

# Intelligence & Engagement Report

## Quarter 2: 1<sup>st</sup> Jul - 30<sup>th</sup> Sep 2017

### Three ways care has improved for people in Wokingham borough



Royal Berkshire Hospital now has reserved parking spaces for volunteer drivers



Young people's experiences and opinions are now helping to reshape their mental health services



Dentists in the borough have taken steps to improve their service to deaf patients, including training staff

Read more stories in our annual report  
[www.healthwatchwokingham.co.uk](http://www.healthwatchwokingham.co.uk)  
#ItStartsWithYou

**healthwatch**  
Wokingham Borough

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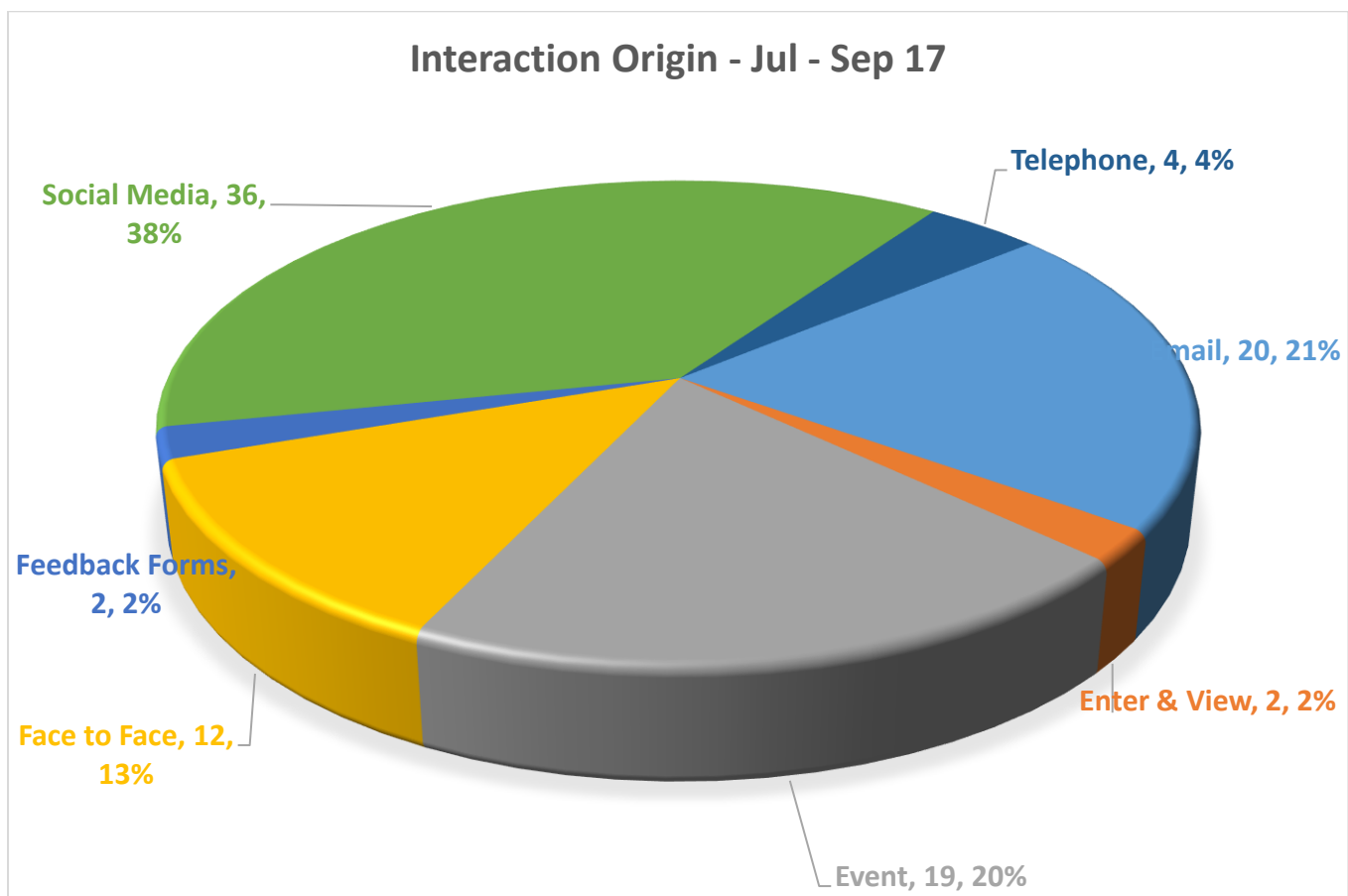
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## Summary Statistics

