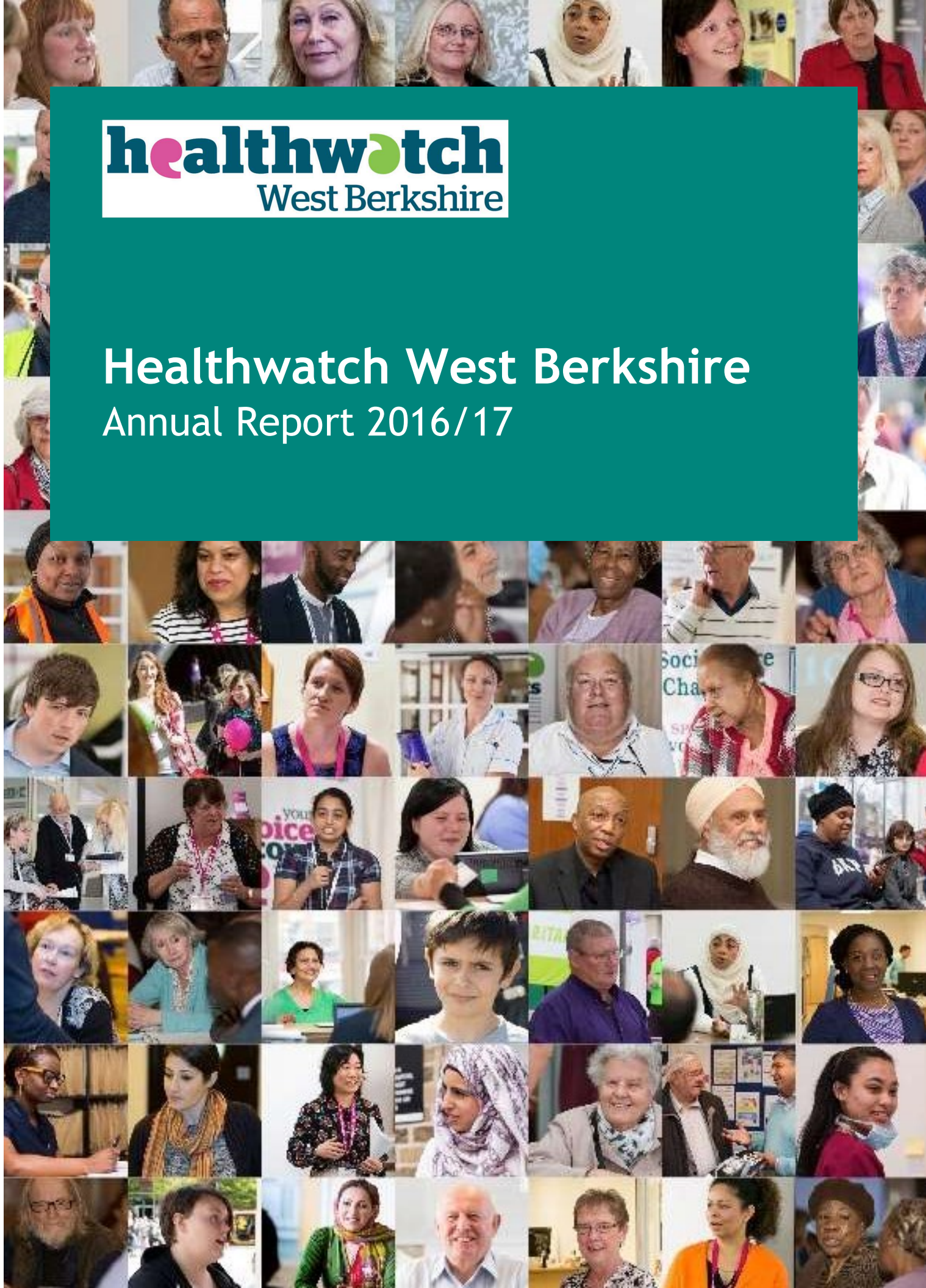




# Healthwatch West Berkshire

## Annual Report 2016/17





# Contents

|                                      |    |
|--------------------------------------|----|
| Message from our Chair .....         | 4  |
| Message from our Chief Officer ..... | 5  |
| Highlights from our year .....       | 8  |
| Who we are .....                     | 9  |
| Your views on health and care .....  | 12 |
| Helping you find the answers .....   | 19 |
| Making a difference together .....   | 22 |
| Our plans for next year .....        | 27 |
| Our people.....                      | 30 |
| Our finances.....                    | 32 |
| Contact us .....                     | 34 |

*"Efficient, friendly, caring  
and kind, passionate to make  
a difference"*

SW, West Berkshire

# Message from our Chair



*Alison Foster, Chair*

In the year since my appointment I have been privileged to work with such a passionate team who have tirelessly listened and represented the views of the people they have come into contact with.

The annual report is rich with intelligence for those in services to support decisions about service provision. But it's also painful at times to hear services continue to struggle to meet the increasing range and volume of demand for some support.

The last year has seen our Healthwatch team focus on Mental Health and they were instrumental in the initiation and development of Brighter Berkshire's 'A Year of Mental Health' which in itself has taken

quite a bit of energy from the team, but this has not distracted the team from the wider range of focus you can see in the report.

The things the team have achieved and have inspired others to achieve is to be commended and the great working relationship across the system they have is crucial to do this.

I would like to add my personal thanks to a team that has made me feel very welcome this year and the number of partner organisations that has helped improve things locally for our community. A special thanks to Our MP Richard Benyon, our Council CEO Nick Carter, our CCG Mental Health GP Lead Angus Tallini and the many voluntary sector organisations showing amazing personal and collective leadership on serious issues for people who need extra support.

I am looking forward to the next year building on the foundations of the many years before of the work of the team and West Berkshire community.



## Brighter Berkshire

2017 Year of Mental Health

In partnership with



BERKSHIRE  
COMMUNITY  
FOUNDATION

BBC

RADIO BERKSHIRE





# Message from our Chief Officer



*Andrew Sharp, Chief Officer*

## ***Welcome to the annual report of Healthwatch West Berkshire (HWWB).***

What an amazingly busy and full year it's been! This was our first full year of operation with a full team - and firstly I would like to thank all the team who have contributed at some point in the year: Annette, Jo, Cléa, Alice, Amelia, Maggie and Leena.

We continued to build on the successes of the Champions Board, adding Eight Bells,

Loose Ends, West Berkshire Disability Alliance, the local Police Community Support Officers (PCSOs) and Street Rangers. This is to our already impressive list of members, which includes West Berkshire Citizens Advice Bureau (CAB), Alzheimer's UK, Swanswell, Patient Information Panel (PIP), West Berkshire Patient Panel, Newbury & District Clinical Commissioning Group (N&DCCG) Lay Member, Age UK, Newbury Family Counselling, West Berkshire Independent Living Network and Homestart. Our relationships with these groups give us far greater reach to the vulnerable and seldom heard of West Berkshire. Furthermore, the input to our Workplan development and the feedback we receive from them has been vital.

