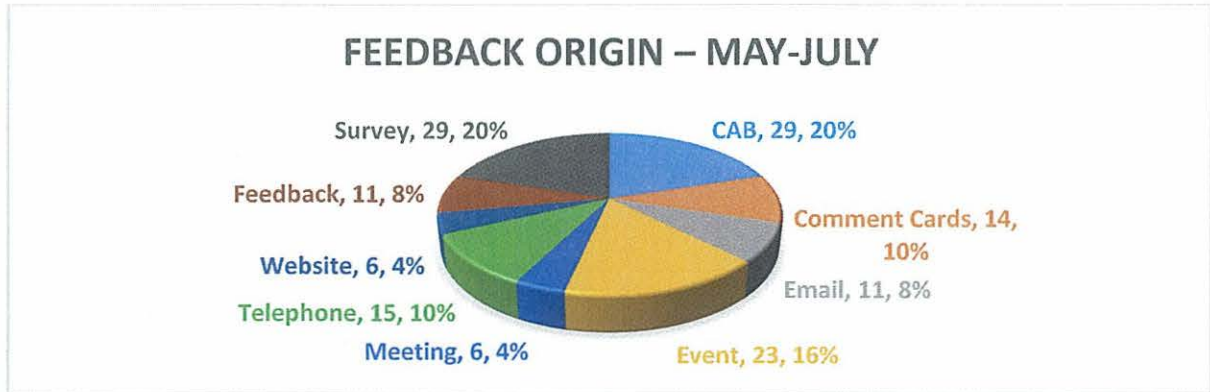


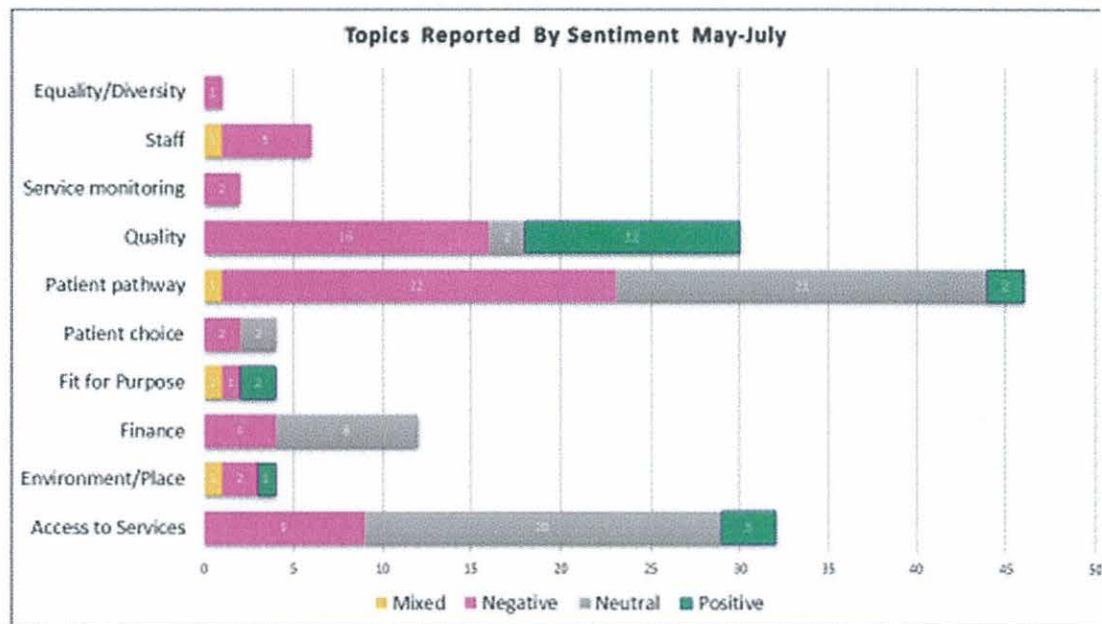
<b>TITLE</b>	<b>Healthwatch Update</b>
<b>FOR CONSIDERATION BY</b>	Health Overview and Scrutiny Committee on 10 September 2014
<b>WARD</b>	None Specific

 175 people spoke to Healthwatch Wokingham (1<sup>st</sup> May - 31 July 2014)



 Over 40 service providers were mentioned.

- Of those 13% related to Royal Berks Hospital. 50% of those were positive responses and 50% negative
- 15% related to Royal Berks A&E. These were all from our A&E survey.
- 11% related to Wokingham Medical Centre. 70% had negative sentiment. 30 % positive



## Reports

- **Wokingham Foodbank delivering so much more than food**

Over the summer we published our report on the increased use of Wokingham foodbank. Full report can be found at [www.healthwatchwokingham.co.uk/resources/foodbank-report](http://www.healthwatchwokingham.co.uk/resources/foodbank-report)

- **Draft “Are you hearing us?” mystery shopping report**

We recently mystery shopped all the GP surgeries in the Borough for accessibility for deaf patients. The draft report is currently with the CCG for comment & not for sharing with the public at this stage.

All of our website is now signed enabling deaf people to access it.

- **Healthwatch visits Alexandra Grange and Alexandra Place**

Our first Enter and View visits with recently trained team of volunteers. Provided an excellent opportunity for us to test out the process of talking to people in a care home setting. Again these reports are currently with the providers for comment and not yet for publication.

## Projects

- **Hearing the views of children and young people**

We are about to conduct 4 assemblies on 4 consecutive mornings at St Crispin’s school talking to young people about emotional health and wellbeing. We will show a YouTube video we have made featuring young people and will give out a brief survey to all 800 students. From this we hope to have a good idea about what matters most to young people.

## Engagement

- Report submitted to Public Health providing our feedback on the Ward engagement events carried out in July 2014
- Healthwatch will be at Lower Earley Fun Day Saturday 13<sup>th</sup> September and Super Sunday 14<sup>th</sup> September