



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **HEALTH OVERVIEW AND SCRUTINY COMMITTEE** will be held Virtually on **MONDAY 13 JULY 2020 AT 7.00 PM**

A handwritten signature in black ink, appearing to read 'Susan Parsonage', written in a cursive style.

Susan Parsonage
Chief Executive
Published on 3 July 2020

The role of Overview and Scrutiny is to provide independent “critical friend” challenge and to work with the Council’s Executive and other public service providers for the benefit of the public. The Committee considers submissions from a range of sources and reaches conclusions based on the weight of evidence – not on party political grounds.

Note: The Council has made arrangements under the Coronavirus Act 2020 to hold the meeting virtually via Team Meetings, the meeting can be watched live at the following link: <https://youtu.be/LoOrc08XLVc>

Please note that other people may film, record, tweet or blog from this meeting. The use of these images or recordings is not under the Council’s control.

The Health Overview and Scrutiny Committee aims to focus on:

- The promotion of public health and patient care
- The needs and interests of Wokingham Borough
- The performance of local NHS Trusts

MEMBERSHIP OF THE HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Councillors

Ken Miall (Chairman)	Abdul Loyes (Vice-Chairman)	Rachel Bishop-Firth
Jenny Cheng	Guy Grandison	Clive Jones
Adrian Mather	Alison Swaddle	Jim Frewin
Barrie Patman		

Substitutes

Gary Cowan	David Hare	Emma Hobbs
Tahir Maher	Malcolm Richards	

ITEM NO.	WARD	SUBJECT	PAGE NO.
5.		APOLOGIES To receive any apologies for absence	
6.		MINUTES OF PREVIOUS MEETING To confirm the Minutes of the Meeting held on 20 January 2020 and the Minutes of the Extraordinary Meeting held on 16 June 2020.	5 - 10
7.		DECLARATION OF INTEREST To receive any declarations of interest	
8.		PUBLIC QUESTION TIME To answer any public questions A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice. The Council welcomes questions from members of the public about the work of this committee. Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the Committee or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact the Democratic Services Section on the numbers given below or go to www.wokingham.gov.uk/publicquestions	
9.		MEMBER QUESTION TIME To answer any member questions	
10.	None Specific	COVID 19 PANDEMIC - COUNCIL'S RESPONSE - CARE HOMES To receive a presentation on the Covid 19 Pandemic – the Council’s response – Care Homes.	11 - 14

- | | | | |
|------------|---------------|---|----------------|
| 11. | None Specific | HEALTHWATCH WOKINGHAM ANNUAL REPORT
2019-2020
To consider the Healthwatch Wokingham Annual
Report 2019-2020. | 15 - 46 |
| 12. | None Specific | FORWARD PROGRAMME 2020-2021
To consider the forward programme for the remainder
of the municipal year. | 47 - 54 |

Any other items which the Chairman decides are urgent

A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading.

CONTACT OFFICER

Madeleine Shopland
Tel
Email
Postal Address

Democratic & Electoral Services Specialist
0118 974 6319
madeleine.shopland@wokingham.gov.uk
Civic Offices, Shute End, Wokingham, RG40 1BN

**MINUTES OF A MEETING OF THE
HEALTH OVERVIEW AND SCRUTINY COMMITTEE
HELD ON 20 JANUARY 2020 FROM 7.00 PM TO 8.25 PM**

Committee Members Present

Councillors: Ken Miall (Chairman), Abdul Loyes (Vice-Chairman), Rachel Bishop-Firth, Jenny Cheng, Guy Grandison, Adrian Mather, Jim Frewin and Malcolm Richards (substituting Alison Swaddle)

Others Present

Wayne Smith, Executive Member Planning and Enforcement
Jim Stockley, Healthwatch Wokingham
Ian Bellinger, Category Manager, Growth and Delivery
Marcia Head, Lead Specialist, Development Management & Compliance

29. APOLOGIES

Apologies for absence were submitted from Councillors Clive Jones, Bill Soane and Alison Swaddle.

30. MINUTES OF PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 4 September 2019 were confirmed as a correct record and signed by the Chairman.

31. DECLARATION OF INTEREST

There were no declarations of interest.

32. PUBLIC QUESTION TIME

There were no public questions.

33. MEMBER QUESTION TIME

There were no Member questions.

34. HEALTH AND PLANNING

The Committee considered a report regarding health and planning.

During the discussion of this item, the following points were made:

- At the Committee's September meeting, Councillor Frewin had asked a question in relation to health in planning decisions. The question had come about as a result of a planning application for a quarry and cement works at Bridge Farm. Councillor Smith outlined the reasons why this application had been refused.
- Marcia Head clarified that when a planning application was received it was sent to Environmental Health for comment.
- Councillor Frewin commented that it was important to look at the cumulative effect of development on the local health service.
- Ian Bellinger commented that in producing the Local Plan there were several steps which could be taken to ensure that health and wellbeing considerations were taken into account and to make sure information was accessible.
- An Infrastructure Delivery Plan was being produced alongside the Local Plan. Engagement would be carried out with organisations such as the NHS, Police and Fire Authority.

- It was noted that the Council would publish a Health Impact Assessment that would be published alongside the Draft Local Plan when it was put out to consultation in February. This assessments considered how the Draft Local Plan aligned to the Council's health and wellbeing priorities.
- Members were advised that the Draft Local Plan proposes that developers of major developments submit their own health impact plans. If this policy were accepted, supplementary guidance would need to be produced to assist its implementation.
- Councillor Frewin suggested that there was a gap in the planning process between the production of the Local Plan and the provision of GP surgeries.
- Councillor Miall commented that large developments in particular often had engagement meetings with the local community. He went on to ask if this was a requirement. Marcia Head stated that the Government guidance on planning and also the Council's Statement of Community Involvement encouraged early engagement.
- Councillor Bishop-Firth asked whether the Council engaged with neighbouring authorities regarding health and wellbeing matters and planning. Marcia Head indicated that neighbouring authorities would be consulted in the case of major applications. Ian Bellinger emphasised that the Local Plan would also take cross border movement into account and officers had regular meetings.
- In response to a Member question, Ian Bellinger indicated that the Council tried to have conversations with partners such as the NHS as early as possible regarding the potential allocations to inform and influence service provision. However, the Council had no direct control over this. If the NHS indicated that, they required land within a major development to be reserved for a health service building this could be discussed and planned for. However, engagement with the CCG had indicated that their main constraint in how to deliver services related not to land but to the availability of health professionals, such as GPs, and revenue costs.
- The Committee discussed hospital provision in some detail. Councillor Mather questioned where residents in any potential new large-scale developments in the Borough would be expected to go to hospital and where their GP surgery would be located.
- Workforce pressures continued to be an issue across the NHS. Members referred to specific areas within the Borough where the recruitment of GPs had been difficult.
- Jim Stockley commented that access to GP appointments continued to be one of the most common topics that people contacted Healthwatch Wokingham about.
- Councillor Frewin questioned whether there would be an opportunity to suggest a new hospital facility, in the Local Plan.
- Councillor Mather asked whether the Reading and West Berkshire Overview and Scrutiny Committees should be asked for their views on local hospital services. Members also questioned whether the local MPs should be lobbied.
- In response to a Member question, Marcia Head clarified that the National Planning Policy Framework touched on the issue of health and wellbeing but it was more within the context of ensuring access to open space.
- Councillor Smith proposed that he refer the issues of hospital service provision and GP surgeries within the Borough and appointments, to the Leader of the Council and the Chief Executive, and ask that they raise these matters at the Chief Executive's Forum and Leaders Forum.

