





TITLE	Healthwatch Update
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 14 July 2014
WARD	None Specific

Some Healthwatch numbers from our first year

 Calls taken by helpline	195
 Walk ins seen at CAB	137
 People on mailing list	700
 Twitter followers	650
 News bulletins e mailed out	16
 Freepost Speak out forms returned	62

Reports

▪ Annual Report

We were the first Healthwatch in the country to publish our Annual Report (legally due by 30.6.14) This gives a great picture of just how much has been achieved in our first year of existence. Good foundation to build on in this second year.

▪ Wokingham residents increased use of A&E at Royal Berkshire Hospital

14% of all comments we received last year were about the RBH. Please find attached full report & RBH response. Hospital management and staff very supportive and keen to work collaboratively, focus on making the required improvements.

▪ Report on Wokingham Medical Centre

20% of all comments we received last year were about WMC. Report attached. Met with the General Manager and Director of Operations to discuss report, they did acknowledge what patients were telling us but felt it was a limited picture. Plan to hold a launch event on Tuesday 8th July in the Medical Centre

Projects

▪ Enter and View visits

We have undertaken 2 visits to care homes to hear what residents have to say about services; Hallmark home Alexandra Grange in Molly Millars Lane and the recently acquired Optalis home Alexander Place in Woodley. Reports to be released soon.

▪ Mystery Shopping

We have just completed a mystery shopping exercise, with a sensory needs focus. Due to report soon.

▪ Hearing the views of children and young people

Proving difficult to engage with young people. Due to appear at the next 2 Super Sundays offering free face painting and a prize draw in return for stories/views/opinions About to take on a young person for an 8 week work experience placement to help us make progress with this project.

Other things to note

- **Volunteer Car Drivers designated space at Royal Berkshire Hospital car park**
We were instrumental in bringing together the 7 volunteer car driver schemes to discuss common issues. We brokered a meeting with the Hospital and this resulted in the volunteer car drivers being given a designated space in the car park, alleviating a lot of worry, stress and time in trying to park.

- **Independent review of CAMHS across Berkshire**
The report is currently with the CCG who are developing a response before publishing and a number of actions are being take with Berkshire Healthcare Foundation Trust and Local Authority partners to address some of the more immediate issues raised. Healthwatch are hoping to be able to undertake some engagement work about how this service can be improved.

- **Healthwatch welcomes 4 new volunteers with Learning Disabilities**
We conducted two “easy read/easy learn” Enter and View training sessions in partnership with the Learning Disabilities Partnership Board for people with Learning Disabilities. We now have 4 new Authorised Representatives to join our group of about 30 volunteers.

- **2 volunteer researchers on board**
We have recruited 2 volunteer researchers - one is looking at patient transport and the other is looking at how the public access and use information about health and social care in Wokingham, they are conducting a mapping exercise.



What seems to be the problem?

Are you waiting too long to see a doctor?
Is your grandparent satisfied with the service in their care home?
Are you really being listened to enough?

18th Nov, 9am to 1pm
Woodley Town Centre
20th Nov, 11am to 3pm
Wokingham Market Pl.

Come and tell us
Use us to get your views heard. We are independent and have the power to hold poor service to account.

Join us at our launch events in Wokingham and have a chance to win a £50 Marks & Spencer voucher and Samsung tablet, just for chatting with us.

You can also contact us on 0118 4181418, at your local Citizens Advice Bureau and on-line at www.healthwatchwokingham.co.uk

healthwatch
Wokingham Borough





Report on Wokingham Borough residents' use of Accident & Emergency Department at Royal Berkshire Hospital



NHS 111 & inability to book GP appointment causing problems?



June 2014

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1. Executive Summary

Since its inception in April 2013, Healthwatch Wokingham Borough has been aware of the complex interplay between difficulties in GP appointment booking systems, out of hours GP access, the NHS 111 service, the pressures reported in Accident and Emergency (A&E) and the opening of a new Urgent Care Centre in Bracknell.

Use of the Royal Berkshire Hospital Accident and Emergency Department (A&E) by Wokingham Borough residents has increased by 26% over the last year.

Healthwatch Wokingham Borough surveyed all Wokingham Borough residents using A&E for 2 weeks in April 2014 to understand if they had consulted with anybody else before attending. We found the following;

- NHS 111 directing patients unnecessarily to A&E
- Under use of out of hours service Westcall
- Patients unable to get a GP appointment
- GP sending patients to A&E for x rays
- No knowledge of the alternatives to RBH - e.g. Urgent Care Centre in Bracknell
- No Red Zone drop off

Healthwatch Wokingham Borough hopes that this report is used to start discussions with the Royal Berkshire Hospital and Wokingham Borough GP practices, as well as all other interested bodies to ensure that those who present at A&E really should be there rather than being seen elsewhere, which is in everybody's interest.

We also believe that this initial research is simply the first step towards further collaborative investigations to better understand the needs of Wokingham Borough residents, and supporting the Royal Berkshire Hospital in reducing the demands on A&E.

2. Healthwatch Wokingham Borough

Healthwatch Wokingham Borough is one of the 152 local Healthwatch organisations that were established throughout England in 2013. The role of Healthwatch is to champion the rights of all 167,000 Wokingham Borough residents as users of health and social care services.

3. Our investigations

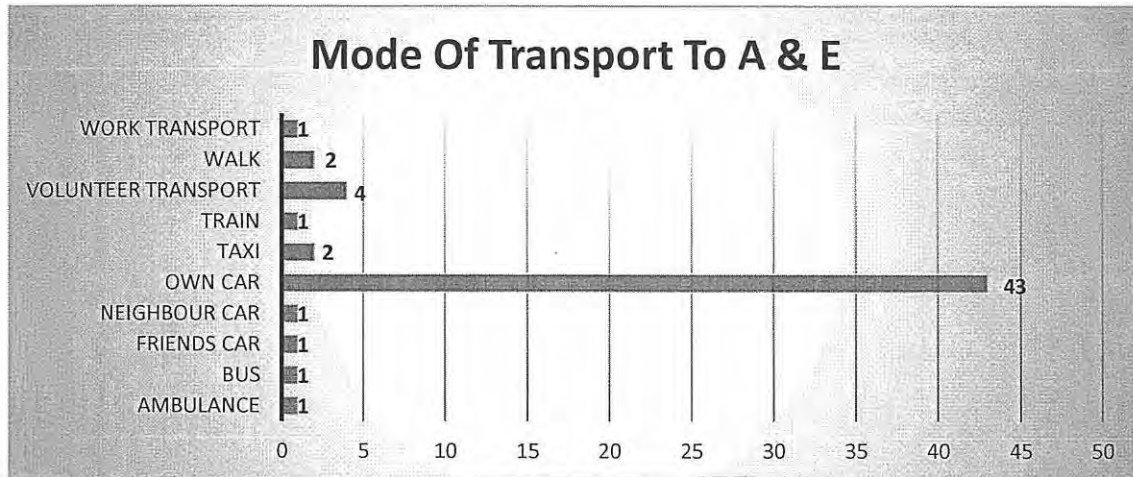
There is a wealth of data and statistical information available to Wokingham Borough commissioners, from waiting times, A&E transfers via ambulance and call volumes from the NHS 111 service. Whilst this information is vital to inform commissioning, it was felt that it was not being joined up to see the whole picture but often looked at in silos. The patient voice also appeared to be missing.

We spent two weeks (21st April - 4th May 2014) surveying Wokingham Borough patients about their visit to A&E. A short paper survey was handed out to all Wokingham Borough residents by reception staff and patients were asked to complete it and post it back in our ballot box - totalling 57 responses.

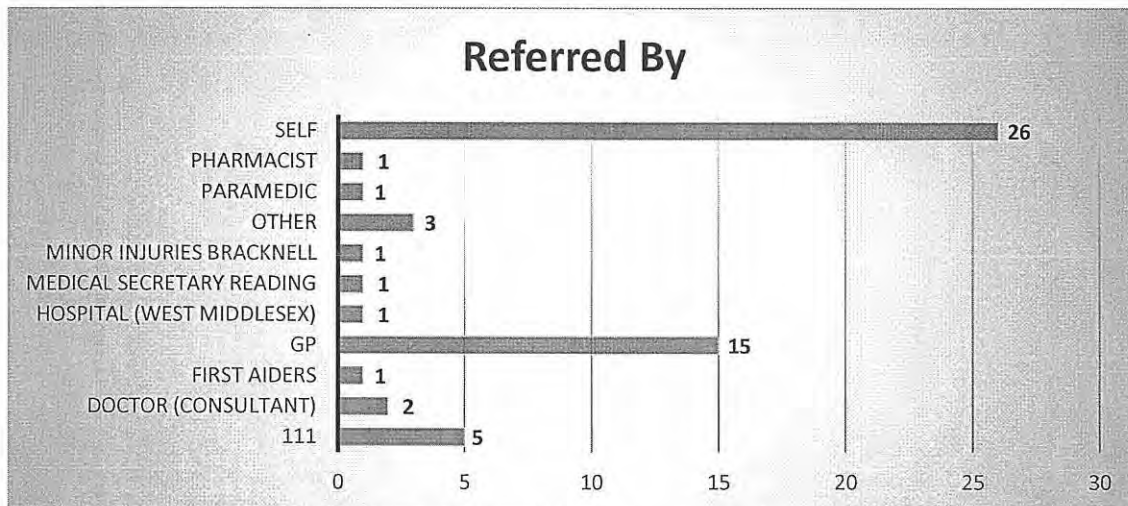
4. What did Wokingham Borough patients say?

We collect feedback on services through our attendance at community events, our contact with community groups, our "Speak Out" 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.

