

TITLE	Healthwatch Update
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 24 March 2014
WARD	None Specific

healthwatch Wokingham Borough

Update for HOSC 24.03.14

Some Healthwatch numbers for last month



Forums attended



Speak Out forms completed



Interactions on CRM



Increase in Twitter followers 74 (now at 566 followers)



Facebook likes 19

2014/15 Delivery Plan

Our aim for 2014-15 is to build upon our first year, by embedding Healthwatch into the health and social care of Wokingham Borough.

Our vision is to empower the residents of Wokingham Borough to speak up and realise that their views, comments and stories are valid and important, especially children and young people. Healthwatch Wokingham Borough will be the independent watchdog for local health and social care services. Healthwatch Wokingham Borough's role is to gain views, report findings and hold services to account.

We will achieve this by:

- Understanding what matters most to Wokingham residents, especially children and young people
- Influencing those who have the power to change design and delivery of services so they better meet the needs of users
- Showing the impact and value of Healthwatch Wokingham Borough in everything we do

Our objectives for 2014-15 to deliver on our vision;

- Embed Healthwatch in Wokingham Borough & that we are the independent watchdog for local health and social care
- We are a strong voice for children and young people
- Identifying priorities for Wokingham residents and challenging others to take action
- Influence decision making at senior strategic level and ensure that improvements are made

Our financial challenge

Wokingham CCG has a budget of approx. £150m, WBC has budget of approx £80m

Healthwatch, as the Consumer Champion and Watchdog of services commissioned by the above, has a budget of just over £100,000

Due to budgetary constraints we are unable to do the following next year;

- Undertake any additional project work
- Continue funding our partnership work with the MICE bus
- Sponsor or commission community groups to undertake pieces of work on our behalf
- Place adverts in local publications
- Hold a quarterly volunteer meeting for all Healthwatch volunteers (Enter and View team, CAB volunteers, Board, Posties, mystery shoppers etc)
- Carry on with our Mystery Shopping schedule
- Fully utilise our RemPod by visiting all care homes and other organisations that express an interest and carry out focused engagement

We are becoming a victim of our own success in that the more people we speak to the more issues and stories we gather, however the less able we are to take these forward due to having just one full time staff member and 3 part time workers.

For an organisation less than a year old we have started to make an impact locally;

We coordinated the various Wokingham volunteer car drivers who had never liaised with one another. We convened a meeting with Royal Berkshire Hospital to look at parking and people not getting to appointments - we are in the process of negotiating a designated volunteer car driver space at the hospital

We were able to pick out the pertinent themes and look at the link between people not being able to get a GP appointment, increase rise in A&E, introduction of NHS 111 service.

Projects

- **Views of children and young people regarding their health and social care**
Started to make direct contact with the 60 junior, infant and primary schools with the intention of putting a leaflet in each child's book bag and posters up on noticeboards.

Started to make contact with the 12 secondary schools to arrange to meet school councils with the view of accessing the wider pupil population views on what is important to them. When a theme emerges, the plan is to develop a creative project to explore issue. Also have a competition for a school's health & wellbeing storyboard to be created by a professional illustrator (see her fab storyboard on smoking cessation <http://tinyurl.com/kn5q9p8>)

- **GP appointments / rise in Wokingham residents presenting at RBH A&E**
We have been surveying residents in A&E about who they consulted before presenting. Trying to access the information collected by ROSPA's KISS (Kiosk Information Surveillance System) that is in the waiting room. Meeting with the interim CEO to discuss developing our work. Also looking at the car parking which is now impacting on volunteer car drivers who are refusing to go to RBH. Trying to engage University of Reading about their empty car parks around the hospital

▪ **Accessing the views of care home residents**

We have just purchased a Pop up Reminiscence Pod or RemPod that will be used when engaging with care home residents. Designed by a former Dragons Den member, they are helping to change the quality of life for people with dementia, currently living in care.



Report to the
Care Quality Commission

Ref - Royal Berkshire NHS Foundation Trust
20 February 2014



Introduction

Healthwatch Wokingham Borough is one of the 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public. The remit of local Healthwatch encompasses all publicly funded health and social care services for both adults and children.

This report summarises feedback which Healthwatch Wokingham Borough holds from the public, patients and service users on services provided by Royal Berkshire NHS Foundation Trust.

1. Feedback

1.1. We collect feedback on services through our attendance at community events, our contact with community groups, our comment cards and feedback forms which people send to us in the post, online through our web site and social media, and from callers to our telephone helpline. In addition feedback is taken at 'drop ins' and telephone assessments carried out by the Wokingham and District Citizens Advice Bureau.

1.2. This Trust is the provider of a wide range of services and the feedback we hold relates to a number of different services. Of the comments we have collected and recorded about this Trust, 25 % are positive, 50% are negative and 25 % are mixed.