RESOLVED: That

- 1) the report be noted;

2) the issues of hospital service provision and GP surgeries within the Borough and appointments be referred to the Leader of the Council and the Chief Executive, and it be asked that they raise these matters at the Chief Executive's Forum and Leaders Forum.

35. UPDATE FROM HEALTHWATCH WOKINGHAM BOROUGH

The Committee received an update on the work of Healthwatch Wokingham Borough.

During the discussion of this item, the following points were made:

- Jim Stockley presented a report regarding helping patients take their medication and medication compliance aids (MCAs). Medication compliance aids were a way of dispensing medication for people who have difficulty remembering to take it due to cognitive impairment or who have physical conditions that prevented them from opening the packaging. The number of pharmacies willing to dispense medication in this way was decreasing. It was recognised that this was both a local and national issue.
- There were various reasons why some pharmacies were choosing no longer to use medication compliance aids, including; the time involved in putting together the pack, staff availability, lack of storage space and consequence of potential error.
- Healthwatch's final report had been sent to the CCG who had shared it with their Medicines Optimisation Group. Further feedback was anticipated.
- In response to a question from Councillor Grandison, it was noted that many people with long-term conditions were prescribed medication for a number of months.
- Councillor Richards questioned whether companies such as Pharmacy2U could take on the production of MCAs.
- Councillor Mather questioned what recommendations Healthwatch would make and was informed that it would recommend that it be made more financially viable for pharmacies to undertake the making up of the MCAs.
- Jim Stockley agreed to establish how many requests there were for MCAs to be made up, in the Borough.
- Members were advised that Healthwatch Wokingham would be sharing a regional manager with Healthwatch Hampshire.
- Healthwatch Wokingham's quarterly report would be presented to the March Health Overview and Scrutiny Committee meeting.
- It was noted that Healthwatch would be undertaking a number of shared pop up events with the Citizen Advice Bureau in future.
- Jim Stockley advised Members that Healthwatch had been involved in the successful World Mental Health Day on 11 October 2019. He also informed the Committee of a number of mental health self-help groups such It's About Time, Mental Health Mates and Depression Expression.
- Members discussed the forthcoming Recovery College.
- Healthwatch were participating in a consultation process with Berkshire Healthcare Foundation Trust. Jim Stockley would report on the outcome.
- With regards to volunteer drivers, Members were informed that there would be a national review of non-emergency transport and that one of the Healthwatch volunteers had been invited to discuss the local situation with a national team.

RESOLVED: That the update from Healthwatch Wokingham Borough be noted.

36. FORWARD PROGRAMME 2019-2020

The Committee considered the forward programme for the remainder of the municipal year.

During the discussion of this item, the following points were made:

- Members were reminded that health scrutiny training was being held on Thursday 27 February 7pm.
- The Children's Services Overview and Scrutiny Committee had considered the Joint Strategic Needs Assessment and had expressed concern over the rate of self-harm related hospital admissions in 15-19 year olds and had suggested that the Health Overview and Scrutiny Committee should consider investigating this issue. It was agreed to seek an update at the Committee's next meeting.
- It was agreed that an update on suicide prevention would be requested for the Committee's next meeting.
- The Committee agreed to postpone consideration of ambulance response times to a future meeting in the new municipal year.

RESOLVED: That the forward programme be noted.

**MINUTES OF AN EXTRAORDINARY MEETING OF THE
HEALTH OVERVIEW AND SCRUTINY COMMITTEE
HELD ON 16 JUNE 2020 FROM 10.15 PM TO 10.25 PM**

Committee Members Present

Councillors: Ken Miall (Chairman), Abdul Loyes (Vice-Chairman), Rachel Bishop-Firth, Jenny Cheng, Jim Frewin, Guy Grandison, Clive Jones, Adrian Mather, Barrie Patman and Alison Swaddle

1. APOLOGIES

There were no apologies for absence received.

2. DECLARATION OF INTEREST

There were no declarations of interest received.

3. ELECTION OF CHAIRMAN

Councillor Ken Miall was elected Chairman of the Health Overview and Scrutiny Committee for the 2020/21 Municipal Year.

4. APPOINTMENT OF VICE CHAIRMAN

Councillor Abdul Loyes was appointed Vice-Chairman of the Health Overview and Scrutiny Committee for the 2020/21 Municipal Year.

This page is intentionally left blank

TITLE	Covid 19 Pandemic - Council's response - Care Homes
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on Monday, 13 July 2020
WARD	None Specific;
KEY OFFICER	Matt Pope, Director Adult Services

OUTCOME / BENEFITS TO THE COMMUNITY

To provide Members with an overview of the Council's response to the Covid 19 pandemic with regards to care homes within Wokingham Borough.

RECOMMENDATION

That the Health Overview and Scrutiny Committee consider the presentation on the Council's response to Covid 19 with regards to the care homes within the Borough.

SUMMARY OF REPORT

At its meeting on 24 June 2020, the Overview and Scrutiny Management Committee considered a report on the Council's response to the Covid 19 pandemic. The Committee considered the process and timeline for carrying out further detailed Scrutiny of specific issues set out in the report. The Committee also agreed which issues should be scrutinised by the Management Committee and which should be addressed by the other Overview and Scrutiny Committees.

It was agreed that the Council's response relating to care homes would be scrutinised by the Health Overview and Scrutiny Committee.

The extract relating to care homes from the report to the Management Committee is set out below for information. Please note that some of this information may now be out of date.

SECTION 2 – SPECIFIC UPDATES BY THEME/SERVICE

2.1 Care Homes

The Borough's care homes have worked tirelessly through this extremely difficult period to protect and support their residents. Local care homes are usually run by private or voluntary sector service providers. Private care homes are run for profit by private organisations and individual proprietors. Voluntary sector homes are not-for-profit and are run by registered charities, religious organisations and housing associations, sometimes for specific groups of people.

