given updates from NHS Wiltshire and The Great Western Hospital. They were also given the opportunity to ask questions.

Wiltshire Council was also in attendance to give presentations on the Accommodation Strategy and the new Help to Live at Home scheme. These were very informative presentations and members of the public asked some very challenging questions about the Help to Live at Home Scheme, which has come under pressure recently since it's started.

Members of the public offered very positive feedback about the event saying that they welcomed the opportunity to question service providers directly.

WIN has also been working closely with Wiltshire council to improve services for Sensory Impairment service users. This work came from the successful WIN Sensory Impairment event that took place in May 2010. Wiltshire Council is building on the recommendations from the subsequent event report and involving service users, voluntary organisations and Council Officers in this process. Two meetings were held during December, one for the visually impaired community and one for the hearing impaired community, to prioritise and build on an action plan to move the recommendations forward. An event is currently being planned to establish the care pathway for the visually impaired, which WIN is funding.

The WIN Outreach Group and HealthWatch Implementation Task Group met during December. The Outreach group discussed outreach already undertaken and began to talk about the possibility of holding an event in May to review the Help to Live at Home scheme which will have had time to establish itself. The HealthWatch Implementation Task Group discussed whether the WIN Core group should work with Wiltshire Council on the Tender for HealthWatch. WIN are keen to be involved with influencing the contract specification, shortlist potential bidders and ultimately interviewing final candidates. With the knowledge and experience that WIN members have a decision was made to go forward with this action. This group also decided to formally write to Christine Reed and Peter Lucas, Non Executive Director in charge of public engagement, with the three Clinical Commissioning Groups, offering WIN's expertise and support.

Members of WIN were also involved with the AWP Equality Delivery System work, attending meetings to share feedback on how well the Trust has been meeting its standards of equality. These members also attended the Wiltshire Equality Network event, feeding back information to the rest of the WIN membership.

WIN began the New Year with another Equality Delivery System event jointly put on by NHS Wiltshire and AWP. The WIN Officer attended the Regional LINKS meeting in Exeter to hear feedback from the other LINKS around the region, particularly feedback on their transition to HealthWatch. This information was feedback throughout the WIN membership.

The WIN Chairs meet for their bi-monthly information sharing meeting with Elaine Scott, Compliance Inspector for Wiltshire with the CQC. She informed the group that follow up inspections had been

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carried out during December at the Great Western Hospital and Chippenham Hospital. The reports for these visits are now publicly available on the CQC website. WIN was also able to share concerns and feedback received from members of the public.

The WIN Chair attended the NHS Wiltshire Board meeting. Information received at this meeting will be shared with the whole WIN membership.

WIN members attended another equality event at the Royal United Hospital in Bath, Showcasing Equality, and were able to share and influence on how the hospital Trust are meeting its standards of equality.

The WIN Chair has also attended the Wiltshire Council HealthWatch consultation events to give presentations and receive questions about the Shadow Health and Wellbeing Board.

At present WIN are preparing for their next public meeting to be held on the 9th February. There will be the usual updates from NHS Wiltshire and Great Western Hospital and a representative from the Great Western Ambulance Service to talk about the Trust's merger with the South West Ambulance Service. Members of the public will also hear how they can influence and feed into the Great Western Hospital Trust's Quality Accounts. A press release will be in the Gazette and Herald week commencing the 31st January.