The major change of the year was the completion of our Board with new members, including: Mike Fereday, Dr. Melanie Morgan-Jones, Zoe Tomes and Dr. Meg Thomas Joining. Meanwhile, Shelly Hambrecht, Waheeda Soomro and Teresa Bell stood down - we would like to thank them for their contribution.

Significantly we welcomed Alison Foster as our new Chair of the Board. Alison is a great addition to the Board working as an independent health consultant having worked in the NHS for 24 years in mental health, service improvement and commissioning with her most recent post as Director of Quality in a CCG outside of Berkshire.

**Everyone in West Berkshire can bring their concerns and, equally important, their compliments around Health and Social Care to Healthwatch West Berkshire**

With the limited resources we have in terms of staff and time to cover all aspects of Health and Social Care funded by the NHS or from public funding, it's vital to make the very most of our *Statutory Powers*. These include our power to 'Enter and View' any premise or service that fits the above model, which we have used several times this year (see Your Views on Health and Care). We are also charged with collecting the public's views and using this evidence to influence the commissioning, scrutiny and provision of services in West Berkshire.

Additionally, we can command a reply from any public funded provider of commissioner within 20 working days and have a seat on the highly influential West Berkshire Health and Wellbeing Board (WBH & WBB). This Board seeks to manage and influence the integration of all the different services that have a role within the Health and Social Care of the population of West Berkshire - from GPs to social work and even the Fire Service. It is becoming significantly more important and, while fiscally not responsible for budgets, does manage and oversee the Better Care Fund (BCF).

*Healthwatch West Berkshire is inspiring. Everyone is passionate, professional and welcoming. They have made a huge difference for people in West Berks. It is exactly what people need to provide an independent collective voice for all*

Jacqueline Wilkinson, Open For Hope

We have chosen to wield as much influence as we can locally by taking the feedback we receive directly from the public, our outreach work, our Champions Group and other sources to hold the Commissioners and Providers to account via vital Boards and committees we sit on.

This has led to many recommendations being raised, some locally and, surprisingly, some nationally. We have successfully asked West Berkshire Council to delay implementing service change with relation to its Community Mental Health Team (CMHT) and helped to link up provision of service for rough sleepers by the Council with those provided by health services.



*Spreading the word about Brighter Berkshire at Waitrose Newbury*

We have also highlighted the on-going national scandal of those caring long term for their children or a relative with learning disability (LD) not knowing what would happen, or where their loved one might end up when they can no longer care. To try to find a solution we have begun working on the recommendations of 'The Final Transition Report' with our voluntary sector partners, WBC and, most importantly, the parents and carers involved.

Mental health has featured prominently in our work this year and we are delighted to have been a catalyst in the launch, by our Independent Chair, Alison Foster, of the Brighter Berkshire 2017 Year of Mental Health campaign. This has received widespread support from all quarters across all of Berkshire, only slightly tarnished by the slowness of some local Statutory Bodies to get fully behind it.

We would like to thank our local MP, Richard Benyon, for fully supporting this and other initiatives from HWWB, including asking a question about the Brighter Berkshire Campaign at Prime Minister's Questions in February of this year, which garnered the full support of both the Prime Minister and all the cross-party, local Berkshire MPs.

We have worked tirelessly at getting the Healthwatch name out to the public, including attending many local events and community groups.

Additionally, we have appeared on both local radio (Breeze, BBC Radio Berkshire and Kennet Radio), in the local press (NWN and the Newbury & Thatcham Observer), as well as on local online resources too.

We have put a lot of effort into our social media and have seen very promising increases in all activity indicators

Chiefly though, our position as a 'Critical Friend' in very difficult times for Health and Social Care has paid off in terms of our levels of influence, connections won and results achieved. By studiously attending key meetings and not being afraid to raise the public's concerns we have hopefully gained the respect of commissioners, providers and most importantly the public

Can I once again issue a plea for everyone in West Berkshire to bring both their concerns and equally important their compliments around Health and Social Care to Healthwatch West Berkshire.

We will then ask those in positions of power to listen and hopefully achieve a better service for all in West Berkshire

***Andrew Sharp, MlnstF, Chief Officer  
Healthwatch West Berkshire***

# Highlights from our year

*This year we've have attended over 120 meetings, influencing policy and commissioning*



*We have around 20 volunteers who help us with everything from research to digital engagement*



*We've undertaken around 45 events, engaging with people from all age groups*



*Our reports have tackled issues ranging from learning disability to mental health*



*At our community events we've met and spoken to in excess of 4,200 people*



*We've engaged with 1,875 local people via our social media, attracting 23% more followers on Twitter and 46% likes on Facebook*





# Who we are

At Healthwatch West Berkshire we know that you want services that work well for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Healthwatch West Berkshire is part of a national network, with a local Healthwatch in every local authority area in England

## ***Our vision***

We said in last year's annual report we wanted to become the 'go to' organisation for people and organisations in West Berkshire. We think we are well on the way to achieving this and will continue to try to raise our profile as much as we can, to encourage even more response and to champion the views of the West Berkshire Public.

This year we have received far more enquiries, comments, concerns and praise from the public than ever before.

We have also again had many organisations referring people to us directly such as the terrific West Berkshire Citizens Advice Bureau, Berkshire Carers Hub, Eight Bells and interestingly the Newbury Bid Street Rangers and PCSO's. While we welcome all referrals, it is becoming apparent that we are often seen as the last hope for help, rather than the most relevant organisation for the person or the issue. Hence the spate of 'whistleblowers' who have come to us; and issues relating to the homeless, that

either come to us directly or via other organisations, like Newbury Soup Kitchen or the newly formed West Berkshire Homeless Charity. Primarily the queries concern the homeless not gaining access to the basics of care as the system is difficult to understand for those with often chaotic lives. Our influence has meant we were invited to join the new West Berkshire Council initiative 'Make Every Adult Matter' (MEAM) to deal with long-term rough sleeping and were able, because of our connections, to co-ordinate Health Providers and the West Berkshire Homeless Charity talking to the 'MEAM' project organisers to ensure a common purpose.

## ***Our priorities***

We will continue to prioritise the work we do according to our latest Workplan (available on our website), but this is dependent on the feedback we receive or urgent matters that arise -as happened this year with the rough sleepers, or major changes to local Health provision -- as with the Sustainability& Transformation Plan (STP) and the Accountable Care System (ACS).