There are 53 Care Quality Commission (CQC) registered care home settings within Wokingham Borough. This is a broad definition and includes both older people care homes (residential and nursing) and learning disability care homes.

95% of the care homes in the Borough, inspected by the CQC, were rated as 'good' or 'outstanding' prior to the outbreak of the virus (February 2020).

As Councillors and Council Officers became increasingly concerned about the situation in care homes locally, we lobbied our MPs, the Local Resilience Forum, Public Health England and the NHS for testing of those being discharged to our care homes. We also lobbied for improved supplies of PPE, more testing in care homes and more infection control nursing support. We increased our support to local care homes, including providing emergency supplies of PPE and sending staff teams into homes to support with specific issues.

Despite this lobbying and support, Government guidelines continued to allow the potential discharge of patients with coronavirus into our care homes, so we took the decision on 21st April to suspend hospital discharge into our care homes. Discharges could only occur if the patient had been tested or the care home had the correct infection control procedures in place and could confidently isolate the resident if needed.

Locally, we established a protocol and task force with health and social care colleagues. This process works proactively with our care homes to prevent the spread of COVID-19, assess and support their readiness to take and manage positive cases and ensure they receive all the support they need. It also supports the Councils safeguarding function.

The task force is just one way the Borough Council has supported care homes during the pandemic crisis. Other initiatives include:

- An improved funding deal for care homes we contract with, prepayments to support with cash flow plus ability to apply for additional temporary funding;*
- Help with supply of Personal Protective Equipment (PPE) – over 386,000 pieces of PPE have been supplied to our care homes;*
- Regular advice and guidance including financial sustainability and infection control- over 400 calls to registered care homes;*
- Testing for staff with symptoms – more than 250 staff tested, plus others who have self-referred for testing via the government website (we are unable to quantify how many have self-referred, as we do not receive this data);*
- Offer of access to staff in an emergency Infection control hotline established.*

Adult Social Care has been working with our local providers to facilitate mutual aid across the sector. This has included:

- Wokingham Provider Portal; online access to relevant guidance and supporting information;*
- Establishing the Care Workers Support Team; pool of care worker staff and facilitated central recruitment programme;*
- 7 day working across social care and commissioning to facilitate hospital discharge and support providers;*
- Spiritual and emotional support is available through the Community Hub.*

Comparative Number of Deaths in Care Homes

Any local death is an extremely important issue for Wokingham Borough Council. Officers have been working hard to support local care homes during the pandemic since March, as evidenced above.

The Office for National Statistics (ONS) publishes data on COVID19-related deaths within all care homes across the country. This ONS data shows the following:

- Between the 1st January and 29th May 2020, 73 (Covid19 related) deaths occurred within Wokingham Borough care homes – this equates to a rate of 54 Covid-19 deaths per 1,000 care home beds in Wokingham;
- Despite having the second highest number of care home beds in Berkshire, the COVID19 death rate in Wokingham is not the worst death rate in comparison to neighbouring boroughs.

However, the public are advised to take extra caution when comparing Covid-19 deaths between neighbouring authorities. This is because different boroughs have different population sizes, with different age structures – some with more elderly residents than others. Therefore, in order to make fairer comparisons, it is crucial that we standardise the ONS data to take account of the number of residents, their ages, their vulnerabilities, and the number of care homes across each borough. We are publishing this data on our website...

A presentation on the Council's response to Covid 19 with regards to care homes, will follow.

Partner Implications

N/A

Public Sector Equality Duty

Scrutiny of any aspects of the response should consider the way the Council discharged its equality duties.

Reasons for considering the report in Part 2

None

List of Background Papers

None

Contact Madeleine Shopland	Service Governance
-----------------------------------	---------------------------

Telephone No	Email
---------------------	--------------

	madeleine.shopland@wokingham.gov.uk
--	-------------------------------------

This page is intentionally left blank



Annual report 2019-20

Guided by you

Contents

Message from the chair	3
Our priorities	4
About us	5
Highlights from our year	7
How we've made a difference	9
Long term plan	14
Helping you find the answers	17
Our volunteers	21
Our finances	25
Our plans for next year	27
Thank you	29
Contact us	30

Message from our chair



As the Chinese saying goes 'may you live in interesting times'. Our Annual Report is usually viewed from a June perspective where the world looks similar to the previous year. That has all changed.

Due to COVID-19, much of our work with volunteers has had to be suspended. And most of our listening has had to be via social media, the phone and email. And of course video platforms! In truth nothing can be a substitute for the face-to-face interaction. And for us this has always been a cornerstone of our work.

Nonetheless I want to praise everybody involved who has helped us overcome these challenges and remain questioning, befriending, signposting and helping Wokingham Borough.

Our Healthwatch Wokingham Borough story is in the following pages. A testimony to our volunteers and staff. They ensure your voice can be heard and that service providers can be made aware and change. We are also doing our job properly when we help to identify good practices that help our community.

We have been active across Perinatal Mental Health, NHS Long Term Plan, Mental Health Advice, Pharmacies providing monitored dosages and working with organisations like Citizens Advice.

I have been privileged for the last 7 years to chair Healthwatch Wokingham Borough since its formation in 2013 and two of our directors have the same vintage.

I am pleased we were able to recruit a new director; Heather Murray last year. Additionally Joanna Dixon joined as Healthwatch Officer and Neil Bolton-Heaton as Head of Healthwatch to work alongside Nick Durman our full time Healthwatch Officer. All of them will keep us refreshed and reinvigorated. Along with our volunteers, we continue to punch above our weight.

I have taken a look at my previous introductions and it would appear that I have had the same theme every time. People and stories and action. And if nothing I want to be consistent. So please read the stories, recognise the people (it's you) and help us all to take action.

A handwritten signature in black ink, appearing to read 'Jim Stockley'.

Jim Stockley

Healthwatch Wokingham Borough Chair

Our priorities

Last year people told us about the improvements they would like to see health and social care services make in 2019-20. These are our six priorities for the year ahead based on what you told us.



NHS Long Term Plan – Engagement with the public via surveys and focus groups to help inform implementation of the plan.



Perinatal Mental Health Support – Hearing the views of mothers about mental health issues and available support.



Adults with learning disability. Hearing from local learning disability support group about what is important to them.



Mental Health Advice and Information – In collaboration with local organisations host world mental health day event



Pharmacies – Identifying the challenges faced by pharmacies to provide monitored dosage systems to patients.



Engagement collaboration with Citizens Advice in all parishes across the Borough.


“Thank you so much for making the time to visit the Group last night. They were most appreciative of the information & ideas you presented to them and what that stirred up in them positively & creatively - Peter Burton from Parenting Special Children Group

About us

Here to make care better

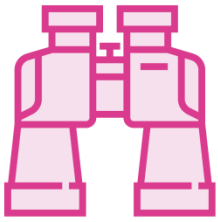
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.