The vast majority of Wokingham residents used their own car to get to A&E

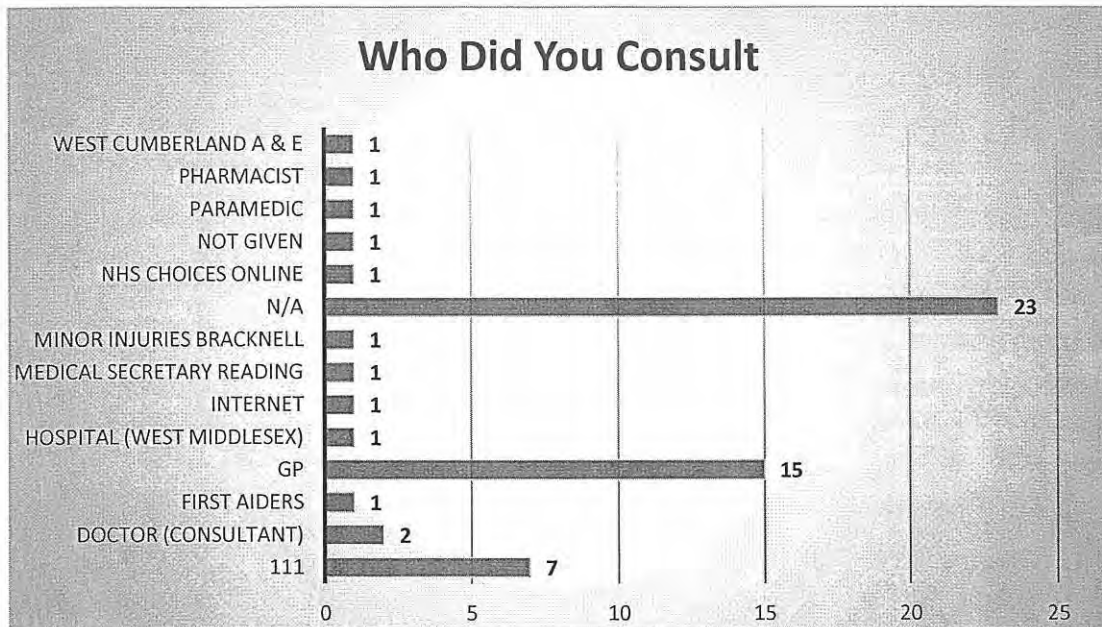


45% of patients referred themselves to A&E



57% of patients surveyed said they did consult somebody before attending A&E. However some patients who consulted someone were not referred to A & E but took the decision after consultation to refer themselves to A & E

Of those patients that did consult with a medical person prior to attending A&E, GP was most popular (26%), then NHS 111 (12%)



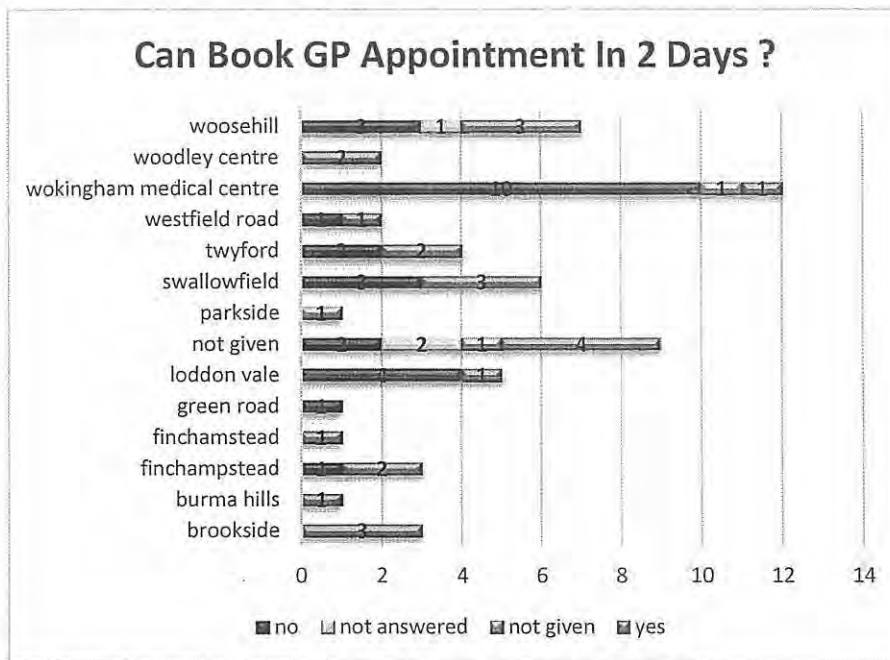
When we asked why people did not consult, we received a variety of responses;

I knew I needed to visit A&E	43%
I couldn't get a GP appointment	36%
I needed an x ray	29%
Sent by college	7%

78 % of patients surveyed had heard of NHS 111. However of those only 51 % had used NHS 111 and their experience of the service is detailed below.



100% of the patients surveyed were registered with a GP practice.



5. Local issues at A&E

5.1 NHS 111

The NHS 111 service was introduced to make it easier for the public to access healthcare services when they need medical help fast, but it's not a life-threatening situation. Research with the public has made clear for some time that the public find it difficult to access NHS services when they develop unplanned, unexpected healthcare needs. Changes in the way in which services are delivered, in particular the introduction of new services like NHS walk-in centres or Urgent Care Centres, have added to the complexity of the urgent healthcare system. The result is that many people are unclear which services are available to meet their urgent, unplanned needs and how they should be accessed, especially outside normal working hours when GP practices are closed or when they are away from home. NHS reviews have also found that patients want better information and more help to understand how to access the best care, especially urgent care, when they need it. Consultations with the public and clinicians carried out by Strategic Health Authorities resulted in them calling for the introduction of a single number to improve access to urgent healthcare services., to develop a coherent 24/7 urgent care service in every area of England that makes sense to patients when they have to make choices about their care.

NHS is not staffed by medically trained clinicians but highly trained call advisers, who are supported by experienced nurses. They use a clinical assessment system and ask questions to assess callers' needs and determine the most appropriate course of action. However it would seem that not all medical conditions are listed in the patient pathways;

e.g Patient phoned 111 with toothache due to an abscess, wanting to get some antibiotics, NHS111 operator said this was not listed and nearest thing available on the system was "jaw pain" Jaw pain can be a sign of a heart attack, as a result was sent to Accident and Emergency.

5.2 Use of Out of Hours service Westcall

There is a mobile Westcall unit visiting people in the community, Westcall are also situated in the maternity department at the Royal Berkshire Hospital. There is a team of 4 GPs and 2 triaged nurses. Patients can avail of the WestCall Out of Hours service by dialling NHS111, however data shows a low/non existence referral rate from NHS 111 to Westcall. This has resulted in the service being so under utilised that staff are going home early from shifts.

5.3 Difficulty in booking a GP appointment

Patients finding it difficult to book to see a GP are well documented. We have been told that receptionists, rather than tell the person to wait and see if they can be seen, will signpost patients to A&E, this sets a precedence in the patient's mind, possibly explaining why more Wokingham residents are turning up to A&E.

5.4 Extended Opening Hours - better access to GPs

Despite the majority of people we have spoken to expressing concern about the NHS's ability to cope with the pressure on urgent and emergency care, many of us will continue to use services how we want, when we want, until real alternatives are provided.

- 18 per cent of people admit to having knowingly used A&E for a non-emergency at some point in their lives
- one in four respondents said it is likely they would resort to using A&E if they couldn't get a GP appointment in a reasonable timeframe
- a third would do so in a non-emergency situation outside of GP opening hours.

Dr Rod Smith, chairman of the Berkshire West Federation of Clinical Commissioning Groups (CCG), said: *"Many patients can only see their own GP by taking time off work which is inconvenient for them and can lead to unnecessary A&E attendances."* All GPs in Wokingham have pledged to support his plans to extend the hours from 8am-6.30pm to 8am-8pm during the week and from 8.30am-1pm at weekends.

5.5 GPs sending patients directly to A&E for X Rays

The X Ray Unit at Royal Berkshire Hospital is open Monday to Friday for out patients who have been referred. If a GP refers a patient for an X ray, there is a cost implication for the GP. The only way an out patient can get x rayed outside of normal working hours and/or the GP not be charged is via A&E. Several patients that we said that their GP sent them directly to A&E instead of X-ray Department. Whilst this may be due to severity of injury, there is also cost implications to consider.

5.6 People knowing about other medical support facilities

It is important to try and utilise NHS services as best as possible and this very much includes the appropriate use of Accident and Emergency services. Millions have been spent nationally on advertising campaigns to 'educate' us about how to make the most appropriate use of services. Healthwatch England commissioned YouGov to survey 1,762 people to find out how and why patients end up in A&E and what can be done to ease the pressure on this vital frontline service. But of those who responded to this survey:

- a third didn't know where their nearest minor injuries unit or NHS walk-in centre was or the services it provides

- four out five people were aware of NHS 111, but just one in five had used it or its predecessor NHS Direct when they needed non-urgent care.

Yet it would appear that many people do not know what other local support services there are such as:

24/7 Walk in Health Centre at the Butts, Reading Walk in Health Centre Open from 8am to 8pm GP service, open to registered and unregistered patients without an appointment, 365 days per year. From blood pressure checks to contraceptive advice, minor cuts and bruises to statins and sprains, Reading Walk-in Health Centre offers a wide range of services from: 1st Floor, 103-105 Broad Street Mall, Reading RG1 7QA. 0118 902 8300

Urgent Care Centre at Brants Bridge, Bracknell. Open from 8am to 8pm 365 days a year. if you need medical treatment or advice which does not need a visit to A&E or when it can't wait for an appointment with your GP. The Urgent Care Centre will treat most injuries and illnesses that are urgent but not life threatening. For example sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings, persistent coughs, severe sore throats, rashes, infections and sudden worsening of long term conditions.

WestCall Out Of Hours NHS is the local out-of-hours primary care medical service for the Berkshire West area. The service provides appropriate medical care to treat conditions that require urgent attention and cannot wait until your own GP's surgery is open. WestCall NHS is open outside normal surgery working hours and operates at the following times: **Monday to Friday:** from 6.30 pm each evening and overnight until 8.00 am the next morning **Weekends:** from 6.30 pm on Friday evening until Monday at 8.00 am **Public Holidays:** the service is open throughout all public holiday

To help local people make the right choice when using local health services the NHS developed the "Choose Well" campaign



Wokingham Clinical Commissioning Group was among a group of four west Berkshire clinical commissioning groups that launched a communications campaign aimed at encouraging patients to contact their GPs before going to A&E. The 'Talk Before you Walk' campaign tried to ensure the four CCGs maintained the 4 hour A&E waiting target in the face of an anticipated rise in demand over the winter period last year.

5.7 Royal Berkshire Hospital's electronic patient discharge system

Royal Berkshire Hospital is sending discharge letters to GPs across eight clinical commissioning groups using an Electronic Document Transfer Hub. Managing the many pieces of paper being sent to GPs was a huge expense and drain on resources and the aim of the programme was to set-up a paper-lite pathway. However there are 2 Wokingham GP surgeries that are not registered (Woose Hill and Finchampsted). Paperwork for these patients have to be sent manually, taking time and costing money.