- 35 calls to our helpdesk 0118 418 1 418
- Average call time plus follow up is 30 minutes
- 95 stories received about 27 service providers
- Top categories: Communication & Quality Of Care
- We gave information signposting to 26 people
- 9 volunteers contributed 34 hours of their time
- Attended 5 community events including Kenyan Community Fun Day
- Raised awareness about the local decision to stop prescribing some over the counter medications and stop prescribing gluten free products

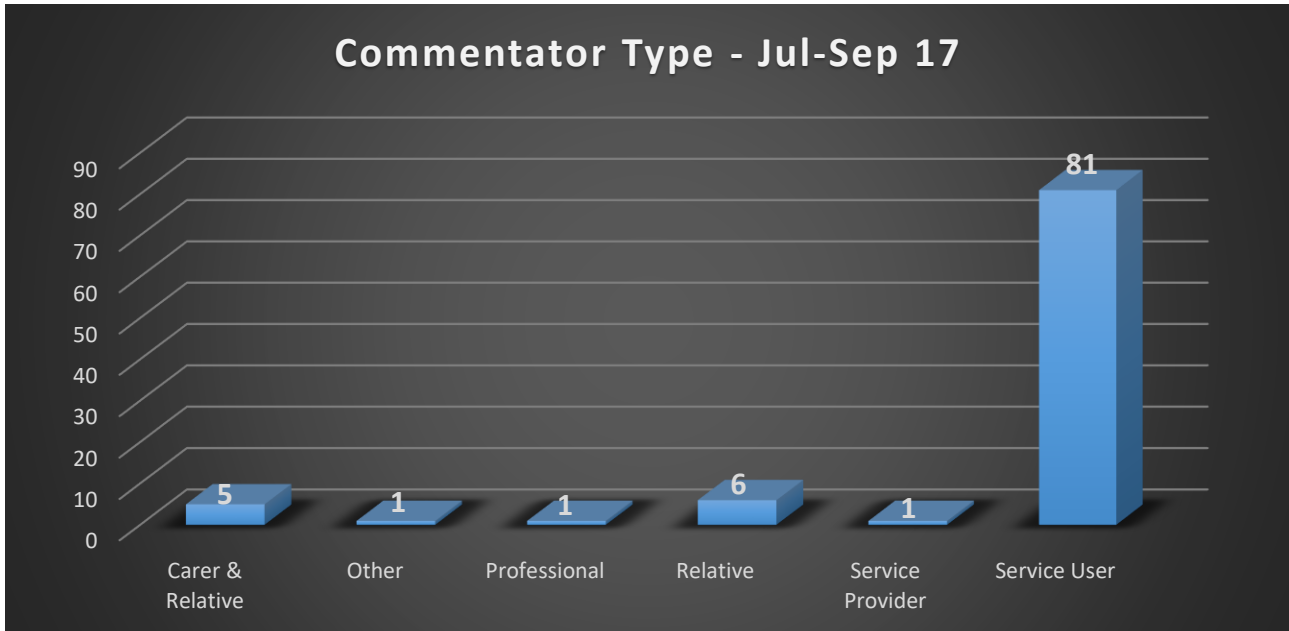
## Where does our data come from?

For the 3month period Jul-Sep-Jun 2017 we received 95 comments from Wokingham Borough residents. Social Media accounted for 38%, Email accounted for 21%, Event feedback accounted for 20%. Face to Face and Meeting accounted for 13%. The remainder of comments came from, Telephone, Feedback Forms and comments from an Enter and View.