We will look to continue the progress on community Mental Health (MH) via initiatives such as our 'Thinking Together' events and via the place we hold on key MH Boards such as WBHWB's Mental Health Collaborative.



We will maintain key relationships with major Trusts such as the Royal Berkshire Foundation Trust Hospital Reading (RBH); Great Western Hospital (GWH), Swindon; John Radcliffe Hospital (JR), Oxford; improve our relationship with SCAS and look to connect with Basingstoke (BS) Hospital, Basingstoke. With all the trusts we liaise with other local Healthwatch organisations, including Wiltshire, Swindon, Oxford, Reading, Basingstoke and Bracknell

## Enter and View

We will continue to use this statutory power in the coming year. We will collect feedback from the public places that may require an 'Enter & View' visit from the public and organisations in West Berkshire, while liaising with both the CQC and WBQB .

## Community Engagement Programme

We have produced some very successful work with our Community Engagement Project (CEP) programme, working with a varied group of organisations. **The West Berkshire Neurological Alliance and West Berkshire Therapy Centre** have produced four excellent reports enabled by a grant from the CEP, including:

- + My experiences of Caring for someone with a Neurological Condition
- + Technology in the NHS : Patient Views on How Best to Support the Over 75s
- + West Berkshire Therapy Centre Impact Report : December 2016

All the reports were sent to key commissioners and providers - and can be accessed on our website.



## A report resulting from our CEP

Furthermore, we worked with a brand new project called '**Recovery In Mind**'. This is West Berkshire's first '**Recovery College**' **for those with Mental Health issues**. It looks to aid recovery by empowering self-help and using peer support from those who have experienced similar issues.

It has been very well received - and the local Health Professionals cite it as a 'project of interest'. We hope from the successful pilot phase it can secure long term funding as a key part of Community Mental Health from local Health Commissioners.

We produced an impact video which can be viewed on our website:

<http://www.healthwatchwestberks.org.uk/cep-2016-angela-ryan-recovery-in-mind/>

In addition, we presented a grant to the **Newbury Family Resource Centre** to survey Young mothers and await its final report.

We aim to support another raft of projects in the coming year reaching groups we would struggle to reach to encourage them to be heard.

Healthwatch West Berkshire's small, but dedicated team attends community events, public meetings, dedicated events and board meetings in and around West Berkshire - to engage with as many residents as possible







*Your views on  
health and care*

## Listening to the views of local people

Key to our role is listening to what local people think and say about local services. Therefore, we have endeavoured to engage with as wide



a range of local residents as possible, undertaking in excess of 45 events and setting up a variety of initiatives in order to collect and identify the needs of everyone in the area, including the old, the young and the seldom heard. Examples of this have included:

### Young People

- + Working with Newbury College and setting up an HWWB intern placement programme
- + Visiting and engaging with the Schools Peer Support Group for West Berkshire and Kennet School
- + Talking to the National Citizens Service and local pharmacies

*“The students have learnt a great deal from the team and met with lots of healthcare professionals.”*

Julie Barker, Newbury College

### Old People

- + Specifically holding events for groups such as carers and widows

- + Visiting the Fairclose Day Centre in order to talk to the elderly and hear their feedback
- + Undertaking an ‘Enter and View’ at Hungerford Care Home



### The Vulnerable and Seldom Heard

- + Liaising with the homeless, including via charities such as Loose Ends and Eight Bells For Mental Health
- + Listening to the needs of parents and carers of those with LD who are worried about when they will no longer be able to care for a loved one
- + Working with other Healthwatch organisations to deal with people out of our area who use health and social care within our area, and vice versa

### The General Public

We have undertaken ‘Enter and View’ visits at:

- + Hungerford Care Home
- + Strawberry Hill Medical Centre
- + Three pharmacies in West Berkshire





## ***How we get your voice heard***

Over the past year we have developed good relationships with a variety of local organisations, including statutory bodies, local charities and educational institutions.

This has allowed us to introduce ourselves, gather information and ensure we represent everyone who utilises services within our catchment area.

In order to provide a voice for residents within the local area, our Chief Officer, Chair, or Board Member sits on a variety of boards, these include:

- + West Berkshire Health and Wellbeing Board
- + West Berkshire Local Integration Board
- + Berkshire West Clinical Commissioning Groups (CCG) Planned Care Board
- + NHS Thames Valley Quality Surveillance Group
- + West Berkshire Learning Disability Partnership Board
- + Brighter Berkshire Year of Mental Health Core Group
- + West Berkshire Care Quality Board
- + West Berkshire Council Rough Sleepers Task Group

We provide a voice for West Berkshire residents. Therefore, we want to hear from anyone in our area about health and social services in West Berkshire, whether good or bad



## ***What we've learnt from visiting services***

### ***Our Enter & View Team***

Over the year we have created a team of trained representatives, who are background checked, and are predominantly volunteers, these have included:

- + Annette Arlow
- + Clea Knight
- + Jo Karasinski
- + Andrew Sharp
- + Alice Kunjappy-Clifton
- + Leena Sakhya
- + Karen Dodd
- + Martha Vickers
- + Amelia Hamblin
- + Sybelle Gronifillo
- + Carolyn Sheircliff

Listening to feedback from local people we will continue to use our statutory powers for 'Enter & View' to undertake visits within the West Berkshire area.

We have a planned programme of visits, which is co-ordinated with our Board, local regulators and the Care Quality Commission (CQC).

## Hungerford Care Home

- + We visited the Hungerford Care Home (HCH) following the recommendations of the CQC visit in September 2015
- + In addition, we visited as vulnerable groups (such as the elderly and those living with dementia) are a priority area for Healthwatch West Berkshire and there was anecdotal evidence from multiple sources revealed concerns
- + We worked closely with the Alzheimer's Society throughout this process
- + We were mindful of adapting our visit and questions to ensure that respect and dignity was upheld at all times

*"Staff seemed to be fairly busy...but were always friendly, caring and patient...Residents were generally very positive about the staff..."*

HWWB Volunteer

- + We visited the HCH following the recommendations of the CQC visit in September 2015
- + We visited vulnerable groups (such as the elderly and those living with dementia), who are a priority area for Healthwatch West Berkshire, as there was anecdotal evidence from multiple sources that revealed concerns at HCH
- + We worked closely with the Alzheimer's Society throughout this process
- + We were mindful of adapting our visit and questions to ensure that respect and dignity was upheld at all times



*The Hungerford Care Home*

Following our visit we forwarded our recommendations to the staff and management at the care home, as follows:

- + Reviewing the new catering service and ensuring that staff are aware of the visual aids that staff are able to use to help residents with their menu choices

HCH responded: we have put changes in place with our catering supplier and our chef ensures that picture menus are available

