

# Intelligence & Engagement Report

Quarter 3: 1<sup>st</sup> October - 31<sup>st</sup> December 2016



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## Quality Statements

Healthwatches across the country work differently but Healthwatch England have developed Quality Statements fall into five groups. Each area and its accompanying statements have been set out below.

- **Strategic Context and Relationships** - Having a strong understanding of the strengths and weaknesses of the local health and social care system is critical to the success of local Healthwatch. The credibility of Healthwatch is rooted in how well it knows local services and the experience of Wokingham Borough residents.
- **Community Voice and Influence** - Healthwatch enables local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social care services.
- **Making a Difference Locally** -Healthwatch can formulate views on the standard of health and social care provision and identify where services need to be improved by formally or informally collecting the views and experiences of the members of the public who use them.
- **Informing People** - A core part of the role of Healthwatch is to provide advice about local health and social care services to the public.
- **Relationship with Healthwatch England** - Local Healthwatch work with Healthwatch England to enable people's experiences to influence national commissioning, delivery, and the re-design of health and social care services.

## Highlight Stories

Table below highlights some interactions received from Wokingham Borough residents, Healthwatch actions and the outcome or response from the service provider.

Summary of Intelligence	Healthwatch Action	Outcome / Service Provider Response
<p><b>1. Wokingham Borough Council</b></p> <p>We have heard from a number of people about the difficulty in completing Personal Independence Payment (PIP) assessments.</p> <p><i>“PIP assessments take 4-6 months. It is stressful, overly bureaucratic &amp; affects finances. It is difficult to communicate with the departments. What can be done about the delays?”</i></p>	<p>We have sent an email to Wokingham Borough Council asking them for a response on the issue of customer’s pathway when trying to complete PIP assessments.</p>	<p>Awaiting response</p>
<p><b>2. CAMHS</b></p> <p>a). Parents continue to tell us about the difficulty in getting a response from CAMHS about where there child is on the waiting list. Comments have ranged between not knowing who to contact at CAMHS ...to getting in touch with CAMHS then being promised a call or email but subsequently not receiving any communication</p>	<p>Healthwatch have asked Berkshire Healthcare Foundation Trust (BHFT, who provide CAMHS) for clarification on the process.</p> <p>Once we receive the process we shall circulate via an e bulletin &amp; add it to our web site. We shall ask parents to contact us if they feel the process isn’t working.</p>	<p>CAMHS have experienced difficulties in call volumes, as a result have increased admin resources and reviewed phone systems. As yet this is not resolving the issue.</p> <p>Due to publish new CAMHS website in April 2017, with on line resources for Children Young People &amp; Families.</p>