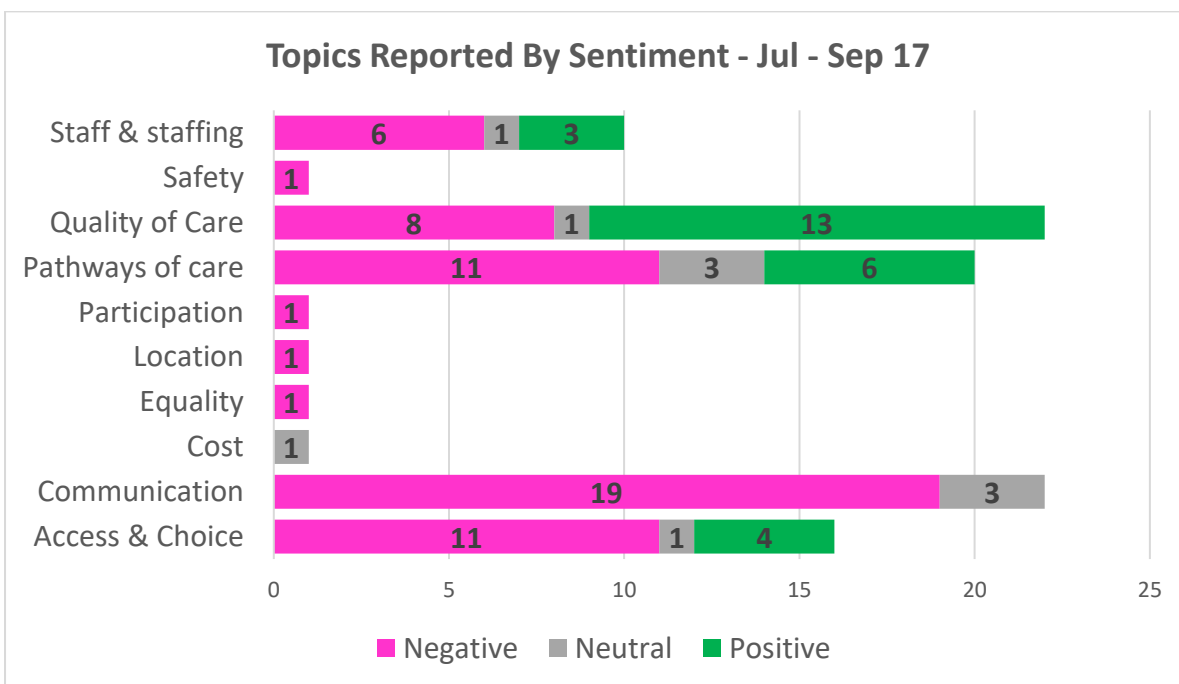
### Commentator Type

Commentator type defines the person who shared their experience with Healthwatch. For the 3 month period Jul-Sep 2017 of the 95 contacts the majority, 81, were from the 'Service User'.



### What topic issues were reported?

The top 4 comments related to **Quality Of Care** (22) 23%, **Communication** (22) 23%, **Pathways Of Care** (20) 21% and **Access and Choice** 16 (17%). Overall the sentiment for comments were 'Negative' 62%, 'Positive' 27% and 'Neutral' 11%.



## 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   |
|--|--|
| <p><b>1. Dementia Diagnosis</b></p> <p>A resident made contact and was very concerned about her experience of her mothers dementia diagnosis. Issues concerned lack of information she was given about the visiting diagnosis team, lack of information about the process and not feeling involved in the process.</p> <p><b>2. GPs</b></p> <p>Had an enquiry from a resident who told us they were 60 and thought they were entitled to be called by their GP for a health check but he hadn't been contacted.</p> <p><b>3. Sexual Health Clinic</b></p> <p>We have heard from people about difficulties getting through to the BHFT Sexual Health Clinic. One person reported trying 17 times over 4 days without success.</p> | <p>We contacted the manager of the dementia diagnosis team and talked through the issues raised by the resident. The manager said that it appeared she had not received the service in the way it was meant to be delivered. Arrangements are being made for the resident to meet personally with the manager of the service.</p> <p>We checked the NHS policy on this subject. The NHS policy states you should be called forward by your GP every 5 years from age 40-74 to have a health check. Resident was given the information.</p> <p>We have forwarded this information to BHFT and asked for their comments and asked if they are aware of issues/pressures with people contacting the sexual health service</p> |