- + Monitoring GP visits and looking into the possibility of dentistry visits

HCH responded: we have invited a new dentistry service provider to visit our Friends and Family committee

## Strawberry Hill Medical Centre

Strawberry Hill Medical Centre (SHMC) was the first merged, 'Super Surgery' in our area. It was created by merging Northcroft and St Mary's Road Surgeries, into a new building in April 2016

- + We undertook three 'Enter & View' visits in Summer 2016 to assess the success of the merger and determine areas for improvement
- + In order to capture the experiences of families, carers and staff we attended the surgery on three separate occasions and gained 44 patient questionnaires, 10 observational sheets and 3 staff questionnaires



### Strawberry Hill Medical Centre

- + We found that people taking part in the survey were generally happy with the clinical and non-clinical treatment they received
- + The comments made on the surveys were mostly positive about the surgery - the staff, the building and the systems in place - However, many people noted that as the centre had not been open for long they were unsure of their opinion at the time
- + The negative comments related to making appointments in advance (especially on the phone), navigation of

the website (on mobile phones), ventilation on hot days, lack of toys for children and parking

- + People reported using a mixture of methods to book appointments - online, telephone and in person

We forwarded a wide range of recommendations to doctors and staff at SHMC in September 2016 and received feedback from the Practice Manager:

- + Improve environment of the waiting room by installing water dispenser and looking at the ventilation of the building

SHMC responded: patients can ask for water when required, which staff will happily provide

SHMC responded: they will look into the various options of ventilation

- + Ensure signs are clear and consistent, displaying a how-to lock sign on the toilet doors

SHMC responded: notices have been placed on the inside of each toilet door

- + Look at creating a children's area

SHMC responded: this is being considered

- + Revisit the appointment system to adjust the number of appointments people can book

SHMC responded: the appointment system is regularly reviewed to provide flexibility for all patients

*"Service fantastic, lovely smiles from staff. Size better than St. Mary's"*

Anonymous, Patient Questionnaire

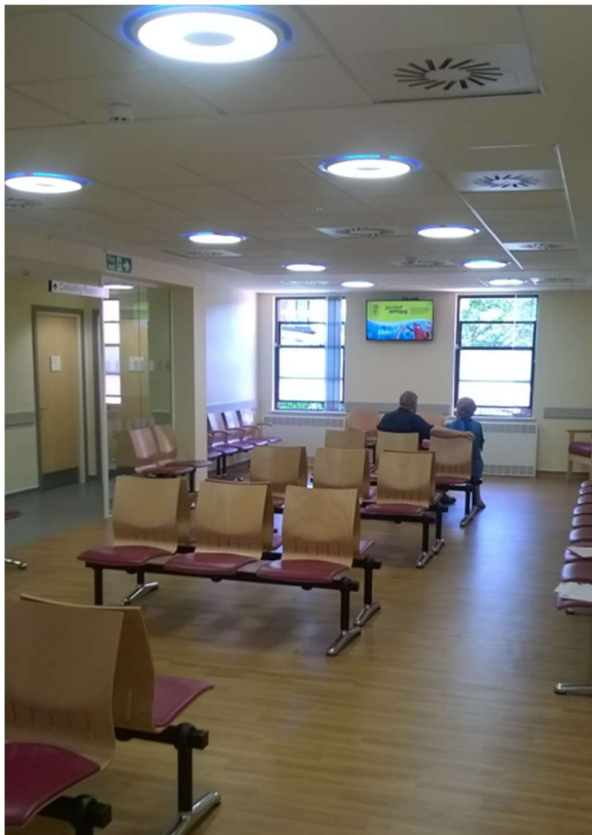


- + Improve access by adjusting the volume of the appointment alert sound, lengthening the time patients' names are on screen, adding visual tape to the edges of the steps outside and continuing to look at setting up a minibus

SHMC responded: the volume of the alert has been amended, as has the length of time patient names are displayed on screen (this is being monitored)

SHMC responded: visual tape on steps is being discussed

SHMC responded: the practice is liaising with the patient group with regards to the minibus



SHMC Waiting Room

**At Strawberry Hill Medical Centre:  
85.7% of patients were happy with  
the overall quality of clinical  
treatment they received -  
68.7% of patients said they were  
happy overall with the non-clinical  
treatment they received**

### *West Berkshire Pharmacies*

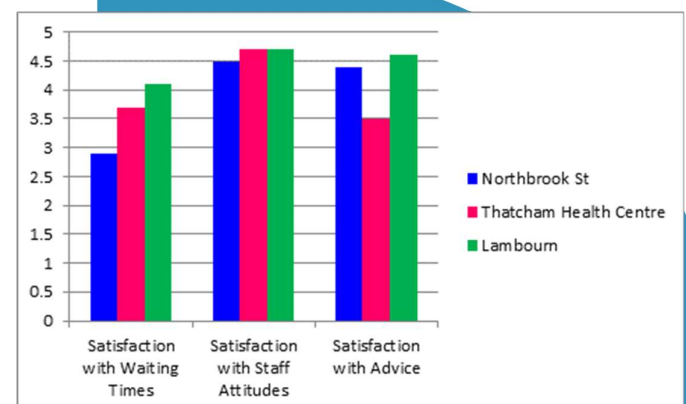
During December we visited three pharmacies: Boots Northbrook Street, Boots Thatcham Health Centre and Lambourn Pharmacy, in order to:

- + Monitor pharmacies in line with HWWB's Work Plan 2015-16 objectives and to follow-up on Pharmacy Engagement activity undertaken in previous months
- + Create good working relationships between HWWB and local pharmacies



In total 42 patient questionnaires were completed and 9 observation sheets were completed by Authorised Representatives

The information was collated:



Following the survey, we forwarded our recommendations to each of the pharmacies and gathered their responses.

### **Lambourn Pharmacy**

After a generally positive response, our recommendations were:

- + Continue person centred approach observed during visit
- + Continue to open using electronic prescription services, in line with reported patient needs



### **Lambourn Pharmacy**

Mr Jones' response included information regarding the work that the report did not pick up on, including: Medicines Use Review, New Medicine Services, flu vaccinations and needle exchange.

In addition, HWWB's attention was drawn to the pharmacy's 'outreach' community health work.

*"We are grateful to receive Mr Jones' feedback and appreciate that he highlights areas, which we intend to consider within future research"*

Carol Trower, MRPharmS,  
CEO, Pharmacy Thames Valley



### **Boots, Thatcham Health Centre & Northbrook Street**

#### **Boots Northbrook Street**

- + Ensure staff badges are clearly displayed
- + Consider utilising ticketing / digital screen system to alert customers of projected waiting times
- + Improve communication between pharmacy and general shop floor staff
- + Consider improving visibility of Duty Pharmacist to support public with access to relevant information

#### **Boots Thatcham Health Centre**

- + Continue the person centred approach observed during the visit
- + Consider training staff to become more pro-active in starting conversations with customers
- + Minimise clutter where possible to maximise access



*Helping  
you find the  
answers*



## ***How we have helped the community access the care they need***

We provide advice and information about local services to people, and help them to navigate the health care system in a number of different ways to enable us to reach as many people as possible.