<p>b). We have heard from parents frustration at not being able to choose where to receive service. One parent had a child being assessed by Wokingham CAMHS and another child with Reading CAMHS. Parent believed she was entitled to choice. She has spoken to CAMHS but has not had an explanation about why it isn't possible.</p> <p>c). Several parents spoke to us about the ongoing issue of long waiting times to have their child assessed.</p> <p>d). We have heard from a parent about the difficulty navigating the CAMHS system. They told us <i>“My child has Autism. Navigating the system is very difficult, lots of roadblocks, lengthy paperwork, it almost seems like it is put in place to put you off going through the system. Why are systems and application processes so difficult and complex. When you are exhausted and stressed it is very difficult. It would help if the system was simplified. A roadmap would be very helpful rather than hunting for information at every turn”</i></p>	<p>Healthwatch asked BHFT to clarify the issue. CAMHS asked for the parents name so they could investigate further. It took some time to get the parents permission. The name has since been passed onto CAMHS.</p> <p>Healthwatch due to meet BHFT Feb 2017 to discuss .</p> <p>We will be discussing this issue with CAMHS in February to see if a navigation road map exists and if not whether that is something they will consider. There may be the opportunity for collaboration on this between CAMHS &amp; Healthwatch</p>	<p>4 of the pathways offer a county wide services and are able to offer choice in terms of locality. Due to availability, some services may be offered in a different locality due to shorter wait times. This is more challenging for specialist community teams who are linked to local teams such as schools. Sometimes there would be a sound clinical reason why choice of location would not be given</p> <p>We continue to see increased referrals. Despite this real progress has been made in reducing wait times across all areas, however recognise that some young people have waited longer than we would want them to over the past year. We are identifying opportunities for joint assessment</p> <p>Bracknell &amp; Wokingham CAMHS operate out of Wokingham Hospital.</p> <p>CAMHS tries to be as sensitive as possible when speaking with families. We understand it can be a difficult &amp; distressing time. We are looking at training to support staff having empathetic conversations. We recongise we could improve communication</p>
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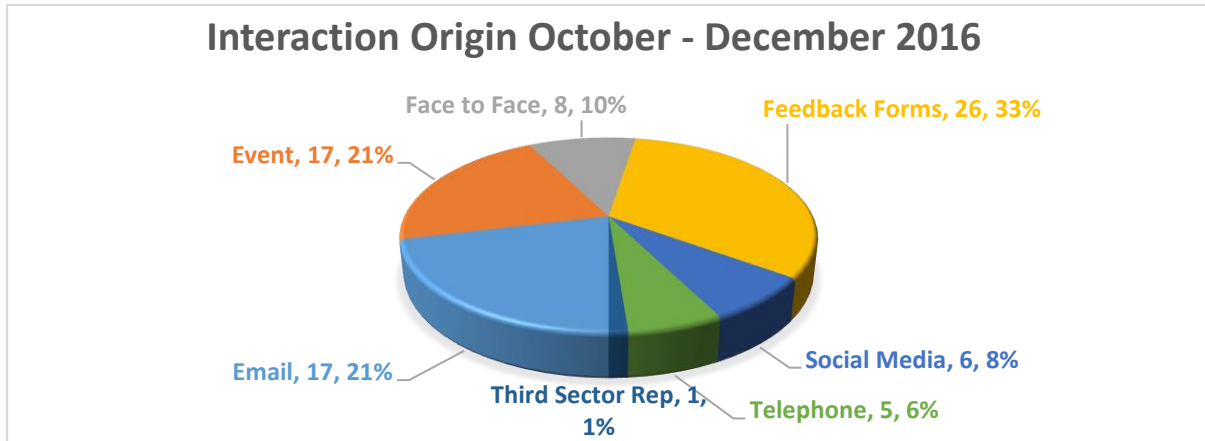
<p><b>3. PRIMARY CARE</b></p> <p>Several residents contacted us about problems experienced when relatives went to collect prescriptions from the doctors surgery. <i>“My husband has had to go to the surgery 3 times today to try to pick up a prescription for his 82 year old father who is unwell. The receptionists continue to be unhelpful. This prescription is the most important one as it is an acute illness that needs treatment.”</i></p>	<p>Healthwatch asked GP practice manager for clarification</p>	<p>The patient services manager confirms that as long as the person collecting the prescription has all the details eg name , address and DOB then a script is handed out. The team ensure that the correct script is being given to the correct person by checking these details so that prescriptions are not issued to the wrong people.</p>
<p><b>4. PHARMACIES</b></p> <p>Several residents have contacted us praising the service provided by the community pharmacist in Twyford - giving a personalised service.</p>	<p>Pass on compliments to Newdays in Twyford 😊</p> <p>Proposed funding cuts to pharmacies are likely to have a detrimental effect on community pharmacies who are less able to absorb the cuts compared to large chain pharmacies</p>	<p>Our report was sent to the 3 MPs, copied to the Dept of Health, CQC &amp; Healthwatch England. Theresa May did visit the community pharmacy in Twyford and talked to Pharmacy owner and customers</p>
<p><b>5. EYE DEPT at ROYAL BERKS HOSPITAL</b></p> <p><i>“Went to RBH to have my eyes injected. They injected both at the same time, I can only assume to save time. As I had some complication afterwards I read the leaflet I was given after the</i></p>	<p>Healthwatch awaiting Royal Berkshire Hospital clinical nursing director for comment.</p>	<p>We routinely inject bilateral eyes unless the patient would prefer not to have them done at the same time. There is no reason not to do them together</p> <p>2 patient information leaflets on website: Advice following</p>