| Summary of Intelligence   | Healthwatch Action  |
|---|---|
| <p><b>4. Dental</b></p> <p>A resident contacted us because they were concerned they didn't get the full service that should be provided in an NHS dental check-up. They said "I want to know what a NHS dental check should involve. My dental practice just counted my teeth and then told to make appointment with hygienist.</p> | <p>Healthwatch have published a fact sheet on our website that details costs and treatment for dental check-ups and the various levels of NHS dental treatment.</p> |

### Outreach & 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. Thirdly, if residents raise a query, we are able to sign post them to appropriate services.

The table below shows where Healthwatch has been engaging between Jul - Sep 2017.

| July 2017            | POP Ups/ SURGERIES | EVENTS                         | MEETINGS              | USER GROUPS |
|----------------------|--------------------|--------------------------------|-----------------------|-------------|
| 4 <sup>th</sup> July |                    |                                | Healthwatch/Volunteer |             |
| 6 <sup>th</sup> July |                    | Healthwatch England Conference |                       |             |
| 7 <sup>th</sup> July |                    | Healthwatch England Conference |                       |             |

|                         |                                  |                                  |                       |                     |
|-------------------------|----------------------------------|----------------------------------|-----------------------|---------------------|
| 10 <sup>th</sup> July   |                                  | Crisis Care                      |                       |                     |
| 11 <sup>th</sup> July   | Down Lodge Residential Care Home |                                  |                       |                     |
| 12 <sup>th</sup> July   |                                  |                                  |                       |                     |
| 13 <sup>th</sup> July   |                                  |                                  |                       | CAMHS Participation |
| 22 <sup>nd</sup> July   | Healthwatch Pop Up – Wokingham   |                                  |                       |                     |
| 24 <sup>th</sup> July   |                                  |                                  |                       | GRT Multi Agency    |
| 25 <sup>th</sup> July   |                                  | Healthwatch Wokingham Board Meet |                       |                     |
| <b>August 2017</b>      |                                  |                                  |                       |                     |
| 1 <sup>st</sup> August  |                                  |                                  | Healthwatch/Volunteer |                     |
| 8 <sup>th</sup> August  | Finchampstead Community Fun Day  |                                  |                       |                     |
| 12 <sup>th</sup> August | Kenyan Community Day - Winnersh  |                                  |                       |                     |
| 16 <sup>th</sup> August | Shinfield Community Fun Day      |                                  |                       |                     |
| 19 <sup>th</sup> August | Twyford Community Fun Day        |                                  |                       |                     |
| <b>September 2017</b>   |                                  |                                  |                       |                     |

|                            |  |                                |                                  |  |
|----------------------------|--|--------------------------------|----------------------------------|--|
| 5 <sup>th</sup> September  |  |                                | Volunteer Meeting                |  |
| 13 <sup>th</sup> September |  |                                | Brighter Berkshire Mental Health |  |
| 18 <sup>th</sup> September |  | Suffolk Lodge Care Home        |                                  |  |
| 19 <sup>th</sup> September |  |                                | Wokingham Coeliac                |  |
| 22 <sup>nd</sup> September |  |                                |                                  | Frimley Hospital Patient Involvement Group |
| 27 <sup>th</sup> September |  | Voluntary and Community Sector | Brookside Surgery Patient Group  |  |

## Outreach & engagement - Looking Forward

Healthwatch have a variety of engagements planned over the next couple of months some highlights are below:

23<sup>rd</sup>-29<sup>th</sup> October - Prospect Park Hospital

18<sup>th</sup> November - Twyford Pop Up

26<sup>th</sup> November - Wokingham Winter Carnival

3<sup>rd</sup> December - Woodley Extravaganza

**Stay in touch!** Help improve health & care services - tell us your experiences.



enquiries@healthwatchwokingham.co.uk



@HW Wokingham Borough



0118 418 1 418



Healthwatch Wokingham Borough