In order to do this we:

- + Provide drop-in and pop-up events in and around West Berkshire, including at the West Berkshire Community Hospital (WBCH), Newbury Library and Carers Rights Day in Sainsbury's Newbury
- + Have an active digital presence on Facebook and Twitter - where we comment on all our activities, provide links to our reports and talk about national initiatives, as well as local ones
- + Employ a fully-trained call centre. As such there is always someone available to take calls from the public and in the case of emergencies the HWWB team is alerted as quickly as possible, even when we are all out of the office
- + Utilise the Healthwatch CRM system, which means that everyone in the team can keep up-to-date regarding on-going cases



*Healthwatch Pop-up at WBCH*

*“Local residents have benefitted from the keen, watchful presence of HWWB, who have ensured that the health and social care services are high quality, fair and equitable for everyone”*

Lesley Wyman, Head of Public Health West Berkshire (Retired)

## ***Who we have helped***

We are here to assist everyone in our local area, whether old or young, those who are disabled and those who care for children - and throughout the year have been out and about in the West Berkshire community engaging with as many people as possible.

We have dealt with issues relating to services in West Berkshire, including :

- + GP services
- + West Berkshire Community Hospital Phelbotomy
- + West Berkshire Community Hospital Fracture Clinics
- + Community Mental Health Team
- + Royal Berkshire Hospital Pain Clinic
- + West Berkshire Council Adult Social Care
- + Newbury and District Clinical Commissioning Group
- + Great Western Hospital, Swindon
- + West Berkshire Council ASC/BHFT

## How we've helped

Our role is to provide people in West Berkshire with a voice regarding health and social care in the area. In order to do this we have developed relationships not only within the voluntary sector, but also with the organisations that hold the 'purse strings'. This enables us to take issues directly to those who control how health and care services operate in our region.

The following are just a few examples of those we have helped to access local health and care services over the past year.

### GP Surgery: JC, Newbury

One resident was unhappy with the fact that they were unable to access their GP's services.

Their GP surgery triaged over the telephone and often downgraded their appointments as less urgent than they felt the condition warranted. As a registered disabled person, suffering from anxiety, as well as being unwell physically, this was making their condition worse resulting her being in a lot of pain. They felt they had no one who they could speak to who could help them to further the issue.

We listened, and provided them with advice. We signposted them to seAp and told them we would take their case anonymously to the CCG.

*"The majority of our members feel speaking to Healthwatch West Berks would make a difference. They feel that their thoughts and opinions will be professionally documented and that they count"*

Katherine Dundas, Eight Bells

### Whistleblowing: DE, West Berkshire

One person said they had a grave concern about the dispensary service within their local surgery.

They alleged it was not run by fully trained staff and that on occasions medication was being incorrectly dispensed.

In addition, allegations were made that the extended hours stated on the surgery's website were not being adhered to.

We discussed the matter with person and provided them with guidance regarding whistleblowing through the CQC.

We also alerted the General Pharmaceutical Council (GPC) regarding the dispensary management, utilising the services of unqualified staff to dispense medication

We informed the CQC, ensuring the matter was allocated a case handler. Additionally we liaised with CCG to ask them speak to the CQC case handler and investigate.

Our role is to provide people in West Berkshire with a voice regarding Health and Social Care in the area. In order to do this we have developed relationships, not only with a wide range of charities and the voluntary sector, but also with those whose organisations hold the 'purse strings'



*Making a  
difference  
together*

Have you  
seen your  
GP recently?  
Have you  
visited  
Care Home?  
What was it like?  
Tel: 01223 313131



## ***How your experiences are helping influence change***

With limited resources, we have achieved much this year:

- + We have been working with parents and carers of those with Learning Disabilities (LD) in our area, in order to provide recommendations for plans for the transition of children with LD, when their carer can no longer care

Our research uncovered a national scandal in the lack of provision of planning. As well as parents and carers, we are working with our voluntary sector partners, and relevant bodies within West Berkshire Council and expect the 'The Final Transition Report' to be published in 2017

- + Working with our Independent Chair, Alison Foster, we helped launch the Brighter Berkshire 2017 Year of Mental Health Campaign. In order to do this we have held regular meetings, where we have brought together a wide variety of individuals and organisations

Indeed, we would like to acknowledge our local MP Richard Benyon who, during a year when Mental Health has been in the headlines frequently as cuts have led services to become under increasing strain, brought The Brighter Berkshire campaign to the attention of Parliament at Prime Minister's Questions

- + Published three 'Enter and View' reports - reporting on a care home, a new 'super' surgery and three pharmacies. Subsequently, we provided our recommendations to the management teams and received feedback

These reports demonstrate how our recommendations have resulted in improved services.

This has included improved signage, better quality menus and additional services for residents.



*Joint Advocacy Workshop*

## ***Working with other organisations***

We work with a wide range of local organisations, this provides us with a network of people we can talk to and refer residents to if necessary.

Members of our team sit on the boards of several local statutory bodies (such as the West Berkshire Health and Wellbeing Board, the West Berkshire Learning Disability Partnership Board and the West Berkshire Council Rough Sleepers Task Group).

Being part of this larger team helps HWWB to better understand the needs of the community. It also means that we use a collaborative approach in order to bring about positive change within various aspects of Health and Social Care in the West Berkshire area.

## How we work with other organisations

The relationships that we have fostered with key commissioners, service providers and regulators have enabled us to bring about change and influence commissioning and service provision.

We now co-ordinate our 'Enter and View' visits with West Berkshire Council's Care Quality Team (WBCQT) and the Care Quality Commission (CQC).

- + This ensures we minimise duplication and maximise scrutiny of care homes and dom-care agencies across West Berkshire

Through our regular meetings and contact with our local CQC team we share knowledge and feedback.

- + This again assists in the provision of services across hospitals, community hospitals and GP practices in our area

This way of working has resulted in us sharing urgent concerns about a local GP surgery, which contributed towards an inspection by the CQC.

- + This has resulted in a change of status for the surgery, which requires them to instigate improvements

*"It's reassuring to know that we can direct Newbury residents to Healthwatch, where they can gain information, practical help and often gain access to healthcare when none was available before. Healthwatch does a fantastic job, making a real, tangible difference in our community"*

Samantha Bates, Newbury Bid Street Ranger

We have worked collaboratively on a number of projects this year with both West Berkshire Council Community Mental Health and the CCG.