19
Jim Stockley (Healthwatch Wokingham) with Sir Robert Francis (Healthwatch England)



Our vision is simple

Health and care that works for you.

People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchwokingham.co.uk

Twitter: @HWwokingham

Facebook: facebook.com/HealthwatchWokingham

Instagram: [healthwatchwokingham](https://www.instagram.com/healthwatchwokingham)

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



11 volunteers

helping to carry out our work. In total, they gave up 246 hours

We employed

3 staff

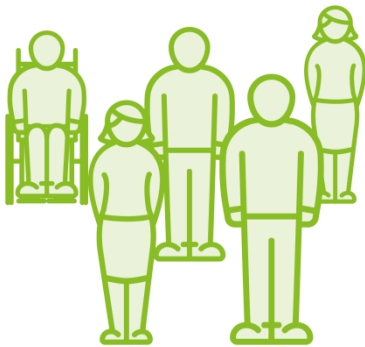
1 of whom are full time equivalent, which is similar to the previous year

We received

£92,00 in funding

from our local authority in 2019-20, 11% less than the previous year

Providing support



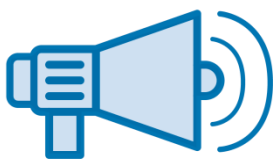
601 people

Provided feedback about services and shared their health and social care stories with us, 17% more than last year.

31,830 separate interactions

with Healthwatch Wokingham Borough advice and information: 2,772 via website, 8,496 via Facebook, 18,024 via Twitter and 2,538 via Instagram

Reaching out



1,601 people

engaged with us with us at a variety of events in the community.

Making a difference to care



We published

2 reports

about the improvements people would like to see with their health and social care, and from this, we made 14 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Wokingham Borough.

Hearing what is important to learning disabled adults

We wanted to understand what issues learning disabled adults experienced when interacting with health care and whether they had enough support to socialise in the way they wanted.

We arranged an interactive focus session with a local adult learning disability support group. The session concentrated on 4 issues:

1. Communication - Do health care staff communicate with you in a way that you understand?
2. Health Checks – Are you notified by your GP about your annual health check?
3. Health Passports – Do you know about health passports and do you have one?
4. Socialising – Do you receive enough support so that you can go out and socialise where you want and at the



Healthwatch offer our group members support, advice and guidance, as well as being great ambassadors for what we do and what we are about. We really feel that they will work hard to get us the best results. Thank you for being there to work alongside us.

Learning Disability Group Manager



Jo from Healthwatch talks with the group

The key issue identified was that only 1 member of the group had a health passport, which are extremely important should an individual need to go to hospital.

The key recommendation was that all members of the group should have individual health passports.

The learning disability group rolled out Health passports to group members in April and May 2020.



Mother with young baby

Perinatal mental health support

Through previous community engagement the Healthwatch Wokingham team were aware that mental health support for new parents does not always meet the needs of the local population.

We gathered experiences to provide an insight into the current provision and understand more about how having a baby can affect parent's mental health.

We circulated a survey using social media and community-based partners and received 67 responses.

We visited messy play groups at Starlings

and Rainbow Park children's centres. We ran creative journaling workshops at Mumszone group and visited a support group for parents who have had a baby in special care at Royal Berkshire Hospital.

72% of people we spoke to felt their mental health had declined in the perinatal period and 42% were not able to manage their mental health needs with the NHS support services available to them.

Our project identified some key areas in Wokingham Borough that would benefit from development in the future. The **Experiences of Perinatal Mental Health Support** report will be published soon.

 Thank you so much for supporting Mums' Zone by delivering two fantastic workshops. We've had such positive feedback from all participants'- Alison Morrow, Health Communities Manager



Wokingham Mayor opens world mental health day event 2019

Providing advice, information and signposting for mental wellbeing

We know from feedback from residents and from the success of our world mental health day in 2018 that local residents want more information about mental wellbeing and want the information to be accessible and easy to find.

In collaboration with the local 'well being in action group' and other local organisations, we planned and held a 2019 World Mental Health day event on 10th October 2019.

The event attracted over 100 local attendees.

We delivered speaker sessions on 17 different subjects including; mindfulness, sleep and wellbeing, sing a long for the brain and nutrition.

In addition there were stands from service providers and various organisations to provide advice and information to the attendees.

Healthwatch Wokingham created a survey to ask attendees: what are the challenges people face when accessing support for their mental health? and what activities do the community use in order to help themselves?

We received 57 responses and the survey results have been shared with the Clinical Commissioning Group.

We need more connections to support groups for adults. More support for young people with a mental health diagnosis not just at crisis point – response from survey respondent



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwokingham.co.uk

Telephone: 0118 4126418

Email: enquiries@healthwatchwokingham.co.uk



Medication Compliance Aid pack

Helping patients take their medication

We were contacted by a local older persons support organisation who alerted us to difficulties they were having with pharmacies in Wokingham town centre not fulfilling requests for medical compliance aids to help individuals manage their medication.

Medication compliance aids (MCAs) are a way of dispensing medication for those people who have difficulty remembering to take it due to cognitive impairment or who have physical conditions that prevent them from opening packaging.

We wanted to understand the extent of the issue so we talked to every pharmacy, 28, in the Borough.

Our audit revealed that the majority of pharmacies in the Borough were not taking any new customers who require MCAs. Three pharmacies did not offer MCAs at all, even for existing customers. There are 4 pockets in the Borough where new and existing patients could still access MCAs, primarily these were independent pharmacies near the outer boundaries of the Borough .

Reasons for not providing MCAs were, dispensing time, staffing and financial pressures, storage space and GP prescribing period.

We concluded, the lack of choice and support with medication for some of our most vulnerable residents causes us concern. Small, independent pharmacies, are helping people affected but this is likely to become a bigger issue in time.

The report was sent to the CCG, who responded:

"Thank you for the report. Another excellent rounded view of the problem that our residents and primary colleagues are facing.

As you are aware this is a national problem which the CCG, both as Berkshire West and jointly with the BOB Integrated Care System, have escalated nationally".

I'm really struggling to see and open the medicine packs and worried that I'm going to take the wrong pill at the wrong time. Having the MCA boxes meant I could see what I had to take and when – response from individual who used MCA before they were withdrawn

Long Term Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

Following commitments from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities. Here is a summary of our work.

What do people want?