5.8 Dropping off patients and parking at the Royal Berkshire Hospital

Healthwatch Wokingham Borough has been instrumental in bringing together the 7 volunteer car driver groups in the Borough to discuss key issues, one of which is the difficulty in parking at the hospital. After making explicit the cost of missed appointments due to not being able to park, not just in financial terms but impact on health and wellbeing of the patient and their family/carers, the Hospital Trust has been prompted to look at alternative solutions. We have recently had it confirmed by Philip Holmes, Facilities Director, that there will be a designated volunteer car drivers car space in the car park for volunteer drivers to use.

There used to be a "dropping off" zone outside A&E, this was taken away as drivers would get out of their cars and assist their patient passenger into the department, which resulted in emergency vehicles getting blocked. We recommend that a red line drop off point be reinstated outside A&E but auxiliary staff be made available to support patients inside, meaning that drivers do not have to leave their vehicle.

6. National Issues at A&E

6.1 Pay of A&E staff

The NHS should consider paying A&E doctors extra money to work in struggling hospitals to help address a "chronic shortage" of medical staff.

Major problems in training enough doctors in emergency medicine is contributing to the pressure on A&Es around the country, the influential Public Accounts Committee (PAC) said, warning that hospitals that already had poor patient outcomes or financial problems were finding it especially hard to recruit and hang onto staff.

Hospitals which have been placed in special measures have reported poor application rates for senior medical positions, as doctors try to avoid joining NHS trusts with poorer reputations. Committee chair Margaret Hodge said the Public Accounts Committee had now "raised the possibility of paying consultants more to work at struggling hospitals" with the Department of Health. "Nearly one fifth of consultant posts in emergency departments were either vacant or filled by locums in 2012," she said.

7. Conclusions and comments

Of those Wokingham Borough patients who attended Berkshire Hospital A&E, many tried to book a GP appointment, while just over half said that they tried to seek help about their problem, before deciding to present themselves for treatment.

Very few people who attended either of the A&E departments said that they were directed by an out of hours GP contact or the 111 service. It could be concluded that if some of these people were aware

about alternatives for receiving treatment there would potentially be a decrease in the numbers attending unnecessarily in A&E.

Blaming people for going to the 'wrong place' when we need care and support is the wrong way of looking at the problem, says Anna Bradley, Chair of Healthwatch England. *"I'm not absolving us of our responsibility not to clog A&E whenever we get the sniffles, but until the health and care sector offers a more consumer-friendly experience, things are unlikely to improve."*

In order to stop people using A&E as a 'catch-all' service, the health and care system will have to become more consumer-focused and develop new products and services to entice us elsewhere within the system.



8. Recommendations

- The Berkshire Clinical Commission Groups produce a localized "Choose Well" campaign informing residents of the various medical support facilities available to them locally
- Whilst we recognize the likelihood of Westcall Out Of Hours service moving from the maternity department to the A&E department is very low due to space constraints, we would recommend that a member of the Westcall Out Of Hours team be situated inside A&E to triage / signpost patients to Westcall
- A red line drop off zone is reinstated outside A&E, with auxiliary staff made available to support patients inside the building, meaning that drivers do not have to leave their cars.

9. Thanks and Acknowledgement

Barbara Hutchins and her team at A&E reception were especially supportive of our work.

10. Contact for further information:

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Tel: 0118 4181418,
www.healthwatchwokingham.co.uk
www.facebook.com/HealthwatchWokingham
www.twitter.com/HWwokingham

Here are some of our volunteers

						
Annette Drake MBE	Clare Jacklin	Jim Stockley	Heather Young	Nick Campbell-White	Rebecca Day	Richard Bashford
						
Alan from the MICE Bus	Martin Conibear	Margaret Campbell-White	Maureen Edwin	Myreen Beckford	Roger Kemp	Ros Cox
						
Sarah Bowring	Sheila Laws	Shirley Stoddart	Tony Allen	Ulla Isaken	Vera Doe	Jane Lord
						
Aruniot Mushiana	Caris Thomas	Colin Pill	Manvinder Sagoo	Jenny Wicks	Estelle Merlyn	Carole Dawson
						
Nikk Brown	Jackie Bastow	Dean Corcoran	David Chaffee			

BY EMAIL

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Reading
Berkshire
RG1 5AN

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www.royalberkshire.nhs.uk

Dear Nicola,

Thank you for your Report on Wokingham Borough residents' use of Accident & Emergency Department at Royal Berkshire Hospital.

I am very grateful that you have taken the time to produce such a comprehensive report, it is always very useful when developing and reviewing services to have patient feedback

It was very interesting to see how many patients self present to the department from Wokingham and their reasons why, and I'm sure through working with our community colleagues we can reduce this demand in future.

I absolutely agree that the NHS needs to signpost services in a manner that is understandable to our patients, the CCG led talk before you walk campaign was very good but we do need to do more to understand what each service provides.

May I suggest that this paper is shared at our multi agency Urgent Care Programme Board so that we may take some of the wider issues forward? We would be pleased to support any campaign by our CCGs to enable residents to choose the most appropriate place to receive medical support.

RBFT welcome the results of the Healthwatch survey of Wokingham residents attending ED and the specific recommendations to us as an organisation.

West call GP in ED:

If space was not a constraint we would welcome a closer provision of out of hours services with Westcall within the Emergency Department however we are working in a department built for 65,000 attendances seeing 100,000. During the winter Westcall placed a GP in the Paediatric department to support us. Our Clinicians' work very closely with Westcall and do ensure that appropriate patients are triaged to Westcall at initial assessment.

Red zone:

We would like to understand some more about the request for the red line drop off zone. Space is limited outside the ED and is a one way traffic flow for ambulances. There are spaces in front of the Eye block which we can look to review. Currently if patients do arrive in a car outside the ED in an emergency the team have gone out to the car and assessed the patient and brought them into the department.

Thank you once again for this report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Flowerdew', written over a faint horizontal line.

Alistair Flowerdew
Acting Chief Executive Officer

It's all
about you



Healthwatch Wokingham Borough
Annual Report 2013/14

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You can download this publication from www.healthwatchwokingham.co.uk

We are here to challenge, question and commend how we receive Health and Social Care

Jim Stockley Chair, Healthwatch Wokingham Borough

From Jim Stockley, Chair, Healthwatch Wokingham Board.



Welcome to the first annual report of Healthwatch Wokingham Borough.

We are a new organisation set up to champion the rights of us, the 165,000 residents of Wokingham Borough in relation to health and social care.

We are independent. We are here to challenge, question and commend how we receive health and social care.

Since May 2013, I have had the privilege and pleasure to be the Chair of this start up voice for Wokingham Borough residents.

On day one we started with a Board who outnumbered workers and volunteers. I am pleased to say this imbalance has been rectified and now we have 4 staff and 40 volunteers

I have no background in the third sector, public sector, social sector, non-commercial; whatever you want to call it. But I do know hard work, passion, compassion and commitment when I see it.

Through Healthwatch I have met so many organisations and people who are working on behalf of the vulnerable, disadvantaged and forgotten.

In this report you will read about the activities and campaigns we have become involved in.

We are now starting to see our efforts bearing fruit.

I'd like to commend all of our Healthwatch team for their efforts in 2013 and 2014 to date. The more we do, the more we find to do. And how important volunteers are to sustain Healthwatch.

If you are reading this, then you must have some interest in Healthwatch. Please be part of it.

We have made a great start.

Thanks

Jim

Background

to Healthwatch Wokingham Borough

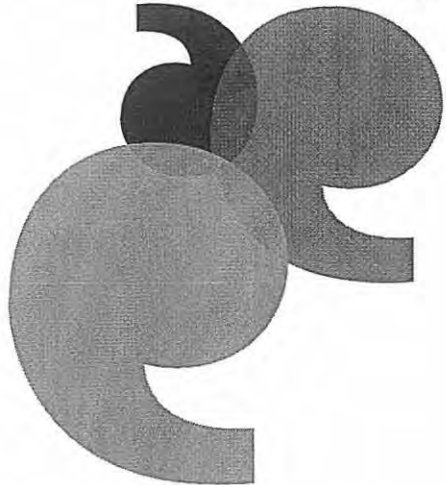
Healthwatch is the new consumer champion for local health and social care.

Created under the Health and Social Care 2012, which aimed to put the voices of those who use services at the centre of health and social care.

A strong consumer champion can help to make sure these voices, especially those who are vulnerable and speak more quietly, are heard.

The aim of a local Healthwatch is to;

- Give residents and communities a stronger voice to influence and challenge how health and social care services are provided.
- Provide or signpost people to information to help them make choices about health and care services.
- Gain views about people's experience of local services and represent those views to groups
- Be involved in commissioning, provision or scrutiny of care services.
- Represent residents of the Borough at the Health and Wellbeing Board.
- Recommend to Healthwatch England (a body that will support local Healthwatch organisations and represent the interests of patients at a national level), or the Care Quality Commission (the regulator for health and social care), when special reviews or investigations should be carried out.



The Board



Jim Stockley
Chair



Mark Sharman
Executive Director
(CEO Help and Care)



Nick Campbell-White
Executive Director
(Wokingham CAB
Board Member)



Tony Allen F.C.A
Non-Executive Director
Finance



Vera Doe
Non-Executive Director
Governance

Engaging with you



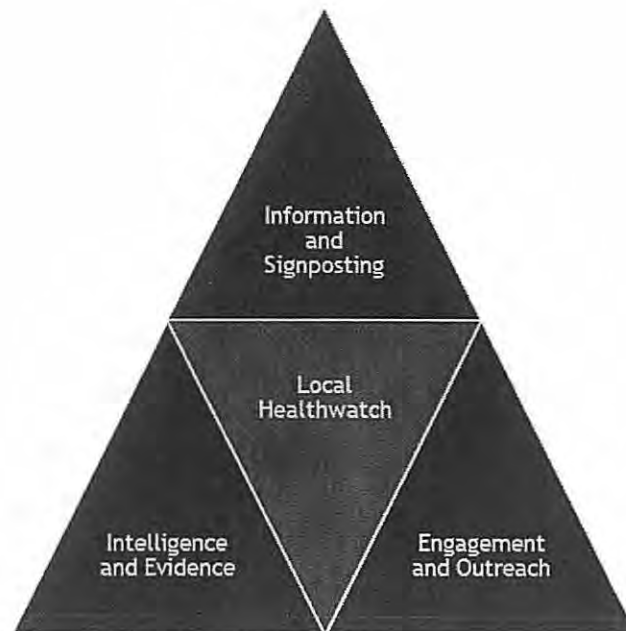
Nick Durman
Healthwatch Officer



Nicola Strudley
Locality Manager



Ros Croy
Healthwatch CAB
(Supervisor)



How we work

Our first 6 months were spent establishing Healthwatch as an independent organisation and community interest company managed by a Board of 5 Directors.