These have included:

- + 'Mobilise West Berkshire' a joint engagement project for the Health and Voluntary Sector
- + 'Thinking Together' events - with Adult Social Care and CMHT/ CCG
- + Bringing together Adult Social Care, health services and the Voluntary Sector to co-ordinate initiatives to solve the problems of homelessness and improve health service for rough sleepers



*Thinking Together July 2016  
Event & Mental Health Survey*

We always ensure, where appropriate, we share our local evidence and insight with Healthwatch England.

Sadly, although we supplied an official update to the South Central Ambulance Service (SCAS) Quality Report, it was not included.

In addition, we have not received a reply from the Berkshire West CCG Leads to our enquiry regarding ‘accessible letters’ around healthchecks for those with LD

HWWB has a right to response from commissioners and service providers as one of our statutory powers (Health and Social Care Act 2012), we are disappointed not to have been listened to or to have received the information in an appropriate and timely manner.

### *How we’ve worked with our community*

We put the public and our volunteers at the heart of all the work we undertake. This ensures the public’s voice is heard by local commissioners and providers.

We work with many different groups within our community, and have undertaken the following:

- + Working to capture young voice via events with schools, the National Citizen Service and Newbury College

With Newbury College we set up an internship programme, this not only gave the students valuable work experience within the Health and Social care sector, but allowed them to develop new skills via project work to

create marketing materials for specific health issues.

One of our interns developed posters to support the Department of Health’s national campaign highlighting antibiotic mis-use within the community, aiming to reduce over prescription.

The student designed a highly memorable poster with an easy to remember acronym D.A.T.E.S - that is short, specific and relates to the use of antibiotic medication



*Sybelle Gronifillo,  
with her D.A.T.E.S poster*

- + We have a place on the WBHWB and regularly attend its board meetings and sub-committees. We have played an active part in the Local Government Association Peer review of the WBHWB activities, which resulted in a lower number, but more targeted list of priorities.



We have also actively contributed to the sub-committees on mental health, alcohol harm reduction, aging well and communications

- + We have actively engaged with the homeless and rough sleepers in and around Newbury via commissioned providers, eg: Two Saints Hostel, Swanswell, and Community Support Groups such as Loose Ends, Newbury Soup Kitchen and Eight Bells For Mental Health.

Our volunteers have assisted us in surveying this vulnerable group to capture vital information that could lead to service changes and improvements.

We have found access to local primary care, for rough sleepers who are on the excluded patient register is unsatisfactory, and effectively leads to them going without treatment. As such, we have raised this as an issue with the local CCG, the regional CCG and the NHS Thames Valley Quality Surveillance Group.

We also highlighted problems with prescribing medicines and dentistry for this group. Therefore we continue to press commissioners and providers to improve the quality of service to this vulnerable group.

We have found access to primary care locally for rough sleepers who are on the excluded patient register is highly unsatisfactory and effectively leads to them going without treatments.



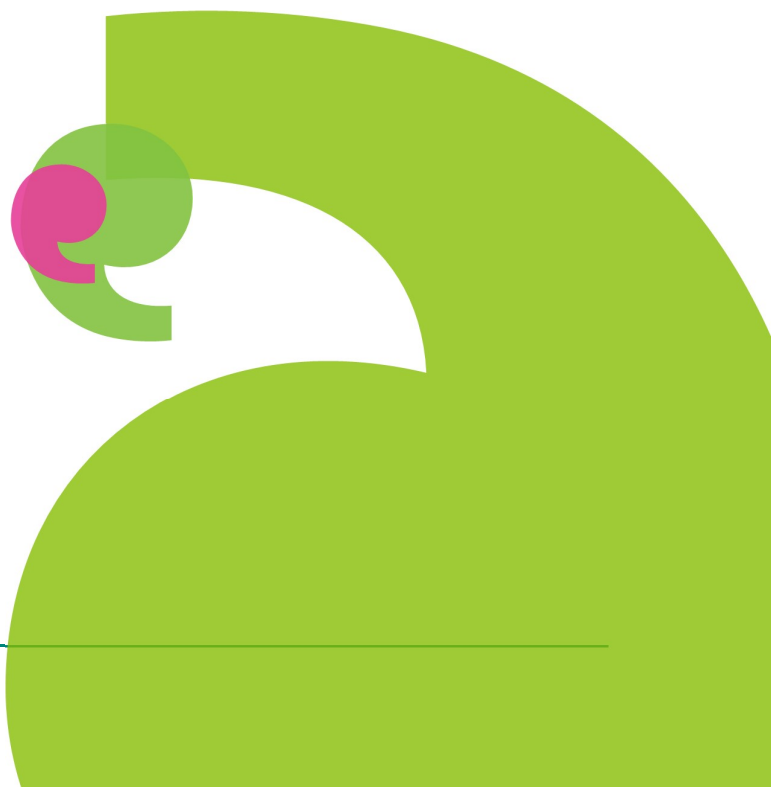
## Whistleblowers

While not strictly within our remit, we have been contacted almost as a last resort by a number of ‘whistleblowers’ from the NHS.

The allegations they raised were very serious concerning possible patient safety, potential financial misrepresentation and sadly workplace bullying.

We raised these issues with the CQC at national level, the National Audit Office and Healthwatch England. Currently the issues are now with the new National Guardian’s Office.

While we await the outcome of further investigations, our involvement highlights some worrying aspects of the way in which ‘whistleblowers’ appear to be treated within the NHS.





# *Our plans for next year*



## ***What next?***

Our priorities for next year are to continue the successful work we have done and make sure it yields meaningful change to services:

This will include:

### ***The Final Transition***

What happens when parents/carers of those with LD can no longer care- An action group, including West Berkshire Council ASC and Housing, alongside Parents/Carers, service users, voluntary organisations and Healthwatch West Berkshire will look into the future housing options available. This may include best practice from other parts of the UK or involve 'new' and imaginative solutions that may be shared nationwide. We will also look to ensure annual assessments will include the wishes of both the cared for person with LD and the family/carers of what could happen when inevitably carers can't care any longer

### ***Thinking Together/ Mental Health***

We will continue to ensure these co-produced events for service users, carers and voluntary organisations involved in Community Mental Health in West Berkshire will continue. We will also remain an active member of the WBH&WBB Mental Health Collaborative to ensure equality of service across West Berkshire in line with other districts and that 'Parity of Esteem' are more than just optimistic words.