*procedure. The leaflet said the eyes should be injected individually with a time lapse”*

Lucentis®/Eylea injections &  
Treatment of wet macular degeneration  
by injection

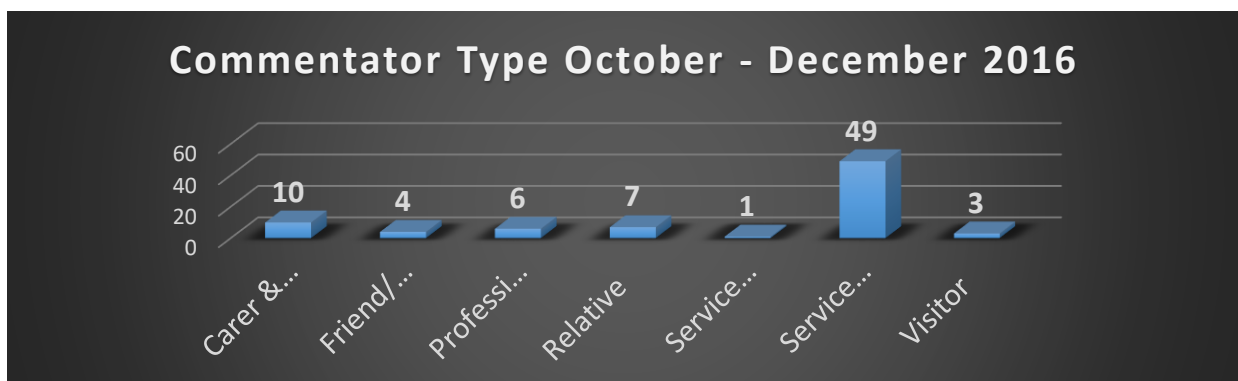
## Where does our data come from?

We receive public's comments in various ways. For the 3 month period Oct-Dec 2016 we received 80 comments from Wokingham Borough residents. **Feedback Forms** accounted for 33%, **Email** and comments at **Events** accounted for 21% each. **Face to Face comments** accounted for 10%. Comments via **Social Media** were 8%, comments via Help Desk Telephone were 6% and 1% of comments came via a **3rd Sector Rep.**



## Commentator Type

Commentator type defines the person who shared their experience with Healthwatch. For the 3 month period Oct-Dec the majority of contacts 61% were from the 'Service User', whilst 13% were from a Carer & Relative. The remainder were split across 'Friend/Neighbour', 'Professional', 'Relative', 'Service Provider' and 'Visitor'.



## What topic issues were reported?

Topics are broad categories of issues, giving a general idea of the subject of comments received. We also record the 'sentiment' of comments, as for example, a comment could be positive or negative.

For the period Oct-Dec 2016 the top 3 comments related to **Quality Of Care** (22) 28%, **Access And Choice** (15) 19%. Taking into account all comments, 71% were 'Negative' in sentiment, 26% were 'Positive' and 3% were 'Neutral'.

## Engagement

A key task for Healthwatch is to engage with local residents and user groups. The purpose of this is three fold. Firstly, it raises awareness of our role. Secondly it enables us to collect residents’ stories, at engagement events, if they have something they want to share at that time. Thirdly, if residents raise a query about other services that might be useful to them we are able to sign post them to appropriate services.

