

PRESS RELEASE

September 2015

Local health watchdog working with Care Quality Commission to hear your views on hospital and community services provided by Great Western Hospital

Healthwatch Wiltshire (HWW) is an independent organisation, which has an important role in assessing the quality of local health and social care services today and influencing the design of services for tomorrow. HWW aims to be at the heart of the local community, embracing Wiltshire's diversity, and playing a key part in enabling people to have their say on health and social care.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Their role is to register, monitor and inspect all health and care services.

At the end of September the CQC will be carrying out an inspection of Great Western Hospital NHS Foundation Trust (GWH) which will include acute hospital services at the Great Western Hospital, Swindon and adult community health services across the county. These include podiatry, diabetes, dietetics and orthotics, as well as community hospitals (for a full list of what is included please contact HWW on 01225 434218 or info@healthwatchwiltshire.co.uk). HWW is working closely with the CQC to ensure the views of patients and the local community are properly heard.

The CQC, with support from HWW will be running a 'listening' event on **Thursday 24th September at Marlborough Town Hall from 6pm – 7.30pm.**

HWW will also have promotional stands at the following local community hospitals where people are invited to talk to us and share their views:

Wednesday 9th Sep at Warminster Hospital in the morning
Friday 11th Sep at Savernake Hospital in the morning
Wednesday 16th Sep at Trowbridge Hospital in the afternoon
Tuesday 22nd at Chippenham Hospital in the afternoon

Emma Cooper, Chief Executive of HWW said 'we are encouraging anyone who has used the services of Great Western over the last year to share their experience. We are going to be supporting the CQC with its listening event in Marlborough as well as being out and about throughout Wiltshire to talk to people who use the services. It's really important that local people have the chance to inform the inspection by reflecting their experiences'.

People are also able to share their views and experiences anonymously by emailing enquiries@cqc.org.uk or calling 03000 616161.

For more information about HWW please visit our website
www.healthwatchwiltshire.co.uk or contact us on 01225 434218 or
info@healthwatchwiltshire.co.uk

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About Healthwatch Wiltshire

Healthwatch Wiltshire is the independent consumer champion for health and social care in Wiltshire. Healthwatch Wiltshire is an independent organisation which has an important role in assessing the quality of health and social care services today and influencing the design of services for tomorrow. We want to make sure that the people who use these services have a say in how they are shaped and that their overall views and experiences are heard and taken seriously. Healthwatch Wiltshire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping local services.

About Healthwatch England

Healthwatch England is the new, independent consumer champion for health and social care in England. The organisation has independent statutory powers, as stated in the Health and Social Care Act 2012, to ensure the consumers' voice is heard and best practice is delivered in health and social care nationally. Healthwatch is also focused on providing leadership, guidance and support to the development of the Healthwatch network.



Healthwatch Wiltshire CIC is a community interest company limited by guarantee and registered in England and Wales with company number 08464602. The registered office is at unit 20, Hampton Park West, Melksham, Wiltshire, SN12 6LH