## ***Homeless and Rough Sleepers***

We will continue to campaign for equity of service in Primary Care, Dental Care and prevention for the homeless. This group already has much worse health outcomes due to the effects of being homeless, not helped by an inflexible care system that does not deliver for the most vulnerable. We believe working with WBC's MEAM initiative and the WBC H&WB's 'Blue Light' project to reduce Alcohol Harm





## STP Engagement

The quality and level of engagement surrounding the country-wide launch of 44 Sustainability and Transformation Plans (STP) has varied. In our area BOB (Buckinghamshire, Oxfordshire, Berkshire West) has been particularly disappointing. As this report goes to press no 'official' STP plan for the BOB area has been published, - just a copy leaked by Reading Borough Council (A member of the BOB Board). While assurances have been given by senior local CCG officials that the plan will not significantly alter the work stream they had already embarked on as part of the five year forward view, the lack of transparency has been very worrying.

The other significant change mooted is that Berkshire West's Health Commissioners and Providers form an Accountable Care System' (ACS) between the major Health providers in Berkshire West, i.e. RBH/ BHFT & SCAS, with a view WBC would join the project to have a unified 'Berkshire Health £', rather than siloed budgets. This aims to stop perverse results such as Health Providers being worse off financially for instigating 'efficiency savings' and improve integration across the system.

We will work to monitor these major changes updating the public when we can.

### Further activity

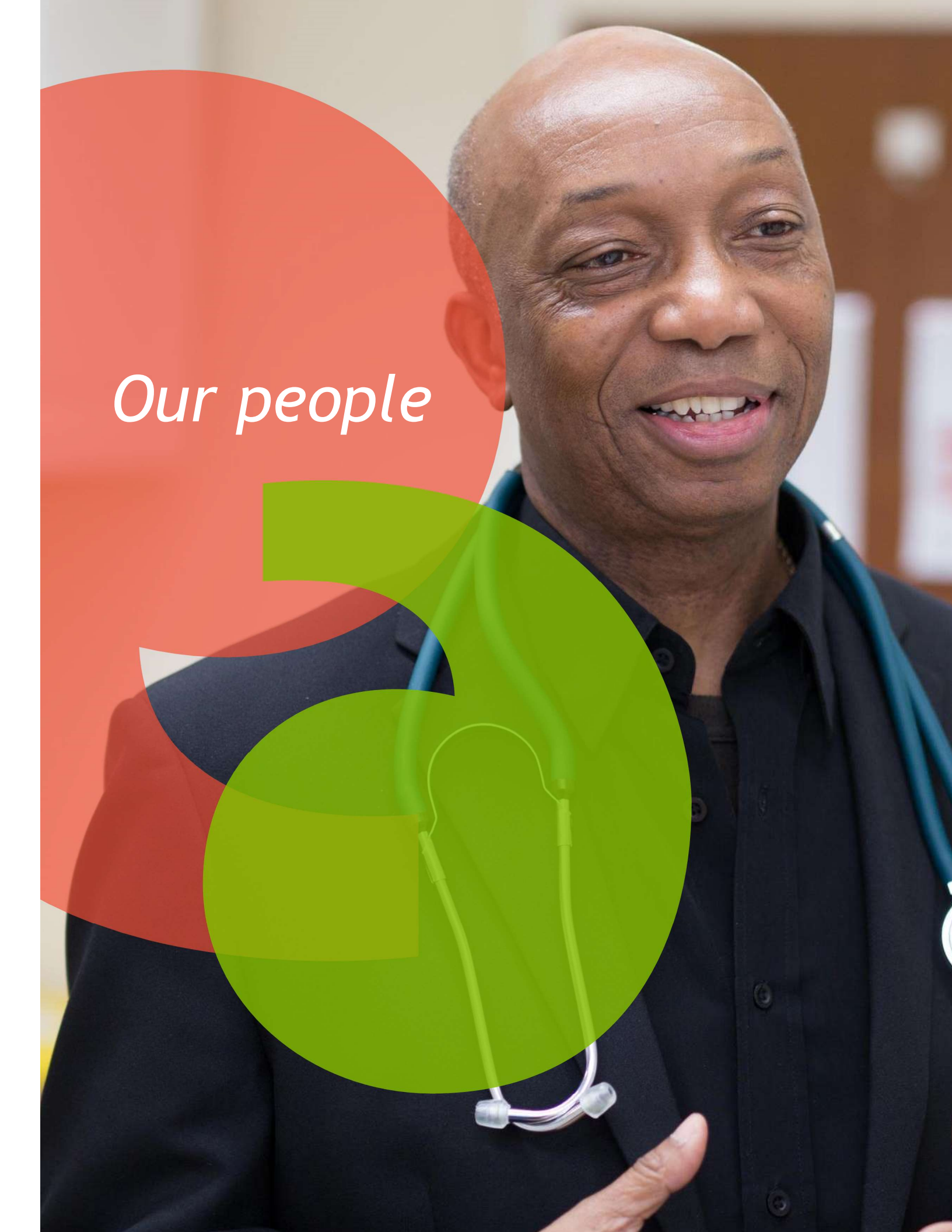
We will also continue to react to the intelligence we receive directly from the public, community groups and charities regarding all aspects of Health and Social Care in West Berkshire.

We will also consult our Champions Group and our Independent Board will oversee and ratify our Workplan and 'Enter and View' activities.



West Berkshire Community Hospital



A portrait of a middle-aged Black man with a friendly smile, wearing a black button-down shirt and a blue stethoscope. He is positioned on the right side of the frame. Overlaid on the left side are two large, semi-transparent circles: a red one on top and a green one below it. The text "Our people" is written in white, italicized font within the red circle.

*Our people*

## Decision making

HWWB operates an open and transparent governance policy that seeks to be inclusive and non-discriminatory. All our board meetings are held in public, at accessible venues.

We have an Executive Board run by seAp that is responsible for ensuring HWWB delivers on its statutory and contractual responsibilities.

The HWWB Board ratifies the day-to-day running of HWWB and ultimately decides where it should focus its efforts. The HWWB officers are responsible to this Board and have to justify and report on the performance of HWWB.

The HWWB Board is made up of an Independent Chair, at least two lay members (currently five), the Chief Officer of HWWB, the Area Director of seAp and the Manager of seAp Berkshire.

The past year has seen a number of changes to the Board, including: the appointment of our Chair (Alison Foster), while several board members have left, and new ones have replaced them.

All board papers and minutes are available on request and on our website. We also advertise widely our Board Meeting dates and timings. We hope to vary their timing and locations across West Berkshire in the coming years. Should the Board disagree with the Champions Group or officers of HWWB, the Executive Board (who run the HWWB contract) will make a final decision.

## Our Healthwatch Champions

We also have our Healthwatch Champions Group, who are drawn from the voluntary sector and community groups, to extend our range and improve the intelligence we receive.

The Champions can feed either directly into members of staff or directly to the Board with regard to work priorities. Also, they can task and finish work of groups charged with producing reports and undertaking work on behalf of the HWWB Board.

