# ealthwatch

## healthwatch Wokingham Borough

January-March 2017

# Our activity in numbers





88 stories received

21 services

For our full quarterly intelligence report, visit www.healthwatchwokingham.co.uk

### 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.

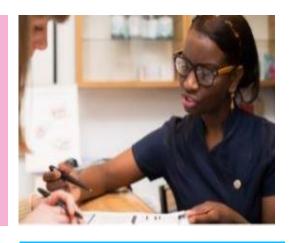
I arrived at the surgery only to find the lip seaker had not been booked. I went ahead with the consultation but did not really understand what the GP had said.

### What we did

Healthwatch & Deaf Positives undertook a mystery shop of care and health services locally. We published a report providing 6 recommendations to

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





Help Desk took

53 calls

from residents across the Borough **Average call time 40 mins** 

### **Our next focus:**

How Extra Care settings accommodate people's intellectual needs ...get in touch!



to support us



Stay in touch!

Help improve health & care services - tell us your experiences.









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