Healthwatch has two main sub-contracts - with Help & Care, who provide the staff, telephone helpline along with the outreach, engagement, influencing and communications; and with the Citizens Advice Bureau Wokingham & District, who provide the walk in information, advice and signposting service.

Once established, we felt to be successful we needed to raise our profile in Wokingham Borough. We needed effective communications and promotion capacity, as well as the ability to leverage strong support from local stakeholders.

We set ourselves a target of reaching out to at least 60 organisations in 90 days - this was well and truly achieved! We feel

that Healthwatch is now beginning to be recognised by many in the local community.

Healthwatch Wokingham Borough Community Interest Company was created by a consortium of local voluntary organisations (made up of Citizens Advice Bureau and Help & Care). Each of those organisations has a nominated Director sitting on the Board of Healthwatch Wokingham Borough, alongside three non-executive Directors, working together to ensure that we are fully accountable to the public in the way it delivers its services.

On a day-to-day basis the Healthwatch Manager is Nicola Strudley. She can be contacted by emailing:

nicola.strudley@healthwatchwokingham.co.uk

And Nick Durman, Healthwatch Officer
nicholas.durman@healthwatchwokingham.co.uk

Or call our helpline on 0118 4181418



Our contact with Wokingham residents

Key facts and figures about the Wokingham Borough

The Borough covers nearly 70 square miles and has a diverse make up with one fifth of the population living in the market town of Wokingham, two-fifths living in the urban areas of Woodley and Earley, and the remaining population living in smaller, more rural, areas to the north and south of the Borough.

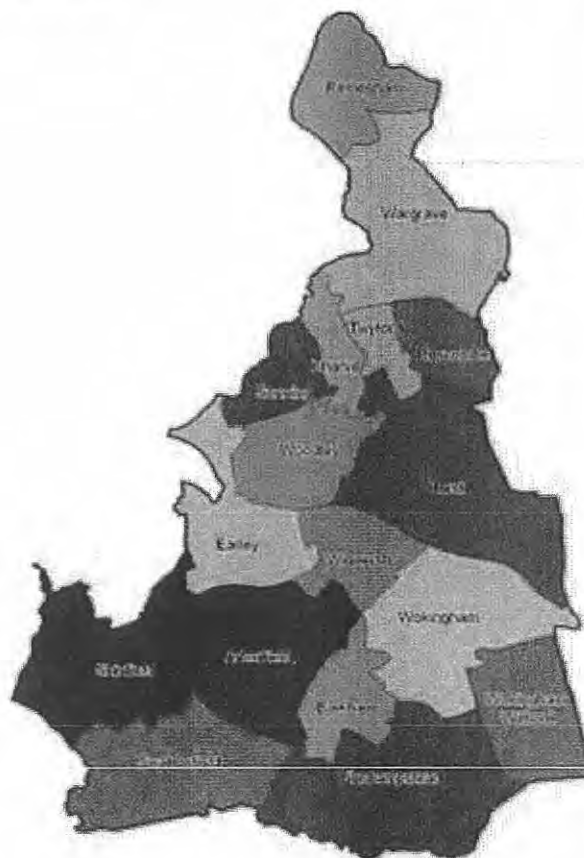
There are approximately 165,000 residents living in the Borough. This is expected to increase by another 30% by 2020. The average age of a Wokingham resident has also risen from 37 to 40.

Wokingham Borough is one of the most affluent and healthiest places in the UK, with high life expectancy, low levels of obesity and fewer smokers than elsewhere.

However, the expected increase in the older population will also increase the number of people living with conditions affected by age, such as dementia. Recent estimations also show that the number of working age adults with complex health needs will increase over the next 10 years.

We have at least 15,000 Wokingham residents who defined themselves as carers. These provided a substantial amount of unpaid support to a partner, family member or friend.

We engage with the public through our outreach work with groups and care professionals, the Citizens Advice Bureau, Volunteer Champions and organisational partners, our website, social media and Enews communications, events and conferences.



	2011	Expected increase	2020
Adults with moderate or severe learning disabilities	577	9%	627
Adults with moderate physical disabilities	8135	7%	8708
Adults with severe physical disabilities	2394	7%	2564





Gathering views

“What can Healthwatch Wokingham Borough do to encourage as many voices as possible?”

Our aspiration as a local health and social care consumer champion, is that as many people as possible can make contact with us, sharing their stories, views or experiences of local services. We have tried to make it as easy as possible for people to get in touch.....

Citizens Advice Bureau volunteers and staff are trained in listening for stories that may be Healthwatch related

Telephone Helpline (0118 418 1 418) receives calls Monday to Friday 9-5pm

Freepost Speak Out leaflets are displayed all around the Borough and can be sealed and sent back to us confidentially

Posters distributed around many public places.

Our website has a ‘Speak Out’ page

Social Media is used to make contact instantly with a cohort of people. We have an active and lively Twitter account and Facebook page.

Community Engagement Our Healthwatch Officer puts his diary of engagements up on the website for all to see. He does a regular lunchtime “pop up” outside Boots in the town centre.

Launch Week Using our Healthwatch Bed, a free prize draw and the enticement of free soup as crowd-pullers we engaged with over 200 people on a cold winter day in Market Place.

Attending events with our information stand, manned by Board members and volunteers.

Partnership with the Mobile Information Centre (MICe) We have met the funding shortfall of this fabulous service that takes information to the far-flung corners of the Borough, for a number of months. The bus driver Alan Crisp has become a Healthwatch Champion.



The MICE Bus appeared in the following locations throughout the year:

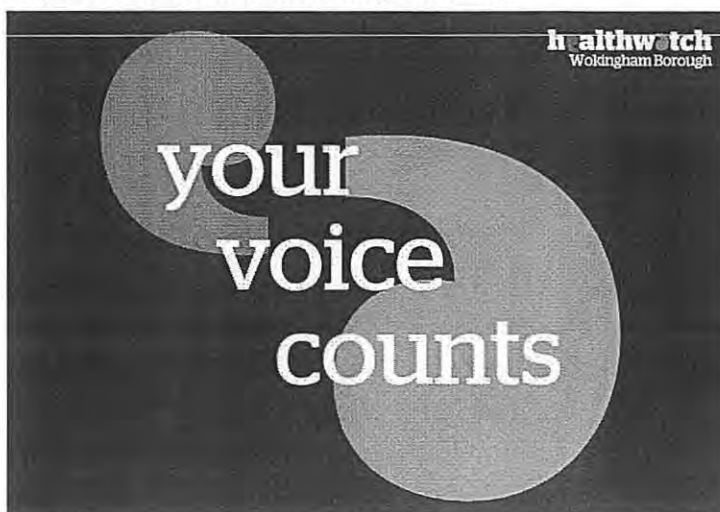
- Woodley, first and third Monday mornings of the month.
- Wargrave, first Tuesday morning of the month
- Twyford, first Tuesday afternoon of the month,
- Shinfield, second Tuesday morning of the month and first Wednesday afternoon of the month
- Aborfield, second Tuesday afternoon of the month
- Winnersh, third Tuesday morning of the month
- Earley, first three Wednesday mornings of the month and every Thursday all day.

Our outreach does not just take place on Monday to Friday 9-5pm. We want to connect with as many Wokingham people as possible and have attended parish

council evening meetings and Patient Participation Groups at GP surgeries and weekend events such as the annual flu clinics, and the Winter Carnival.

Our regular E-Newsletter is now received by 700+ people in the community. (If you would like to receive it too, please Email us at

enquiries@healthwatchworkingham.co.uk



Talk to us

The team of Information Support Workers who staff the Healthwatch Wokingham Helpline, have answered 195 calls. As the health and care system can be very complicated, people are often unaware of what services there are or how best to access them.

Information Support Workers answering Healthwatch calls therefore assist callers who:

- Need help to navigate their way through the complex NHS system
- Want non-clinical information about local health or social care services,
- Want to find out more about Healthwatch Wokingham Borough
- Want to provide feedback/comments/experiences of local services,
- Want support with finding out services available to them
- Want guidance or help to make a complaint
- Need signposting to another organisation
- Need referring to an organisation such as CAB

What to expect when people call Healthwatch Wokingham Helpline

If the enquiry is straightforward? Information Support Workers may be able to give the information needed when called. If the callers' situation is more complex? The Information Support Worker may need to do some research to find the best options and get back to caller with the information needed.

The average time for dealing with a call to the Helpline is 45mins which is



indicative of time spent on individual research.

Where do Healthwatch Advisors find information for Healthwatch callers?

All our Healthwatch Information Support Workers abide by 'Quality Standards' and research protocols to maintain the quality and consistency of the information provided.

The following sources of information are used by Information Support Workers when giving information to the public on Health matters:

NHS Choices (Information Standard), Healthwatch England, GOV.UK, Care Quality Commission, General Medical Council.

National organisations and charities such as: CAB (Advice Guide), Shelter, Mind, FirstStop, Local Authority Service Directory.

What seems to be the problem?

Examples of types of enquiries received by Healthwatch Wokingham Borough Helpline

As well as logging callers' feedback throughout the year, Healthwatch Helpline Advisors have helped signpost over 30 people to appropriate organisations able to offer further information and support appropriate to their needs. These organisations include: PALS, SEAP, General Dental Helpline, Voluntary Driver Scheme.)

Example Call to Healthwatch Wokingham Borough Helpline

The caller's relative had had an accident outside the county and broken a bone. The caller had been trying to establish how and when she would be transferred to Wokingham Hospital. He reported that he had called her GP practice on Sunday morning and left a message for someone to call him back urgently but had not received any response. No alternative/emergency number had been provided.