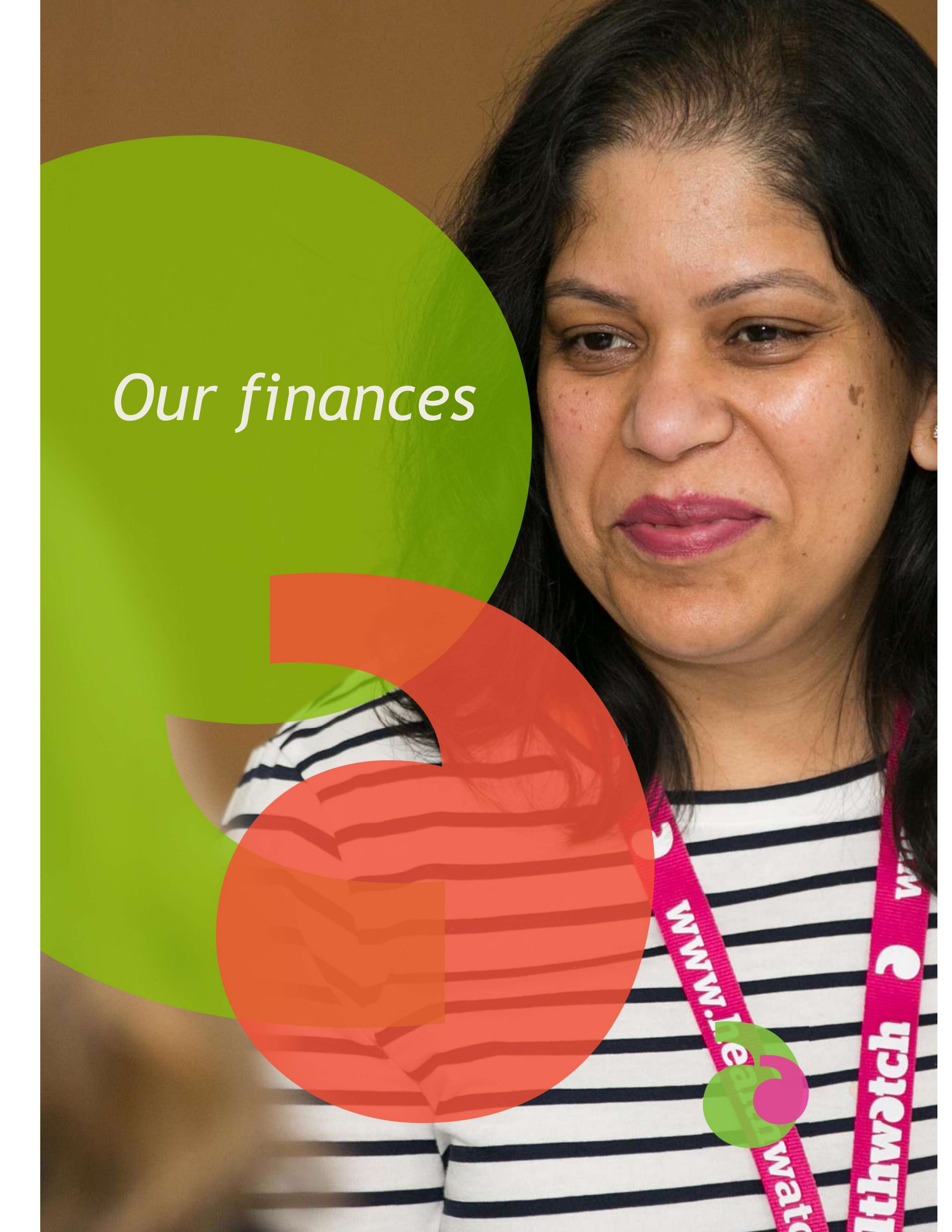


### HWWB Champions' Meeting

We look at the priorities of the Joint Strategic Needs Analysis (JSNA) for West Berkshire, the N&DCCG priorities and the NHS England Five Year Forward View to highlight areas of development and change. We consult with our Champions Group of local charities and voluntary group to ascertain what issues they are concerned with.

Finally we look at the feedback we receive from the public and intelligence from local regulators, the CQC and WBC CQB and put the Workplan to our independent Board to ratify our work.



A portrait of a woman with dark hair, wearing a black and white striped shirt and a pink lanyard with the WWF logo and the text 'WWF the earth watch'. The image is overlaid with a large green circle on the left containing the text 'Our finances', and a large orange circle with horizontal stripes in the lower center. A small WWF logo is also visible in the bottom right corner.

# *Our finances*

| Income                                                                                  | £              |
|-----------------------------------------------------------------------------------------|----------------|
| Funding received from local authority to deliver local Healthwatch statutory activities | 110, 896       |
| Additional income (project funding)                                                     | 1,741          |
| <b>Total income</b>                                                                     | <b>112,637</b> |
|                                                                                         |                |
| Expenditure                                                                             |                |
| Staffing costs                                                                          | 78,294         |
| Office and support costs                                                                | 26,196         |
| Promotional and development costs                                                       | 6,908          |
| <b>Total expenditure</b>                                                                | <b>111,397</b> |
|                                                                                         |                |
| <b>Net transfers to reserves for specific projects</b>                                  | <b>1,240</b>   |
|                                                                                         |                |
| Cumulative reserves at year end                                                         |                |
| Service development and grant making                                                    | 20,957         |
| Specific projects                                                                       | 1,741          |
| <b>Total cumulative reserves</b>                                                        | <b>22,698</b>  |





# Contact us

## Get in touch

### Address:

Healthwatch West Berkshire  
Broadway House  
4-8 The Broadway  
Newbury West Berkshire  
RG14 1BA

Phone no: 01635 886 210

Email: [contact@healthwatchwestberks.org.uk](mailto:contact@healthwatchwestberks.org.uk)

Website: [www.HealthwatchWestBerks.org.uk](http://www.HealthwatchWestBerks.org.uk)

Twitter: @HealthWWBerks

Facebook: /HealthwatchWestBerkshire




---

## Address of contractors:

### Registered Office:

seAP, Upper Ground Floor, Aquila House, Hastings East Sussex, TN34 3UY

Registered Charity no: 1080679.

Registered in England & Wales Company No.3963412

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright (Healthwatch West Berkshire 2017)





Healthwatch Local  
1 Best Address St  
North Area  
London  
DR1 6PD

[www.healthwatchlocal.co.uk](http://www.healthwatchlocal.co.uk)  
t: 03000 683 000  
e: [enquiries@healthwatchlocal.co.uk](mailto:enquiries@healthwatchlocal.co.uk)  
tw: @HealthwatchE  
fb: [facebook.com/HealthwatchE](https://facebook.com/HealthwatchE)