Working with our Healthwatch partners in Reading, Oxfordshire, Buckinghamshire and West Berkshire we asked people #WhatWouldYouDo to improve the NHS locally? Some of the top issues that people told us they wanted services to focus on were:

- Access to healthcare when needed, without delay
- People want to choose and manage their support when they have access to professionals who truly listen, set out options and answer their questions

- A caring and empathetic manner from health care professionals is as important as medical skills and knowledge
- Health professionals must use a variety of communication methods, particularly with people with disabilities, and those who do not speak English as a first language. so these people can be fully involved and informed about their care and kept safe
- People who are happy to use technology, want the NHS to enable it to its full extent (such as making all GP appointment slots bookable online)

You can find a link to the NHS Long Term Plan Public Engagement Report [here](#) or via our website:

www.healthwatchwokingham.co.uk

Highlights

We informed the public about the long term plan utilising our website and social media.

We held a focus group with a young carers youth club to explore mental and physical health.

We held a focus group with people with long term conditions.

168 surveys from local residents were undertaken.



What we have done in response

We shared the survey report with local and regional health and social care providers and commissioners.

A Healthwatch Wokingham volunteer has attended national forums to improve patient transport services.

The local NHS mental health provider reviewed services and we shared the mental health findings from the Long Term Plan survey.

Better transport in rural areas, especially when getting to doctors' surgeries and hospitals. It is also important to have transport that enables people to visit people when they are in hospital, which can help them remain positive and so aid their recovery - Quote from a survey respondent



Helping you find the answers

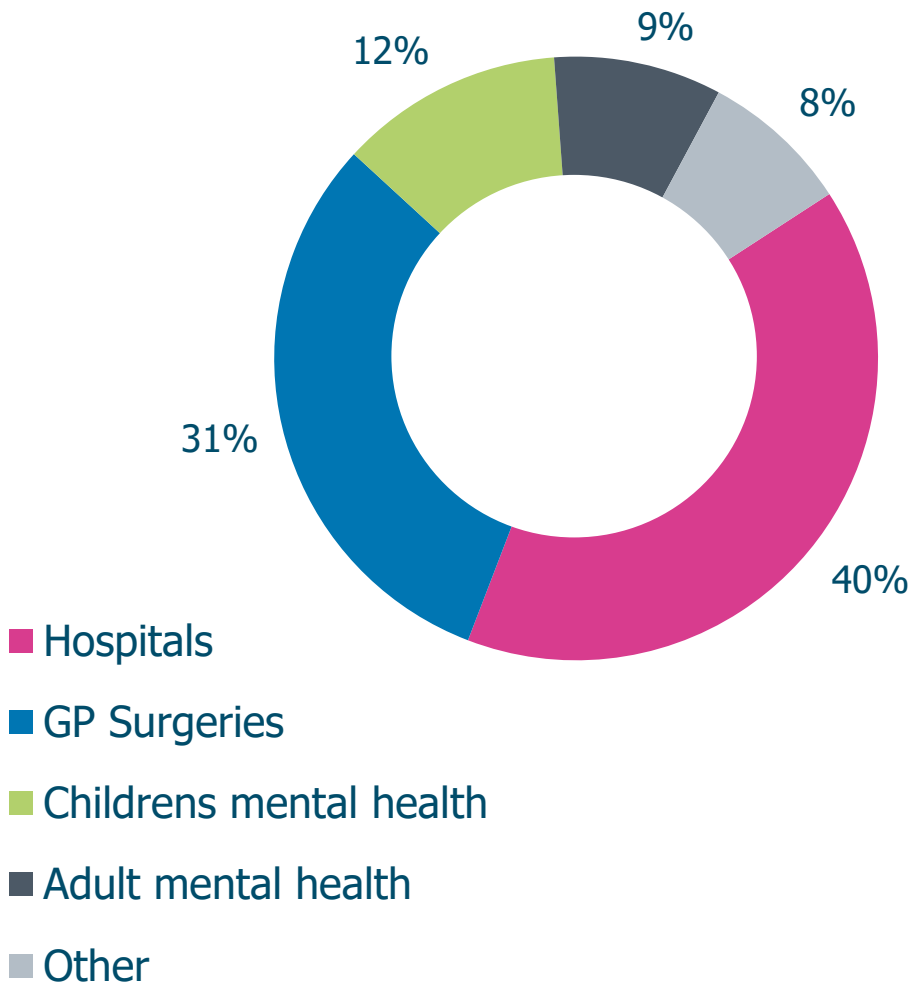


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped people get the advice and information they need by:

- Building a new web site to make it easier to find information
- Providing advice and information articles on our website
- Answering people’s queries about services over the phone, by email or social media
- Talking to people at community events
- Joining in on other VCSe meetings
- Promoting services and information that can help people on our social media.

Here are the top services areas that people talked to us about.



Case study: Community peer support project to benefit postnatal mental health

Mumzone was set up as a holistic health and wellbeing intervention targeting inactive mums at risk of poor mental health in Slough and Wokingham.

The weekly programme provided physical activity in the form of yoga and support through informal workshops aimed at encouraging behavioural change.

Healthwatch Wokingham facilitated 4 creative journaling sessions at Mumzone. This was welcomed by the participants who felt that journaling and the resulting discussion helped

with their wellbeing.

Each session had a theme such as 'My Journey' and involved creating a journal entry, discussion of mental health support and sharing their pages.

The group participants supported each other to open up about the joys and challenges of raising small children therefore increasing social connections.

Healthwatch were able to signpost families towards local support and use their experiences to inform recommendations in the forthcoming Healthwatch Wokingham **Experiences of Perinatal Mental Health Support** Report.

I would like more community groups like Mumzone. It is brilliant to be able to exercise, meet other Mums and do something creative. I really liked doing the artwork – group participant



Art work from one of Mumzone discussion groups



Story 1:

Member of the public contacted us at the beginning of the Covid-19 lockdown and told us "I have a 91 year old Grandmother living in the area who needs help getting food shopping. I live outside the area with a GP so don't want to risk making her ill. Is there anything you could do to help?" We signposted the caller to the local Citizens Advice for support.



Story 2:

Caller contacted helpdesk on behalf of their friend. The friend is a carer for a child who has learning disabilities and mental health issues. A recent assessment outcome meant a reduction in the amount of care that the child could receive and as a family, they were finding things really difficult. Signposted to Learning Disability services and health advocacy, caller was sent information regarding complaints procedure.



Story 3:

Individual called for information about the local hospital complaints procedure, as they had not received acknowledgement of their complaint which they hand delivered 10 days ago.

The helpdesk signposted the individual to the local hospitals Patient Advice and Liaison service.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwokingham.co.uk

Telephone: 0118 418 1418

Email: enquiries@healthwatchwokingham.co.uk

Volunteers



At Healthwatch Wokingham we are supported by 11 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of the work we do at events, in the community and with health and care services.
- Took part in PLACE assessment visits.
- Helped support our work to gather local views on the Long Term Plan through surveys and focus groups
- Listened to people's experiences to help us know which areas we need to focus on.