The relative was now back in Wokingham, but the caller reported his dissatisfaction with the GP surgery's out of hours arrangements. He commented that poor service of this kind might be a factor in the pressures on hospital A&E departments

The helpline staff member recorded his feedback and the details of his story on Healthwatch Wokingham's database. This is our pool of user knowledge about

services in the Borough. Themes and trends from the database are carefully analysed and used to inform Healthwatch's discussions with service providers (e.g. GP surgeries) to improve services.

In addition, the helpline staff member encouraged the caller (and provided him with the necessary information) to report his experience direct to the surgery practice manager as well. This strengthens the patient/public voice locally and opens up channels of communication at an individual level.

Example Feedback from Web Speak Out Form

What is your story about?

GP surgery (Brookside Group Practice)

Who are you? *The patient*

What happened? *Excellent service from all members of staff never a problem to get an appointment reception staff friendly and helpful Doctors and Nurses good excellent care for myself and family*

What conditions, treatments or tests are in your story? *Family healthcare services from XX Practice*

When did your story happen? *Last week*

Overall, how would you rate the care you received? *Excellent*

Would you recommend this service to your family or friends? *Yes*



Demonstrating value

By far the clearest message we have received over the past year is that people would be more willing to share their views if they believed that in doing so it would be worthwhile. We have tried to demonstrate the value of providing feedback by showing we are listening, responding accordingly, feeding back what we have done, and ultimately showing what impact we have made.

We feel that Healthwatch Wokingham Borough, due to its independence, has been able to join up issues across organisations, as follows:

We were instrumental in bringing together the various volunteer car driver groups across the Borough to meet and discuss common issues for the first time. As a result we are now undertaking some research looking at the impact of patient transport (provided by NHS ambulance service, volunteer drivers and other means) upon local residents health and social care.

We were also instrumental in securing a designated volunteer car driver space in the car park at Royal Berkshire Hospital

We've instigated research to support positive change – We heard how difficult people are finding it to book an appointment with their GP and we also heard how Wokingham residents presenting at the Royal Berkshire A&E has gone up by 26% in the last year. After a month of surveying Wokingham patients at Royal Berkshire Hospital A&E we are about to present our findings.

Funding

We received a budget of £107,677, which covers staff and operational costs.

With our partners the Citizens Advice Bureau, we established a drop in facility within their premises and staff work from home also. This arrangements allows all the majority of funds to go straight the community based activities.





Outreach to organisations

We liaise with existing community networks, such as Wokingham Voluntary Sector Forum, Wokingham Information Network, schools, GPs, the Learning Disabilities Partnership Forum to name a few, and work through them to reach the communities they support.

These community groups have enabled Healthwatch to have various engagement opportunities including outreach sessions, and representatives or champions from within existing networks acting as a

link to Healthwatch and acting as conduits for sharing information and feedback.

Working closely with other organisations is also key to avoiding duplication of effort. However, it is important that the networks with which Healthwatch Wokingham Borough engages, are broad and include providers of NHS and social care, as a great many people are not involved in other support networks.



Getting people involved

“What has Healthwatch Wokingham Borough done to get more people from across the whole community involved in shaping local health and social care services?”

Young People’s engagement

We have been to Seaford Court, the housing unit for young people at risk of homelessness

Our ‘Speak Out’ leaflet has gone into every child’s book back in the 60 junior, infant and primary schools in the Borough. That’s over 12,000 leaflets to families!

We have taken part in Wokingham Borough Council’s #WokinghamCareBill live tweet session

We gave a presentation to the Holt’s School Council and left our ballot box at their reception for 2 weeks so issues and comments could be posted back to us. We are due to go in to St Crispin’s School this September 2014.

Older people’s engagement

Caremark, the domiciliary care agency, took up the challenge of becoming

Healthwatch Wokingham Borough’s first volunteer ‘Information Distributors’ passing our leaflets and information to the people they care for in their own homes

The Volunteer Car Drivers also become ‘Information Distributors’ passing on stories they hear often on journeys to and from medical appointments to Healthwatch.

We have spoken at the Wokingham Over 50s forum, and the Senior Citizens Open Forum.

We spoke with the retired walking group at the Crescent Resource Centre just as they had returned from a 5 mile walk.

Diversity engagement

We enjoyed some curried goat at the Black History Month’s ‘Healthy Lifestyle’ event in November, as well as talking to Asian and African Caribbean residents about their experiences of health and social care in Wokingham Borough.

Disadvantaged socio economic engagement

Whilst Wokingham Borough is often described as one of the wealthiest places to live in the country there are areas of deprivation.





View and report back about NHS services

We need people to join our 'Enter and View' team, to go into health and care premises to hear and see how the customer experiences the service.

Healthwatch is an independent community body, here to gain your views on health and care service delivery, report findings and hold poor service to account. So we are looking for people who:

- are passionate about customer service?
- want to make a difference in your community?
- have a few hours to spare? For a one off involvement or regular activity

Would you like to become an:

- A) Enter & View Representative? Or, perhaps some
- B) Mystery shopping? or
- C) Spread the word by distributing leaflets and speaking about it at groups?

Training for Enter & View starts next week

- 28 Jan, 10am to 12pm
- 6 February, 6pm to 8pm
- 8 February, 10am to 12pm

At Family Resource Centre, Headley Road East, Woodley

Contact: Nick Durman 07920 506402

Nicholas.durman@healthwatch.co.uk, or go on our website to find out the details.

Don't forget! rate the service you receive via the 'Speak Out' form on our website, phone or email us to say you'd like a form sending out which you can fill in and return to us.

0118 4181418, enquiries@healthwatchwokingham.co.uk at your local Citizens Advice Bureau and on-line at



healthwatch
Wokingham Borough

www.healthwatchwokingham.co.uk

We have engaged with following Community Development Workers who have a detailed insight into the struggles of some residents in Wokingham Borough; Catriona MacMillian, who works in Norreys, Cherish Risi-Elford, who works in Shinfield, Claire McEnoy, who works in Finchampstead.

We have commissioned Elle Ford, Health Improvement Officer, to undertake a piece of research on Healthwatch Wokingham's behalf into the impact of using the foodbank on health and wellbeing. Many of the walk-in clients at the Citizens Advice Bureau are in receipt of benefit.

Vulnerable or seldom heard group engagement

We have started a working alliance with Mark Hooper and his organisation Deaf Positives and are about to commission a piece of research into deaf people accessing services in Wokingham Borough

We attended one of the Wokingham Mencap carers lunches. This brings together carers from a wide range of backgrounds and enabled us to speak to them about their issues.

We spoke at the Big Meeting, arranged by the Learning Disabilities Partnership Forum, resulting in some Enter and View training.

We have met with the mental health service users group Rethink.

Having a stall at the Winter Carnival enabled us to make contact with working aged adults 30-49. Often this group of people do not get reached as they are usually at work during the week.

Advice and Information

“What makes an information and advice service useful, effective and a natural point of contact?”

The most important factors for an information service were being seen to be a credible source of information and being a service that is available on a personal basis, ideally face to face but also over the phone.

Wokingham and District Citizens Advice Bureau provide the Healthwatch drop-in service at both Wokingham and Woodley, as well as outreach positions in Crowthorne, and Swallowfield (by appointment).

Advisors and assessors have been given the necessary training, to assist in identifying Healthwatch issues with the assistance, if necessary, of the Healthwatch CAB Supervisor.

Within the Bureau, a resource library is maintained containing local information relating to Health and Community Care. CAB also has an extensive and regularly updated information system.

In the first year of Healthwatch Activity, there has been 37% increase on those assessments identified as Healthwatch compared, to the same period of the previous year, with a trend pointing strongly towards Residential Care Home Charges and Complaints about services received.

The CAB Healthwatch Supervisor has attended various Healthwatch activities including board and team meetings, the Healthwatch Launch, engagement via the Mice Bus, pop-up booths and events held by Clinical Commissioning Group, Transform Housing, and Wokingham Dementia Action Alliance day.

We are always striving to provide a better service. Clients contacting the Bureau (whether by phone, email or in person), regarding a health and community care issue will be invited to take part in a satisfaction survey.

Partnership working with other organisations

The challenge we have had this first year with currently being a small organisation is that often we did not have the resources, whether it be staff, volunteers or funds, to do all the things we wanted or were invited to do.

We recognise the need to work collaboratively with as many groups as

Information Distributors

In order to try and reach as many people as possible we have developed an 'Information Distributor' volunteer role.

People with access to individuals or groups agree to pass on our leaflets. These organisations and people help to spread the Healthwatch message as part of their everyday work.

Does our call to action complement the work you do? Please contact us to furnish your organisation with our literature.

We can also come and give talks to your groups/ attend your events.



acorn
community
centre

**Bracknell
Urgent Care
Centre**

Volunteers committed to making positive change

Enter and View Team of Authorised Representatives

Healthwatch Wokingham Borough has carried out 4 Enter & View training sessions in conjunction with Healthwatch Slough. The Enter and View team are given a project brief by the operational team. They then hold a planning session to decide how the visit will be conducted and what information needs to be elicited and how. Once the visit has been conducted, a debrief session is arranged

and the team decide how the report will be written up and what recommendations made etc.

Champions

We have a growing team of champions who are heralding our cause throughout the Borough. We would like to recruit a Healthwatch Champion to represent each of the Protected Characteristic groups in Wokingham including gender reassignment, marriage and civil partnership, religion and belief, sexual orientation.

						
Annette Drake MBE	Clare Jacklin	Jim Stockley	Heather Young	Nick Campbell-White	Rebecca Day	Richard Bashford
						
Alan from the MICE Bus	Martin Conibear	Margaret Campbell-White	Maureen Edwin	Myleen Beckford	Roger Kemp	Ros Croy
						
Sarah Bowring	Sheila Laws	Shirley Stoddart	Tony Allen	Ulla Isaken	Vera Doe	Jane Lord
						
Arundot Mushiana	Caris Thomas	Colin Pill	Manvinder Sagoo	Jenny Wicks	Estelle Merlyn	Carole Dawson
						
Nikk Brown	Jackie Bastow	Dean Corcoran	David Chaffee			



The Mayor, Councillor UllaKarin Clark, a supporter of Healthwatch

Some of our findings

The concerns of users and worried family members seeking to complain about the service they have received from their local hospital, GP or care home, are going unheard because the current system is simply too complex.

