

# Healthwatch Highlights

**healthwatch**  
Wokingham Borough

January-March 2017

**Our activity  
in numbers**



**88** stories received

covering  
**21**  
services



For our full quarterly intelligence report, visit  
[www.healthwatchwokingham.co.uk](http://www.healthwatchwokingham.co.uk)

1 of 2

## Resident's story

I am Deaf, I told my GP Surgery that I would need a lip speaker for appointments.

The receptionist said lip speakers had to be booked 10 days in advance, so the appointment was booked.

I arrived at the surgery only to find the lip seaker had not been booked. I went ahead with the consultation but did not really understand what the GP had said.

### What we did

Healthwatch & Deaf Positives undertook a mystery shop of care and health services locally.

We published a report providing 6 recommendations to improve the experience of a Deaf customer. The Council, NHS & services are looking into the implementation.

We gave information & signposting advice to

**32 enquirers**



### Our next focus:

How Extra Care settings accommodate people's intellectual needs

*...get in touch!*



Help Desk took

**53 calls**

from residents across the Borough

**Average call time 40 mins**

**Volunteers contributed**

**55 hours**

*to support us*



## 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