Volunteer helping to drive improvement in patient transport

Volunteer transport is an important part of Non-Urgent Patient Transport and Roger previously wrote a report for Healthwatch Wokingham on the value of volunteers in the area. It led to improvements in parking for volunteers at the Royal Berkshire Hospital, and a dialogue about additional improvements for volunteers.

Roger is a volunteer driver and knows that patients are really appreciative of what volunteer drivers do for them.

In 2019 he worked with a local ambulance service who wanted to form closer relationships with volunteer driving schemes. The ambulance service contacted local schemes and arranged for 38 representatives to attend a seminar to foster closer working.



Patient transport was the number one issue highlighted in the Long Term Plan Surveys. Roger was invited to join a Non-Emergency Patient Transport Service study and attended a round table meeting in London in February and a further roundtable session in early March.

The study will be published later this year.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Wokingham.

Website: www.healthwatchwokingham.co.uk

Telephone: 0118 418 1418

Email: enquiries@healthwatchwokingham.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Lynne I contacted Healthwatch a few years ago with a hospital problem I had. They were so understanding I wanted to know more. Colin, my son and I wanted to help in some small way with this unique organisation. Healthwatch are thorough and have a deep understanding of local services.



Roger I have been a volunteer with Healthwatch Wokingham for several years, it is a really valuable local resource, and I believe makes a real difference in the community.



Colin I joined Healthwatch when I realised how hard they work to make our local people safer and our town more accessible to differently abled folk like myself. They are the voice we need to call upon when issues arise and we find our voices can't be heard. I wanted to help any way I could.



Sally

I volunteered for Healthwatch as I was newly retired and wanted to get involved in something that would give something back to the local community and make use of some of the skills and experience from my many years working in different types of organisations.

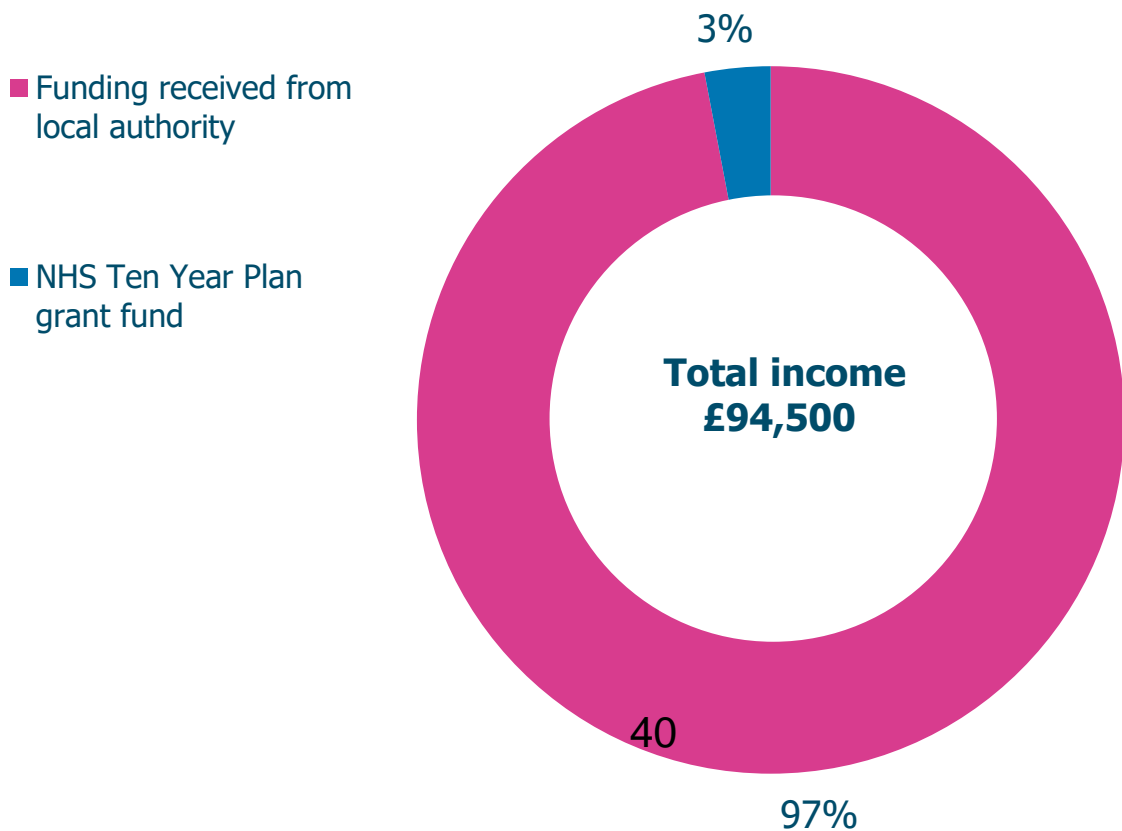
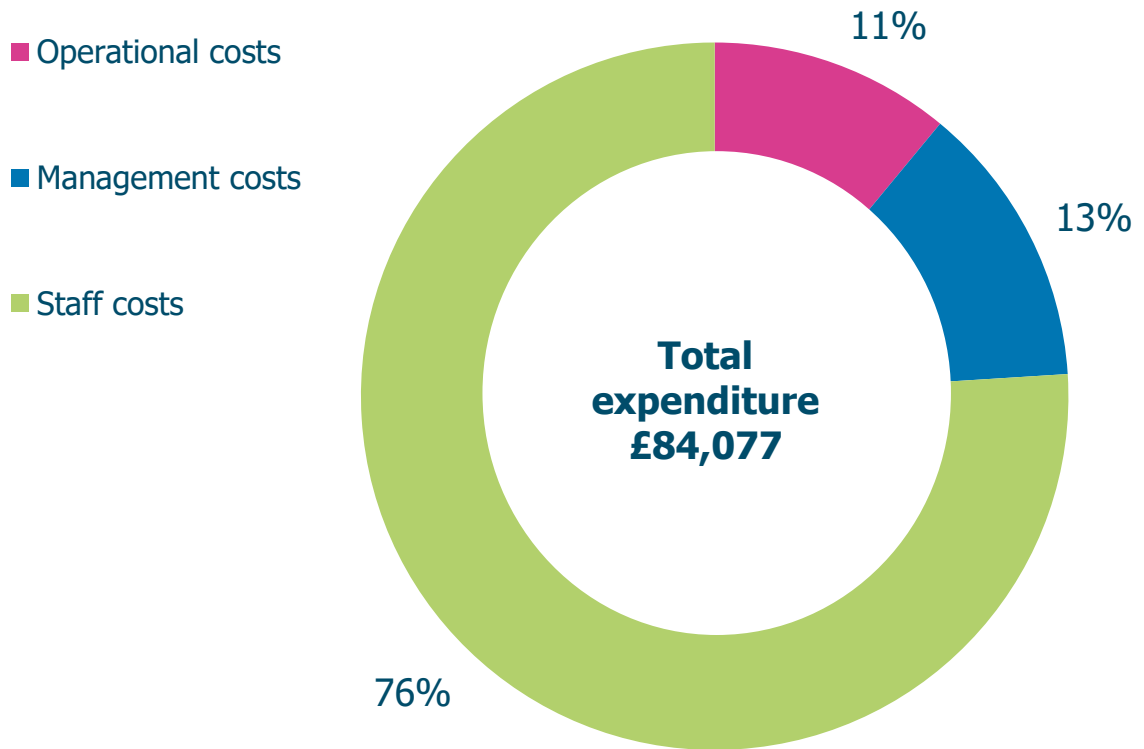
I am always interested in how organisations can improve and provide a better service to the people they support and Healthwatch seems well placed to do that.