1.3. The themes or topics on which people have offered feedback include access to maternity services, standard of care, discharge process, coordination of services and car parking.

1.4. Positive feedback

1.4.1. There is a deal of positive feedback about services people have received at Accident and Emergency. People value being able to access services close to home. They describe the care they received as "excellent" and praise staff for being "professional", "caring", "reassuring", "cheerful", "helpful", "understanding" and even, in a couple of cases, "superb". There was also positive feedback relating to a 5 day stay for surgery and after care where the individual declared he was "very happy" with his care.

1.5. Negative feedback

1.5.1. We have received a number of comments from individuals and from parent carer groups, social workers, youth workers and schools about the Speech and Language Therapy service for children and their families. People have talked of getting repeated referrals for their child but there not being a therapist available. People are assuming this is down to staffing and capacity issues. In some cases, parents have resorted to paying for private therapy or making the case for an independent special school so that their child can have access to speech and language therapy – although the child's needs

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could be met in a mainstream school with adequate therapy from the community team. This has been a frustrating situation for all involved because when it is possible to access the service both parents and schools express themselves very happy with it.

- 1.5.2. We have feedback from parents, a local councillor and a user group that the way in which people with Learning Disabilities are treated at the hospital could be better. One patient in her early 20s was left in an adult mixed ward and felt very frightened.
- 1.5.3. Sometimes people have a negative experience of the hospital because they are expected to fit themselves around how the hospital has been set up to work, rather than the hospital being able to fit round the reality of their real life. One instance of this was where a person was referred to a department where the initial session is conducted by telephone. This person does not have a telephone.
- 1.5.4. There has been negative feedback about communication and organisation, in departments and between departments. Individuals have been referred for tests that have already been done. In other cases they have been told to expect an appointment letter referring them for consultation but none has been received. The individuals have had to call the hospital to rectify the errors.
- 1.5.5. Some people have had a negative experience with the discharge process. Patients have had their discharge delayed for several hours whilst waiting for discharge paperwork. In addition patients have experienced long delays waiting for medication from the pharmacy. We had feedback from a family member of one frail patient who was discharged at very short notice on a Friday which made it difficult for the family to make appropriate arrangements. When the patient was collected from the hospital they were confused and appeared dehydrated. The patient also had grade 3 pressure sores which were not mentioned on any of the discharge paperwork.

1.6. Mixed feedback

- 1.6.1. Sometimes the same person or people have both positive and negative feedback to give about the same service. For instance, praise for the Speech and Language Therapy service, but frustration at difficulties in accessing it.

In other cases, it seems to come down to individual members of staff. A patient in one ward speaks of the good care shown by a particular nurse who always had time for her – “she wouldn’t talk over me, she would just listen and then speak sense”. While the same patient says of night-time staff that they were “rude and judgemental”.

- 1.6.2. In another case, a patient speaks about the “excellent” surgeon, prior to, during and after the surgery. However, the patient also speaks about the “bad aftercare and attention” they received on the ward.



- 1.6.3. Sometimes different people have different experiences of the same service. In the case of one facility, one person described the service as “brilliant” and told of how it had enabled them to continue with their life, while another person said of staff in the same facility that they were bullying, abusive and racist, and that they would never go back there again.

2. Conclusions and comments

- 2.1. Feedback from patients, service users and public is, as we would expect, mixed. Particular areas where we have received significant positive or negative feedback have been cited above.
- 2.2. We are in discussion with the Interim Chief Executive with a view to agreeing information sharing protocols between us. This Trust has already agreed to share some of the data collected at A&E reception and its Patient Experience data with us. We are also working together to look at car parking problems for volunteer car drivers. We commend them for their willingness and readiness to do so.
- 2.3. The latest publicly available results of the Friends and Family Test (for December 2013) give the Trust a score of 65 (out of a possible 100). The higher the score the better. This is based on feedback from people who have been at A&E, Inpatients and Maternity.
 - With 959 responses about A&E, 61% were extremely likely to recommend the service, 27% likely and 4% unlikely.
 - Of the 133 women who were asked about their birth experience 71% were extremely likely to recommend the services, 17% likely and 4% unlikely.
- 2.4. Like all NHS bodies, the Trust is under a statutory obligation to consult and involve local people in the planning, provision and delivery of its services. Healthwatch Wokingham Borough stands ready as a “critical friend” to advise, assist and support the Trust to fulfil its obligations in this respect, including in how the Trust engages with people to collect their feedback on its services and how it then uses that feedback to improve services.

Much of our work is delivered by Volunteers. People helping us reach the 167,000 residents in the Borough, to encourage them to tell their stories and assist in helping them gain assistance. Here are some our volunteers....



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