The table below shows where Healthwatch has been engaging between Oct -Dec 2016. You can also see where we have been engaging via our [digital interactive engagement map](https://healthwatchwokingham.communitymaps.org.uk/project/healthwatch-wokingham-borough-community-engagement-map), this includes engagements over the 3 month reporting period and engagements that are already planned over the next 3 months. The link to the map is below:

<https://healthwatchwokingham.communitymaps.org.uk/project/healthwatch-wokingham-borough-community-engagement-map>

October 2016	POP Ups/ SURGERIES	EVENTS	MEETINGS	USER GROUPS
1 <sup>st</sup> October		Children Additional Needs Fun Day		
4 <sup>th</sup> October			Extra Care Project	
5 <sup>th</sup> October		Autism Self Assessment Sign Off		Frimley Patient Information Group
9 <sup>th</sup> October	Twyford Family Fun Run		Health and Wellbeing Board	
10 <sup>th</sup> October				SCAS Patient Forum
15 <sup>th</sup> October	Finch. Surgery Flu Clinic		Cockayne Court Housing	
20 <sup>th</sup> October		CAMHS Transformational Conference	CAMHS Service Provider review	
22 <sup>nd</sup> October	Woky Medical Centre Flu Clinic			
25 <sup>h</sup> October			Meet new manager Woky Med Centre	
27 <sup>th</sup> October			Healthwatch Extra Care Project	



November 2016	POP Ups/ SURGERIES	EVENTS	MEETINGS	USER GROUPS
3 <sup>rd</sup> November			Volunteer From CLASP	
8 <sup>th</sup> November		Unlock Your Wellbeing		CAMHS Participation Group
9 <sup>th</sup> November		Healthwatch Question Time		Wokingham Carers
10 <sup>th</sup> November			Health and Wellbeing Board	
15 <sup>th</sup> November	Learning Disability Partnership Board - Dementia			
17 <sup>th</sup> November			Cockayne Court -Housing	
21 <sup>st</sup> November			Housing and Care Of Older People	
22 <sup>nd</sup> November				
23 <sup>rd</sup> November	Twyford Railway Station		Link Visiting Scheme	Diabetes Awareness - Planning
24 <sup>th</sup> November		Wokingham - New Carers Support		
27 <sup>th</sup> November		Wokingham Winter Carnival		
December 2016	POP Ups/ SURGERIES	EVENTS	MEETINGS	USER GROUPS
2 <sup>nd</sup> December		Festival Of Christmas Trees		
3 <sup>rd</sup> December		Festival Of Christmas Trees		
4 <sup>th</sup> December		Woodley Winter Extravaganza		
5 <sup>th</sup> December				ASD Family Help

6 <sup>th</sup> December				CAMHS Participation Group
7 <sup>th</sup> December		Community Research Projects LAUNCH		
15 <sup>th</sup> December				Frimley Patient Involvement Group
22 <sup>nd</sup> December			Berkshire West - Future In Mind	
28 <sup>th</sup> December	Royal Berks- Discharge Lounge			

## Looking Forward

Healthwatch have a variety of engagements planned in addition to meetings with our partners. Some highlights are below:

6<sup>th</sup> January (for 2 weeks) - Art For Health public display in conjunction with More Arts at Wokingham Council Offices Shute End

9<sup>th</sup> - 13<sup>th</sup> January - Healthwatch engagement with residents at Alexander Place, Woodley re Extra Care Project

16<sup>th</sup> - 19<sup>th</sup> January - Healthwatch engagement with residents at Cockayne Court, Finchampstead re Extra Care Project

23<sup>rd</sup> - 26<sup>th</sup> January - Healthwatch engagement with residents at Beeches Manor, Wokingham re Extra Care Project

18<sup>th</sup> February - Healthwatch Pop Up in community

11<sup>th</sup> March - Healthwatch Pop Up in community

**Let Healthwatch know your views.** Facebook @healthwatchwokingham Twitter @HWWokingham Phone 0118 418 1 418

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