I also thought it would be a good opportunity to meet some new people (and keep my brain active!). Although Covid-19 has put a stop to my immediate involvement I'm keen to get going when I can.

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £84,077.



Our plans for next year



Looking ahead

Our future priorities for 2020/21 will need to be flexible so that we are able to respond to the changing health and social care environment as we start to emerge from the COVID-19 pandemic. To support this we will be:

- Working closely with our partners in health and social care as services are restarted. As part of this we will be focusing on ensuring that public information regarding services is as informative as possible and that any changes to service design and delivery involve the public.
- Acting on the findings of our Covid-19 survey. This may result in new streams of work such as Digital Inequality.
- Reviewing our Enter and View programme which has been on hold due to Covid-19. This will require new and innovative methods to ensure we safely gather the voice and experiences of people who use health and social care services.

In addition:

- We will continue to work collaboratively with our local Healthwatch partners in Berkshire West.
- We will continue to work with our colleagues in the voluntary and community sector and aim to develop a Healthwatch Ambassador programme.
- We will be working towards Investing in Volunteers accreditation and reviewing our volunteer offer in light of Covid-19.
- We will be implementing the Healthwatch England Quality Framework following our involvement in the pilot.

The challenge for us all, Healthwatch, the NHS and social care providers - is to make sure that we continue to look outwards, talking with communities and listening closely to their experience of the services that they use.

The best services know their customers. They listen to what they like and what could be



better, and they make changes where they are needed.

Although we have seen some progress when it comes to services understanding and acting upon what people want, there is still some way to go before this is commonplace.

Therefore, we will continue to raise awareness of how people can have their say and encourage services to act on their service users' views. Changes that are ongoing in the health and social care system in Wokingham are challenging yet also present us with opportunities. Our strong working relationships with partners across the health, social care and community sectors enhances our ability to collaborate, challenge and identify opportunities to ensure that public voice is at the center of the changes. We will actively seek out and respond to these opportunities over the coming year.

Neil Bolton-Heaton
Head of Healthwatch

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.



Contact us

Address of local Healthwatch and contact details of any relevant Healthwatch subcontractors as of 31/03/2020.

Postal Address: c/o Town Hall, Market Place, Wokingham, Berkshire RG40 1AP

Contact number: 0118 418 1418

Website: www.healthwatchwokingham.co.uk

Email address: enquiries@healthwatchwokingham.co.uk

Facebook: facebook.com/HealthwatchWokingham

Twitter: @HWWokingham

Instagram: [healthwatchwokingham](https://www.instagram.com/healthwatchwokingham)

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Name: Help & Care Registered

Address: The Pokesdown Centre, 896 Christchurch Road
Bournemouth BH7 6DL

Contact number: 0300 111 3303

Email address: HubHelpdeskGroup@helpandcare.org.uk

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

If you need this in an alternative format please contact us.

Healthwatch Wokingham Borough C.I.C Number 08561195
© Copyright Healthwatch Wokingham Borough 2020



Healthwatch Wokingham Borough
c/o Town Hall
Market Place
Wokingham
RG40 1AS

www.healthwatchwokingham.co.uk

t: 0118 418 1418

e: enquiries@healthwatch.co.uk

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

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

This page is intentionally left blank

HEALTH OVERVIEW AND SCRUTINY COMMITTEE FORWARD PROGRAMME 2020-21

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
13 July 2020	Health Consultation Report	Challenge item	Challenge item	Democratic Services
	Council's response to Covid 19 – care homes	Update	Committee request/OSMC consideration	Director Adult Services
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
21 September 2020	Health Consultation Report	Challenge item	Challenge item	Democratic Services
	Update on work of Wokingham Borough Wellbeing Board	Update	Update	Chairman Wokingham Borough Wellbeing Board
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
18 November 2020	Health Consultation Report	Challenge item	Challenge item	Democratic Services
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough

DATE OF MEETING	ITEMS	PURPOSE OF REPORT	REASON FOR CONSIDERATION	RESPONSIBLE OFFICER / CONTACT OFFICER
12 January 2021	Health Consultation Report	Challenge item	Challenge item	Democratic Services
	Healthwatch update	Challenge item	Challenge item	Healthwatch Wokingham Borough

48

Currently unscheduled topics:

- Ambulance response times
- Self-harm related hospital admissions in 15-19 year olds
- Suicide prevention
- Council's response to Covid 19 – Public Health

Glossary:

- **AAT** – Assessment and Advice Team
- **AnDY** – Anxiety and Depression in Young People Research Unit
- **Bariatrics** – branch of medicine that deals with the causes, prevention, and treatment of obesity.
- **BCF** – Better Care Fund
- **BHFT** – Berkshire Healthcare NHS Foundation Trust
- **BW** – Berkshire West
- **C&B – (Choose and Book)** is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic.
- **CAM** - Confusion Assessment Method
- **CAMHS** – Child and Adolescent Mental Health Services
- **CBT** – Cognitive Behaviour Therapy
- **CCG** – Clinical Commissioning Group
- **CDU** – Clinical Decisions Unit
- **CHIS** - Child Health Information Systems - patient administration systems that provide a clinical record for individual children and support a variety of child health and related activities, including universal services for population health and support for statutory functions.
- **CHIMAT** – Child Health Profiles
- **CKD** – Chronic Kidney Disease
- **CNS** – Clinical Nurse Specialist
- **Community Enhanced Service** - a service provided in a community setting which goes above and beyond what is normally commissioned by NHS England, including primary care services that go beyond the scope of the GP contract.
- **Contract Query Notice** - A specific action taken by the commissioner against the Provider as per the contract. It is a notice served when a contractual target is not being met. As a result of such a notice, an action must be agreed that results in recovery of performance within a set timescale.
- **COPD** – Chronic Obstructive Pulmonary Disease

