






TITLE	Update from Healthwatch Wokingham Borough
FOR CONSIDERATION BY	Health and Wellbeing Board on 13 February 2014
WARD	None Specific

healthwatch

Wokingham Borough

Update for Health and Wellbeing Board 13.02.14

Some Healthwatch numbers Quarter 3 (Oct - Dec 2013)

 Forums attended	43
 Speak Out forms completed	32
 Interactions on CRM	174
 Twitter followers	492
 Facebook likes	19

Community Engagement

Healthwatch successfully engaged with at least 50 groups in 90 days in the autumn. We continue to engage with all parts of the community including a weekly lunchtime “pop up” outside Boots and a weekly outing to one of the villages with the MICE bus. A monthly presence at the Crescent Resource Centre and the Acorn Community Centre. Our calendar is on the website so people can see where we will be and when

Meetings

Met with David Cahill from Wokingham Community Hospital, included discussions about use of The Hub

Attended 2 Hospital @ Home project meetings. Plan to support the project board and 4 sub groups by providing information from patients and carers.

Met with Alistair Flowerdew interim CEO and Medical Director at Royal Berkshire Hospital to discuss ways in which we can share information from A&E reception

Just about to commission a piece of work on the increased use of the foodbank and the impact this is having on health and wellbeing - this will connect up with a national piece of work being coordinated by Public Health England.

Volunteer Update

Non Exec Director with responsibility for Governance has been recruited. Vera Doe has many years experience working in the health sector. She starts with immediate effect.

Enter & View Authorised representatives - 3 two hour training workshops completed - a team of 20 Authorised Reps now in place. Joint working protocol devised with WBC's clinical governance team

Healthwatch Champions recruited approximately 8 Champions to date. Plan to have at least one champion for each of the protected characteristic groups and community organisations. Names, photos and motivation for being a Champion will be on our website soon.

Mystery Shoppers Started to recruit to a small team that will be fully trained and assigned a number of assignments each month. All results will be collated via a secure

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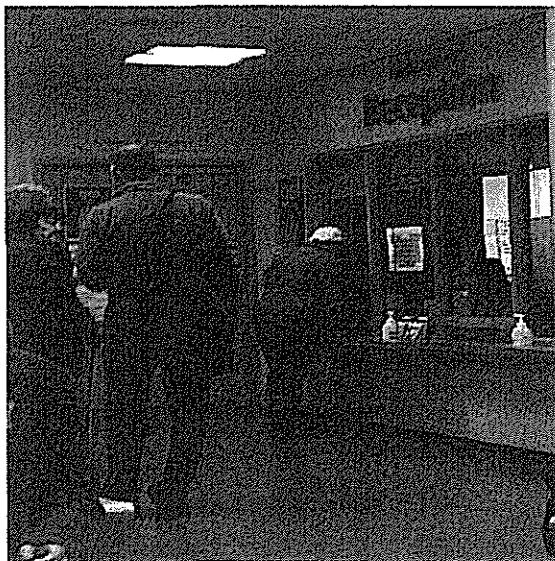
online reporting system and trending reports produced. Data will then be feedback to individual providers.

Information posties In order to access the hard to reach groups we are working with organisations that have unique access to people to deliver our leaflets e.g Wokingham Volunteer car drivers and domiciliary care agencies.

Plan to hold a Healthwatch Volunteer meeting in March so all volunteers can meet, mingle and be inspired!

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.