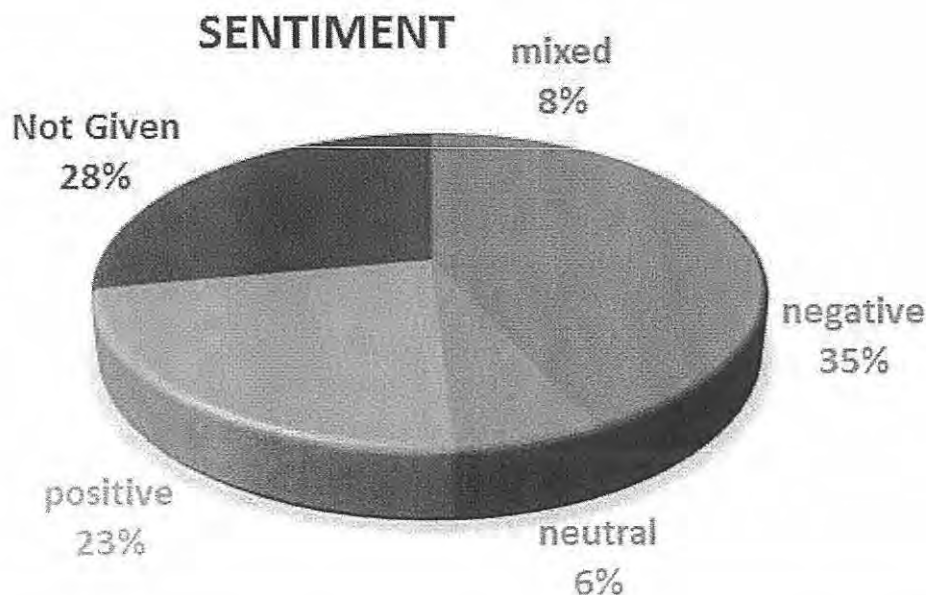
Work by Healthwatch England to map the complaints landscape has shown that a staggering 75 different types of organisations in England have a role in complaints handling and support. These range from councils and CCGs locally to national regulators.

With Anna Bradley, Chair of Healthwatch England says:

“Our health and social care complaints system is utterly bewildering.”

HW England research conducted in Oct 2013, revealed that 1 in 3 people received poor care but less than half complain. 43% do not know how to complain, 49% lack confidence in the point of complaining. There needs to be a simplified, joined-up system with more support provided.

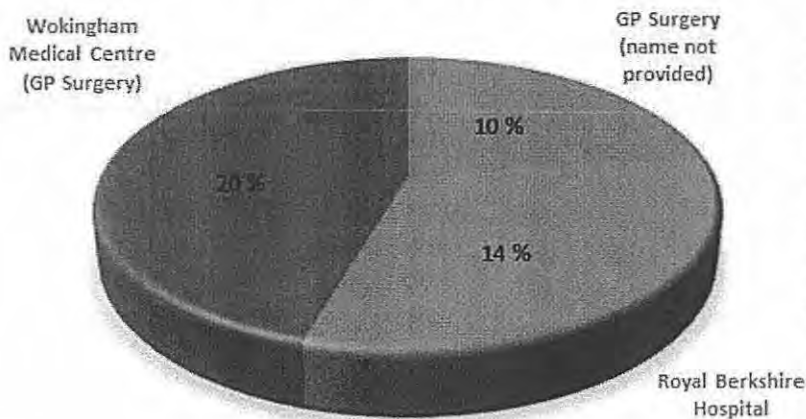
The following shows the sentiment described by individuals in Wokingham Borough when contacting Healthwatch Wokingham about a health or social care issue in the last year.



...findings continued

Wokingham Borough residents have contacted Healthwatch with their experiences of a large and varied number of service providers. Most of the providers are within the borough. However they also cover providers outside of the borough - primarily hospitals.

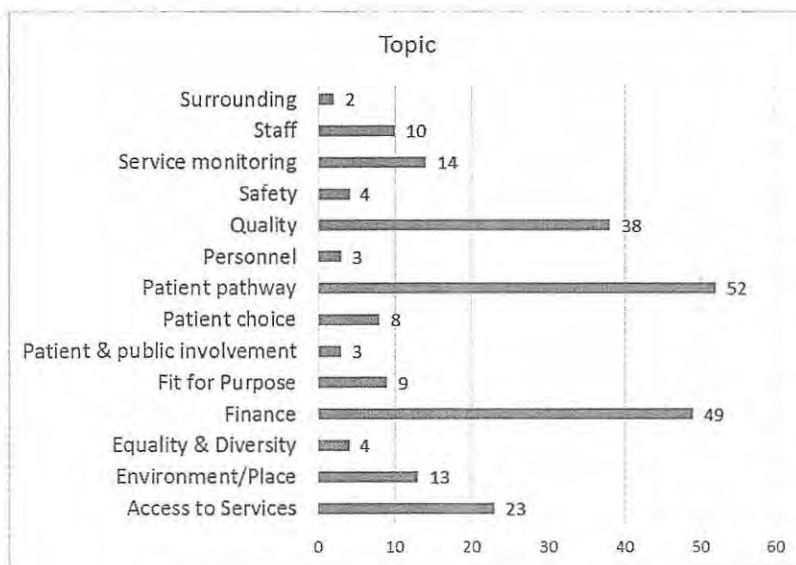
SERVICE PROVIDER



In addition to hospitals, service providers include GPs, the CCG, Health Visitors, Dentists, Pharmacies and Social Services for example. Most of the service providers about we have been contacted account for 1% or less of the total amount of contacts in each case.

The data below shows those service providers which account for more than 1% each of the total amount.

Topics raised by residents vary. Potential topic categories include, staff, monitoring, safety, quality, personnel, patient pathway, patient choice, patient and public involvement, - fit for purpose (whether a service or system is able to offer what is intended), finance, equality and diversity, environment/place and access to services. The data below shows the recorded numbers for each topic area. The 4 highest areas of topic were, patient pathway, finance, quality and access to services.



With regard to data for 'age ranges' and 'equality and diversity'. Healthwatch do ask for information such as age and ethnic background when residents contact us. However, it is not possible to show this information in any meaningful way as the majority of residents do not provide it. However, previously in this report we have detailed our engagement with young people, older people, those from diverse backgrounds, those who are disadvantaged and those who may be vulnerable or seldom heard.



Our impact

- 150+ engagements with local people and groups. E.g. voluntary and community groups, GP surgeries and hospitals
- 10,000 leaflets sent to homes through school book bags
- Received 129 calls to our information helpline number 0118 4181418
- 62 residents told their stories of care via our 'Speak Out' Freepost leaflets
- 137 people helped via Citizens Advice Bureau
- Recruited and trained 40 volunteers via 4 training sessions
- 800+ people on our mailing list
- 16 email newsletters about a variety of issues, from hospital parking to hospitals at home
- Website built and received 368 individual visitors
- 650 Twitter followers
- Intelligence on Royal Berks Hospital shared with Care Quality Commission prior to inspection

h althwatch
Wokingham Borough

Tell us
what's going on
in health and care services

Good or Bad!

- We're independent
- We listen
- We help
- We challenge
- We hold services to account

We need your voice

Contact us and tell us your story:

- ☎ 0118 4181418
- ✉ enquiries@healthwatchwokingham.co.uk
- 🌐 www.healthwatchwokingham.co.uk
- 👣 Call in at Wokingham or Woodley Citizens Advice Bureaux

h althwatch
Wokingham Borough

Tell us
what's going on
in health and care services

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ll us your story:

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healthwatch
Wokingham Borough



when it's less
urgent than 999

Did you know? an average of 40,000 Berkshire residents call their GPs at 8am Monday morning?

The new NHS 111 service makes it easier for the public to access healthcare services when they need medical help fast, but it's not a life-threatening situation.

NHS 111 assesses callers' symptoms, gives them the healthcare advice they need or directs them straightaway to the right local service. NHS 111 is available 24 hours a day, seven days a week and is free to call from landlines and mobile phones.

NHS 111 can also help to take the pressure off the 999 emergency service and local A&E departments, which people turn to if they don't know where else to go for the urgent help they need. In fact there has been a sharp increase in Wokingham residents going to the Royal Berkshire Hospital Accident and Emergency department - rising by 26% in the last year alone!

PLEASE USE THE 111 SERVICE

If required? you can get a referral to see an out of hours GP. GP appointments can be booked for you or for outpatients clinics and of course, if life threatening? an ambulance will be called.



Hospitals at home?

healthwatch
Wokingham Borough

Commissioners and providers are increasing seeking the public's views how best to shape services that focuses more on each individual patient.

Here the NHS Clinical Commissioning Groups in West Berkshire are asking us about the concept of Hospitals at Home.

Watch this short video and give your feedback.



Hospital at Home?

Send this video to a friend, so they can view and comment too.

Please do continue to tell us about how your use of a health or care service went? - were you served well? or could have some things have been better?

COMPLETE THE FORM HERE

(This can be anonymous if you prefer, and you can also complete this if its about a family member or friend.)

**DONT FORGET!
WHEN IT'S NOT LIFE THREATENING
CALL 111**

GP surgeries
On the move!

healthwatch
Wokingham Borough

Tudor House & Rectory Rd surgeries are
moving in February -
Tell us what you think about the new facilities!

WOKINGHAM
MEDICAL CENTRE

The surgeries are moving to new premises at 23 Rose Street in February 2014, and becoming Wokingham Medical Centre. Patient care will continue to be provided in the same way as currently, with patients remaining on their doctors list as now.

The new phone number will be **0118 978 4566** for all patients at Wokingham Medical Centre.

Rectory Road surgery will move on Friday 31st January and open on Monday 3rd February. Tudor House surgery will move on Friday 7th February and open Monday 10th February, all offering all the same services as they do now.

You can tell us on-line by completing an on-line form : [here](#)

You can call us on 01184181418

You can tell us by writing to us at enquiries@healthwatchwokingham.co.uk or by calling us to ask for one of our pre-paid forms to be sent to you.

Don't forget! Training for becoming an 'Enter and View' Representative starts tomorrow! (just a couple of hours)

[See here for more details](#) and call on 07920 506402 to register (Further dates are available vis this link)

What seems to be the problem?

Are you waiting too long to see a doctor?
Is your grandparent satisfied with the
service in their care home?
Are you really being
listened to enough?