- **COF** - Commissioning Outcomes Framework
- **CoSRR** - Continuity of Services risk rating
- **CPA - Care Programme Approach** - is a system of delivering community mental health services to individuals diagnosed with a mental illness
- **CPE** – Common Point of Entry
- **CPN** - Community Psychiatric Nurse
- **CQC** – Care Quality Commission
- **CQUIN – Commissioning for Quality and Innovation** - Is an incentivised money reward scheme that has been developed to allocate payments to providers if they meet quality outcomes identified to improve local quality issues.
- **CST** - Cognitive Stimulation Therapy
- **CSU** - Commissioning Support Unit
- **Cytology** – the study of cells
- **DPH** – Director of Public Health
- **DNACPR** - Do Not Attempt Cardiopulmonary Resuscitation
- **DTOC** – Delayed Transfer of Care
- **EDT** – Electronic Document Transfer
- **ECIST** - Emergency Care Intensive Support Team
- **ECO** – Emergency Operations Centre
- **EHA** – Early Help Assessment
- **EHCP** – Education, Health and Care Plan
- **EIP** – Early Intervention in Psychosis
- **EOL** – end of life care
- **EPR** – **Electronic Patient Record** – means of viewing a patient’s medical record via a computerised interface.
- **ESD** – Early Supported Discharge service - pathways of care for people transferred from an inpatient environment to a primary care setting to continue a period of rehabilitation, reablement and recuperation at a similar level of intensity and delivered by staff with the same level of expertise as they would have received in the inpatient setting.

- **FFCE - First Finished Consultant Episode** - first completed episode of a patient's stay in hospital.
- **FPH** – Frimley Park Hospital
- **GMS** – General Medical Services
- **GOS** - General Ophthalmic services
- **GRACe** - General Referral Assessment Centre
- **GSCC** – General Social Care Council
- **HALO** - Hospital Ambulance Liaison Officer
- **HASU** - Hyper-Acute Stroke Unit
- **HWPFT** - Heatherwood and Wexham Park Hospitals NHS Foundation Trust
- **JSNA** – Joint Strategic Needs Assessment
- **LA** – local authority
- **LES** – Local Enhanced Service
- **LGBT** – Lesbian, Gay, Bisexual, Transgender
- **LOS** - Length of Stay
- **LTC** – long term conditions
- **MDT** – multi disciplinary team
- **MH** – Mental Health
- **MHP** - mental health practitioner
- **MIU** – Minor Injuries Unit
- **Monitor** - Oversees the performance of NHS Foundation Trusts
- **MSA** - Mixed sex accommodation
- **NARP** – National Ambulance Response Pilot
- **Never Events** - Never Events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented
- **NHSCB** – National Health Service Commissioning Board (now NHS England)

- **NHS Safety Thermometer** –tool to measure 4 high volume patient safety issues – falls in care; pressure ulcers; urinary infections (in patients with a urinary catheter); and treatment for VTE
- **NICE** – National Institute of Health and Care Excellence
- **NEL** - Non elected admissions
- **OHPA** – Office of the Health Professions Regulator
- **ONS** – Office for National Statistics
- **OOH** – Out of Hours
- **Ophthalmology** – branch of medicine that deals with diseases of the eye
- **OPMHS** – Older Persons Mental Health Services
- **Orthopaedics** - branch of surgery concerned with conditions involving the musculoskeletal system
- **OT** – Occupational Therapy
- **Outlier** - a person or thing situated away or detached from the main body or system.
- **PALS** – Patient Advice and Liaison Service
- **PHE** – Public Health England
- **PHOF** – Public Health Outcomes Framework
- **PMS** – Primary Medical Services
- **PPCI** – Primary Percutaneous Coronary Intervention
- **PPIs** - Proton Pump Inhibitors
- **PROMs - Patient Reported Outcome measures** are questions asked of patients before and after a specific treatment, to measure improvements to quality of life from the patient's point of view.
- **PWP** – Psychological wellbeing practitioner
- **QIPP - Quality, Innovation, Productivity and Prevention.** The purpose of the programme is to support commissioners and providers to develop service improvement and redesign initiatives that improve productivity, eliminate waste and drive up clinical quality.
- **RAT** – Rapid Access Treatment

- **RBFT/ RBH** - Royal Berkshire NHS Foundation Trust
- **RCA – Root Cause Analysis** - When incidents happen, Roots Cause Analysis Investigation is a means of ensuring that lessons are learned across the NHS to prevent the same incident occurring elsewhere.
- **RGN** - Registered General Nurses
- **RMN** - Registered Mental Health Nurses
- **RTT - referral to treatment time** – waiting time between being referred and beginning treatment.
- **SCAS** – South Central Ambulance Service
- **SCR – Summary Care Record** - electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had in the past.
- **SCT** – Sluggish cognitive tempo
- **SEAP** – Support Empower Advocate Promote - confidential, independent advocacy service (health and mental health)
- **SEMH** - Social, Emotional and Mental Health
- **SHaRON** - Support Hope and Recovery Online Network – supports; Young people with eating disorders, Families of young people with or waiting for an assessment for autism, New mums with mental health difficulties and partners and carers of a new mum with mental health difficulties
- **SHMI - Summary Hospital-level Mortality Indicator** - ratio between the actual number of patients who die following treatment at a trust and the number that would be expected to die on the basis of average England figures, given the characteristics of the patients treated there. Covers all deaths reported of patients who were admitted to non-specialist acute trusts in England and either die while in hospital or within 30 days of discharge.
- **SIRI** – Serious incidents that require investigation
- **SLA** – Service Level Agreement
- **SLT** – Speech and Language Therapy
- **SPOC** – Single point of contact
- **SRG** – Systems Resilience Group
- **SSNAP** - Sentinel Stroke National Audit Programme

- **STAR-PU - Specific Therapeutic group Age-sex Related Prescribing Units** - a way of weighting patients to account for differences in demography when distributing resources or comparing prescribing.
- **SUSD** – Step Up Step Down
- **Talking Therapies** – free and confidential counselling service with a team of advisors and therapists.
- **Thrombolysis** – breakdown of blood clots by pharmacological means
- **TIA** - transient ischemic attack – mini stroke
- **TTO** – to take out
- **TVPCA** – Thames Valley Primary Care Agency
- **UCC** – Urgent Care Centre
- **VTE** - venous thrombosis -blood clot that forms within a vein
- **WBCH** – West Berkshire Community Hospital
- **WIC** – Walk in Centre
- **WISP** – Wokingham Integration Strategic Partnership
- **WTE** - whole-time equivalents (in context of staff)
- **YLL** – years of life lost
- **YPWD** - Younger People with Dementia
- **YTD** – Year to date