18th Nov, 9am to 1pm
Woodley Town Centre
20th Nov, 11am to 3pm
Wokingham Market Pl.

Come and tell us

Use us to get your views heard. We are independent and have the power to hold poor service to account.

Join us at our launch events in Wokingham and have a chance to win a £50 Marks & Spencer voucher and Samsung tablet, just for chatting with us.

You can also contact us on 0118 4181418, at your local Citizens Advice Bureau and on-line at www.healthwatchwokingham.co.uk

healthwatch
Wokingham Borough





Healthwatch Wokingham Borough at the Health and Wellbeing Board

This is a forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities. We have a seat on the Board to represent the wider consumer perspective. We bring what the public are telling us about particular issues.

Healthwatch Wokingham Borough at the Health Overview and Scrutiny Committee

We are committed to the establishment of a mutually supportive and beneficial relationship through partnership working. A model of interdependence and a table of the roles and responsibilities has been produced, alongside a joint working protocol. We provide evidence-based feedback, attend all Committee meetings, relevant workshops and working groups.

Healthwatch Wokingham Borough and the Wokingham Clinical Commissioning Group

We attended and have put in questions at the monthly Governing Body meetings, we have been involved in the two 'Call to Action Events' aimed to stimulate debate and local discussion in Wokingham.

We disseminated information on behalf of the Clinical Commissioning Group, such as the closing of two GP Surgeries and information about the opening of the new **Medical Centre. The Hospital at Home** You Tube video generated lots of discussion and debate from members of

the public, wanting to know more and be able to formally comment on the project.

Healthwatch Wokingham Borough working with other service providers

One MediCare is the company that is running the new Urgent Care Centre at Brants Bridge in Bracknell. The new service, which replaces the Minor Injuries Unit at Heatherwood Hospital is from April 2014, 365 days a year from 8.00am to 8.00pm.

Healthwatch Wokingham Borough has been invited to be part of One Medicare's new Operational User Group. This group will involve key stakeholders from the local health community and will review data from the various different urgent care services in the locality to identify areas for improvement, share examples of effective working and provide feedback on opportunities for services to collaborate.

Acorn Community Centre are now able to use fresh produce from raised beds in café thanks to Healthwatch Wokingham Borough's support.

Because our team of trained volunteers are going into premises and listening to peoples stories, safeguarding concerns can sometimes come to light. Concerns of this nature are followed-up by the Council's Care Governance function... In order to ensure information is shared in a timely fashion we have a joint working protocol in place with Wokingham Borough's Care Governance team, who also follows up other significant concerns/complaints about providers which may not necessarily be dealt with under safeguarding.



Our statutory activity

We have escalated findings to Healthwatch England about the four month delay in local volunteers being able to book on to a safeguarding Level 1 training course in the Borough.

We have escalated findings to Healthwatch England about the strong views of Wokingham residents with regards NHS England's proposals to collect and share NHS patient data and information. Feedback suggested that the leaflets that were delivered to every house by Royal Mail were often thrown straight into the recycling bin along with all the other flyers and circulars. People contacted us, worried that their personal information would be used by private companies.

We provided the Care Quality Commission with a report on the Royal Berkshire Hospital Trust prior to their listening events and inspection

We have a team of 40 Enter and View Authorised Representatives. No Enter and View visits took place in the first year of operation. A schedule of care home visits

is planned and due to commence June 2014 using our RemPod as a prop and tool to aid dialogue.

Our requests for information

Over the past year we have developed and built upon collaborative relationships with local services, providers and stakeholders. This has meant information has been freely shared preventing us from having to make a formal Freedom of Information request. For example:

E.G. Royal Berkshire Hospital Accident and Emergency department provided us with demographic data about Wokingham Borough residents who have attended, and welcomed us to survey every Wokingham patient for a number of weeks. The NHS Central Commissioning Unit also gave us a full breakdown of NHS 111 calls listed by Wokingham GP surgery with which callers registered with.

care.data





We sent an information request to Homegroup about their policies and procedures about staff and residents at their home in Acorn Drive moving furniture about. We received a generic email saying “we have received your email, please call me to discuss” but no information was given.

We sent an information request to Wokingham Borough Council requesting information on the number of self-funders in Wokingham, along with the number presenting to the Local Authority whose capital thresholds deplete to levels of eligibility for Local Authority support each year. We also asked for information about the current scope of work that the Local Authority trading company ‘Optalis’ undertakes with self-funders as (a reported aim of this initiative in offering support planning and brokerage to people who fund their own care).

We have worked with Wokingham Borough Council and the Clinical Commissioning Group to look at the progress made locally against the 290 Francis Report recommendations. A Clinical Quality Review Group meeting with providers has allowed the Clinical Commissioning Group to gain a high level of assurance that their main provider organisations have considered the recommendations from the Francis inquiry and have developed

plans to ensure any learning relevant to their organisation is embedded.

The Francis Report and how it has been received locally led us to consider the shortcomings in the complaints systems. We met regularly with NHS Complaints Advocacy team and Wokingham Borough Council’s Complaints manager to try and share as much information as possible, look at better ways of working together and triangulating data. The PALS manager has been invited to all of our meetings but unfortunately been unable to attend. One of the criticisms we have heard locally is that there should be just one common point of entry into the system and one place to complain - whilst we strive for a ‘no wrong door approach’ we recognise the importance of offering the patient or service user choice.

We receive a weekly report from the Care Quality Commission with hyperlinks to the various inspections reports that have been undertaken. Healthwatch Wokingham Borough has a procedure in place to alert both the public and key stakeholders to local providers that have failed in one of the key areas and are requiring either improvements to be made or enforcement action. We are keen to work with providers who are low performing and support them in developing good practice, but conscious of appropriate levels of scrutiny and involvement.



Our Plans and Challenges for the year ahead

"Thank you to everyone who has worked with us, for a great first year."

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 all the residents of Wokingham Borough to speak up and realise that their views, comments and stories are valued and important.

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:

- Vigorously campaigning to raise and maintain awareness of Healthwatch throughout Wokingham Borough

- Utilising every available communication channel that we are able to within our budget
- Understanding what matters most to all Wokingham residents
- Influencing those who have the power to change, design and deliver services for the benefit of the users

We have several objectives for 2014-15 to deliver on our vision;

- Embed Healthwatch in Wokingham Borough
- We are a strong voice for children and young people
- Identify priorities for Wokingham residents and challenging others to take action
- Influence decision making at senior strategic level and ensure that



A copy of this report is available on-line on our website and in print if requested.
If you require large print please get in touch.

Contact us in a variety of way:



0118 4181418



www.healthwatchwokingham.co.uk



enquiries@healthwatchwokingham.co.uk



[/HealthwatchWokingham](https://www.facebook.com/HealthwatchWokingham)



[/HWwokingham](https://twitter.com/HWwokingham)

Heathwatch Wokingham Borough
c/o Citizens Advice Bureau
2nd Floor, Waterford House
Erfstadt Court
Wokingham
RG40 2YF



Report on
Tudor House Surgery & Rectory Road Surgery
now known as

WOKINGHAM
MEDICAL CENTRE



July 2014

Introduction

Healthwatch Wokingham Borough is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The role of local Healthwatch is to champion the rights of users of health and social care services. 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 on services provided by Rectory Road and Tudor House surgeries and the new Wokingham Medical Centre. Healthwatch's independence means that people freely and anonymously speak to us about their experiences and we can get to hear stories that providers may not get to hear through their usual engagement routes. Healthwatch met with the General Manager and Operations Manager at Wokingham Medical Centre to talk through findings and better understand how the Centre works. Wokingham Medical Centre responses are highlighted throughout the report in pink text.

Wokingham Medical Centre details

The Rectory Road Surgery and Tudor House Surgery were combined to form the newly built Wokingham Medical Centre at: 23 Rose Street, Wokingham, Berkshire RG40 1XS, which opened to its patients in February 2014.

The Wokingham Medical Centre is open Monday to Friday 08:00-18:30

Contact telephone number is 0118 978 4566

Services include:

Mother and Baby - Maternity care, post natal checks, child immunisation clinic

Teenage Health - Contraception, sexual health screening and 'juice' a confidential health service set up for young people in the Reading, Wokingham and West Berkshire areas.

Women's Health - Various services including contraception, breast screening, weight management

Men's Health - Various services including weight management, depression and mental health

Senior Health - Health reviews

Pharmacy - On site pharmacy. Opening times Mon - Fri 07:00-22:30, Sat 08:00-21:00, Sun 09:00-18:30

1. Feedback

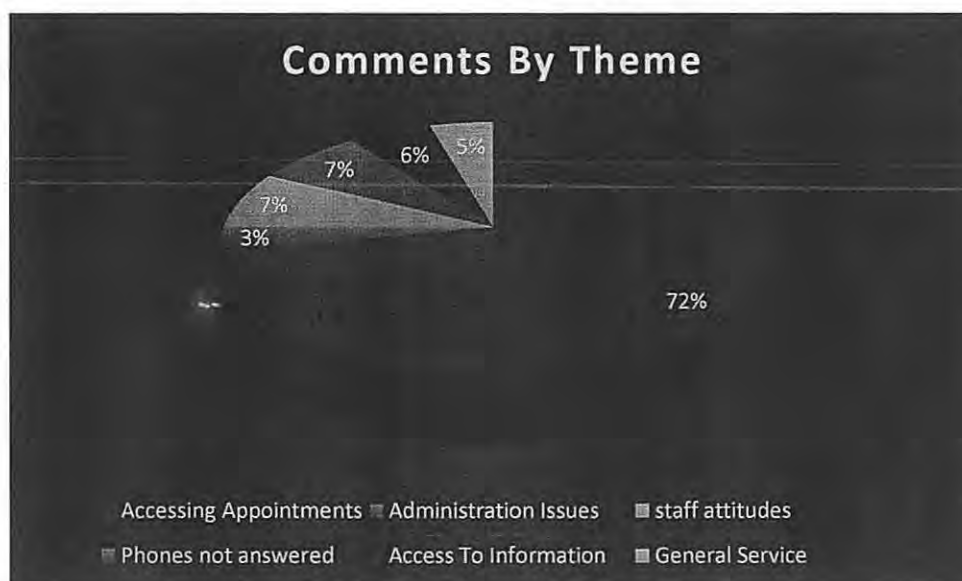
1.1. We collect feedback on services through our attendance at community events, our contact with community groups, our "Speak Out" comment cards and feedback forms which people send to us in the post, online through our web site and social media, and from callers to our telephone helpline. Examples of community events where we have collected feedback include:

- Boots Chemist Pop Up
- Healthwatch Launch Event
- Celebrate Age Event

- Rectory Road Surgery Flu Clinic
- Wokingham Council Office Pop Up
- Mobile Information Centre Bus (MICE) Community Engagement

1.2. Healthwatch Wokingham Borough has received many comments from the public about the service at the Rectory Road and Tudor House surgeries and the new Wokingham Medical Centre in Rose Street, Wokingham. Whilst there has been a lot of comments from the public at forum events regarding the service of the Rectory Road and Tudor House surgeries, individuals have not always been keen to submit their views formally to Healthwatch Wokingham Borough. Any references we make to services in this report, only reflect comments we have received from the public who submitted their comments formally by one of the means mentioned above.

Of all the topics that Healthwatch Wokingham Borough collect, stories about accessing GP surgeries in order to make an appointment is by far the most common topic. Out of the 67 comments we have collected and recorded about the surgeries mentioned above, 3 comments have been positive, 1 comment has been mixed and 61 comments have been negative. Of the 67 comments, 73% related to accessing GP appointments. (See graph below)



1.3. The themes or topics on which people have offered feedback include, the general service, administration issues regarding prescription and medical records, staff attitudes, surgery phones not being answered, access to appointments, availability and access to information.

1.4. Positive feedback

1.1.1. The three positive comments related to the new appointment system, *“I really appreciate the facility to discuss any concerns with the doctor over the phone first as I am not always sure whether an appointment is absolutely necessary”*.

Members of the public are more likely to “Speak Out” about experiences that were not so good. Wokingham Medical Centre General Manager, Jenny Partridge, shared with us a selection of letters received from patients, since February 2014, complimenting the service, building, appointment system and staff. Jenny also shared with us a recent CCG satisfaction survey and an NHS England, Ipsos Mori, GP patient survey practice report.

The following information is taken from the National General Practice Profile produced by Public Health England.

Indicator	Practice value	CCG value	England average
% aged 0 to 4	5.8%	6.2%	6.0%
% aged 5 to 14	11.3%	12.3%	11.2%
% aged under 18	20.0%	21.9%	20.8%
% aged 65+	21.6%	16.5%	16.7%
% aged 75+	10.1%	7.3%	7.7%
% aged 85+	3.2%	1.9%	2.2%
% who would recommend practice	91.3%	85.8%	79.9%
% satisfied with phone access	82.3%	79.3%	75.0%
% satisfied with opening hours	82.7%	79.2%	79.6%

1.5. Negative feedback

1.1.2. With regard to negative feedback here follows a sample, not an exclusive list, of the types of comments made by patients;

About general levels of service, *“My experience of Tudor House has most certainly got worse and the service has gone downhill”.*

Relating to general communication with public *“I thought I would see if I could find the WMC today. Having gathered from the Wokingham News that there was a cut through from Peach Street, I went down an unidentified alley - no signs directing to surgery and found the surgery entrance, wondering if it would be barred and bolted as Tudor House was after 12 noon, but the automatic doors let me in to be faced with large pharmacy - obviously open so they can make money out of pharmacy. What effect is this having on the Broad Street pharmacy and Boots?”*

Wokingham Medical Centre have explained that they have been refused permission by the Local Authority to put up signage on local roads/signposts. They are limited to having signs only on their land.

About registering as a new patient and availability of information, *“I wasn’t given any information about how appointments are made or anything about the surgery”* and *“I asked another receptionist if they had a Practice Leaflet. She looked blank, asked the third person at the desk who also looked blank and they asked why I would want one.”*

The Medical Centre prioritised getting the website ready at the beginning of the year. A new practice leaflet has been designed and is at the printers as we speak (12th June 2014)

We have received comments about patients wanting to know the names of all the GPs and their areas of interest but not being able to find that information.

This information is on the website under staff.

We have also had comments about the Virtual Patient Participation Group not being active and looking for a route to get involved in the surgery and its development.

The virtual Patient Participation Group has several hundred people in it. One general survey is carried out annually, then specific surveys are carried out throughout the year, whereby certain members of the Patient Participation Group will be contacted depending on their demographics/situation - for example people with diabetes may be contacted to take part in a survey about how well they manage their condition.

Whilst virtual patient groups can mean more people can get involved with the annual survey, there is a risk that patients may feel excluded from getting involved throughout the year if the Medical Centre is selecting who to engage and consult with.

- 1.1.3. We had comments about the phone not being answered, *“I was waiting at reception and the phone rang for more than 10 minutes and no one answered”* and *“the phone lines went unanswered at all times of the day”*.

Also, *“started calling Wokingham Medical Centre at 8am. (I knew the day before that my daughter needed an appointment, but could not telephone in advance due to the 'new' same day appointment system.) At 9.26am - having received the engaged tone for almost an hour and a half of constant redialling - I was then put on hold for 9 minutes and 20 seconds”*

And, *“Since the Rectory Road surgery moved to the new Wokingham Medical Centre in Rose Street I've tried on several occasions to reach them by phone. There is never anyone to answer my call. I've kept redialling but just get a recorded message saying that I'm in a queue and will be answered as soon as possible .I've had to drive to the surgery to talk to the receptionist”*

It is worth noting that one of the patients who left comments about the difficulty in contacting the Wokingham Medical Centre by phone has decided to leave the surgery and register with an alternative surgery in Wokingham

The Medical Centre explained that there were early teething problems, what with 2 surgeries amalgamating and a change of premises. It took some time to ensure the new telephony system was working as it should. Initially not all the re-routes were properly in place and this meant some people were left waiting. This was rectified as soon as the practice was made aware of the problem by Healthwatch.

With regards the volume of calls, several days in February and March the Medical Centre received over 1000 calls a day. Many of these were patients wanting reassurance about their GP following the merger and move.

In March 2014 the average wait for the patient phoning the surgery was 2.5 minutes (with the longest wait being 28 minutes). In May 2014 the average wait was 1.5 minutes. This goes to show how the Patient Services Team are now much more familiar with the system and efficient in responding to queries.

- 1.1.4. Comments were also made about staff attitudes, *“receptionist sneered when I passed her my form”* and *“a receptionist was being very rude to an elderly gentleman. He was asking to speak to his doctor which was probably not possible but her manner was very offensive”*.

The Medical Centre put effort into recruiting and training staff and promoting good practice.

- 1.1.5. With regard to access for doctor appointments we heard how patients who asked at reception to book an appointment were told to go home and telephone the surgery! *“I have had 2 occasions when I needed to see a doctor and in both occasions I was simply*

told on the phone that a prescription would be left in reception. I have never met my doctor and obviously have not patient /doctor relationship”, also, “My wife is unable to see a female doctor due to the new phone system and the “on call” doctor calling her back and not letting her see a female doctor”

Patients told us that they felt “fobbed off” by the new telephone system, they felt it seemed like the GP just wanted to get out of seeing them.

GPs now have a lot more patient contact. Previously GPs would see about 30 patients a day they are now having contact with around 50 patients a day. Ill people get seen much earlier, or are being given advice over the telephone, because patients that don't need to be seen by a GP are being seen by other clinicians, such as Health Care Assistant or Nurse Practitioner, GPs are better able to focus on people with complex conditions.

Patients have told us that rather than have to wait at home for up to 4 hours for a call back from the GP they are now going to Royal Berkshire Hospital A&E or the Walk in Centre in Reading. We are aware that presentation of Wokingham residents at A&E has increased by 26% in the last year. Healthwatch Wokingham are currently doing a piece of work with RBH about Wokingham residents use of A&E and looking at whom, if anybody, they have consulted with prior to attending A&E.

- 1.1.6. Finally, concerning administration issues with prescriptions. One patient has told us that they had been given a prescription belonging to someone else. Healthwatch spoke to the practice manager immediately about this error.

Human error does occur occasionally. Every effort is made to ensure that there are systems in place to minimise this.

With regard to medical records we heard, *“the Rectory Road surgery lost one of my daughter’s medical reports”* and relating to Tudor House, *“Letter from a renal clinic I attend at Royal Berkshire Hospital, asking for drug amount change was never applied, and, surgery never contacted me. First I knew was a follow up clinic appointment in January.”*

The Medical Centre is unable to follow up on every Hospital discharge. Ultimately it is the patient’s responsibility to follow up on their care.

1.6. Mixed feedback

- 1.1.7. Sometimes the same person has both positive and negative feedback to give about the service. In one case *“My GP at Rectory Road Surgery Wokingham is fantastic and should be commended on his thorough and professional manner. Reception Staff are usually pretty awful. The people who work on reception seem to view you as an inconvenience to them; whereas they should be fully attentive to you (in person) on the phones they are marginally better”*.

2. Conclusions and comments

1.7. Feedback from patients, is, as we would expect, mixed. Particular areas where we have received significant positive, negative or mixed feedback have been detailed above. However this is just a summary of patient's comments.

1.8. Like all NHS bodies, the new Wokingham Medical Centre is under a statutory obligation to consult, listen 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 surgery to fulfil its obligations in this respect, including how the surgery engages with its patients, to listen to their feedback on its services and how it then uses that feedback to improve services. We would welcome the opportunity to meet with you at your earliest opportunity, so that we can discuss in greater detail, the comments we have had from patients relating to the Rectory Road, Tudor House and Wokingham Medical Centre surgeries.

1.9. We understand the telephone appointment system is under constant review, we would like to be able to feed in the comments we are constantly collecting from patients about their frustrations with the system.



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www.facebook.com/HealthwatchWokingham
www.twitter.com/HWwokingham

Here are some of our volunteers



Annette Drake MBE



Clare Jackin



Eileen Wheeler



Heather Young



Nick Campbell-White



Rebecca Day



Richard Bashford



Lorna Willis



Martin Conibear



Maureen Campbell-White



Maureen Edwin



Myrieen Beckford



Roger Kemp



Ros Croy



Sarah Bowring



Shiela Laws



Shirley Stoddart



Tony Allen



Ulla Isaken



Vera Doe



Jim Stockley



Arunjot Mushiana



Caris Thomas



Colin Philpott



Marwinder Sagoo