



WOKINGHAM BOROUGH COUNCIL

A Meeting of the **HEALTH OVERVIEW AND SCRUTINY COMMITTEE** will be held Virtually on **MONDAY 19 OCTOBER 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 9 October 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/nzKgmqRz81E>

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)
Jenny Cheng
Clive Jones
Barrie Patman

Abdul Loyes (Vice-Chairman)
Michael Firmager
Adrian Mather

Rachel Bishop-Firth
Guy Grandison
Jim Frewin

Substitutes

Gary Cowan
Tahir Maher

David Hare
Malcolm Richards

Emma Hobbs

ITEM NO.	WARD	SUBJECT	PAGE NO.
23.		<p>APOLOGIES To receive any apologies for absence</p>	
24.		<p>DECLARATION OF INTEREST To receive any declarations of interest</p>	
25.		<p>PUBLIC QUESTION TIME To answer any public questions</p> <p>A period of 30 minutes will be allowed for members of the public to ask questions submitted under notice.</p> <p>The Council welcomes questions from members of the public about the work of this committee.</p> <p>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</p>	
26.		<p>MEMBER QUESTION TIME To answer any member questions</p>	
27.	None Specific	<p>UPDATE ON WORK OF HEALTHWATCH WOKINGHAM BOROUGH To receive an update on the work of Healthwatch Wokingham Borough.</p>	5 - 22

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.

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Insight into action

Report #2
June - August 2020

At a glance

We have ...

- Produced dedicated Covid-19 information and advice resources on our website including:
 - [Parents Reducing stress and non-accidental injuries during Covid-19](#)
 - [Covid-19 - Information for those with dementia and their carers](#)
 - [Coping with drinking habits during Covid-19](#)
 - [Support for new parents during Covid-19](#)
 - [Eating healthily during Covid-19](#)
 - [Maternity services and visiting Royal Berkshire Hospital](#)
 - [How to get an NHS dentist appointment](#)
 - [What you can expect when discharged from hospital during Covid-19](#)
 - [Royal Berkshire Hospital rebuild - your views count](#)
 - [How can you find an NHS dentist?](#)
 - [Coronavirus is affecting my mental health - what can I do](#)
 - [What you need to know about visiting care homes](#)
- Our Covid-19 survey had 174 responses. The survey asked the public their experiences of health and care services during Covid-19 and their experience of finding information. The report is being finalised
- Launched a mystery shop of GP and Dentist websites to find out if the information on those sites was accurate, easy to find and clear to understand. Findings will be published this month.
- Connecting the engagement team responsible for Royal Berkshire Hospital rebuild with local VSC partners to ensure seldom heard and vulnerable have a say
- Continue to connect with local VCS groups around health and care issues and share relevant advice and information
- Shared and raised issues of high concern for the public, specifically:
 - Problems finding an NHS dentist
 - Unclear and difficult to find information on health providers websites
 - Mental health deterioration
 - Covid-19 restrictions presenting barriers for deaf people who need to sign/lip read
 - Ongoing delays in CAMHS services
 - Contacting and accessing GP surgeries
- Worked collaboratively with other Healthwatch partners in Reading and West Berkshire
- Represented Healthwatch strategically with locality CCG's, Hospital Trusts and the Integrated Care System. As examples, with our Healthwatch partners in West Berkshire we have provided information to feed into the Berkshire West ICP Urgent and Emergency Care Board Recovery Planning exercise. We have also input to the Royal Berkshire Hospital discharge planning exercise and the hospitals rebuild plan public engagements

Background

The way health and social care services operate has been affected by coronavirus (COVID-19) with non-urgent treatment postponed, face-to-face appointments reduced and homes and services limiting public access.

For all of us here at Healthwatch Wokingham, the outbreak has also resulted in significant changes to our work, with much of our planned public engagement and visits to services paused and a greater focus on providing advice to the public (especially hard to reach groups) and supporting the local response to COVID-19. We have adapted and will continue to do so in order to meet the needs of the people and communities of Wokingham.

However, this does not mean that the work of Healthwatch to understand the experiences of the public has stopped. With a fast-moving response to COVID-19, real-time intelligence for services about the issues the public are facing is valuable. It is also important that health and social care services understand the impact these changes are having more broadly - especially when they concern people's safety or will have implications as services begin the return to normal. Healthwatch Wokingham is therefore clear that feedback we provide can help the NHS and social care services during this time by helping them spot and address issues caused by the COVID19 crisis.

Our priorities

During this time, we believe Healthwatch services can play the most useful role by:

- Providing advice and information to the public
- Supporting NHS and social care services in their communications with the public
- Alerting services to issues that could impact on the safety of people or their experience of care
- Supporting the wider community response to COVID-19
- Supporting communities who find it hardest to be heard or get the support they need

This briefing aims to provide a snapshot of activity and our impact from June-August 2020.

Advice and Information

In the last 3 months we have continued to have a greater focus on our information, advice and signposting service, to help people get the information they need from a trusted source. We have continued to utilise our social media presence to keep the public informed and updated regarding government and local health and social care services and where to get help and support from the voluntary and community sector. The number of interactions on our website and on social media has increased since the previous report figures.



Our website - 3264 page views and 1451 new users



Facebook - our posts reached over 15000 people



Instagram - our posts reached over 1700 people



Twitter - our posts reached over 12000 people

Where is our insight coming from?

At present, our opportunity to directly engage with Wokingham residents has had to change due to social distancing requirements.

Our telephone based signposting service has remained open throughout the period and the helpdesk team have been responding to calls and emails from the public.

We also continue to actively seek insight about health and social care experiences through our website, newsletters and social media and through digital meetings with communities.

Community and Voluntary organisations are playing an even bigger role in being our partners and are currently supporting our “eyes and ears” campaign so we can capture and understand the experiences of those they support.

What have people been telling us and what action have we taken

We have created specific Covid-19 advice and information documents on our website, working with stakeholders, based on what we are asked by the public and community and voluntary sector partners. We review our advice and information weekly to ensure it is current. We have also used social media to highlight advice and information to the public



Health and Care Issues in the learning disability community

We have continued to work closely with CLASP (Learning Disability Group) and join them on their meetings to hear about issues related to learning disability community. Below is summary of the issues

that have come up. We have been offering advice and information and where necessary escalating to CCG, NHS England, Pharmacy Network etc.

We heard

People with a learning disability were finding it difficult to get easy read information about going for a dentist appointment.

We did

We provided an easy read document about going to the dentist which was produced by NHS England. We also sent CLASP an easy read document entitled 'Getting NHS Help When You Need It During Coronavirus Outbreak'.

We heard

When attending the CLASP zoom meetings some of the group mentioned their anxiety and worry during the COVID pandemic.

We did

We contacted Public Health England and asked if they had any easy read resources on the subject of anxiety. They directed us to one of their easy read documents titled 'COVID 19 Looking after your feelings and body' which we shared with CLASP. We also passed on resources from Learning Disability England website

We heard

We were asked at a zoom meeting where they can find clear information about what individuals can and can't do after 4th July when the government lockdown restrictions were changed.

We did

Healthwatch passed on the official information and advice from the government website.

We heard

Individual enjoys independently managing their own medication. The pharmacy withdrew their NOMAD pack and the automatic re-ordering of their medication. This caused distress for the individual due to the change in routine and lost independence. This was included in previous report but hadn't been resolved at time of publication.

We did

Healthwatch reported to CCG and NHSE Pharmacy Lead who informed us the NOMAD should not have been removed. Now liaising with Thames Valley Pharmacy Committee. [Update](#). Healthwatch, working with the Pharmacy Committee Healthwatch were able to find an alternative Pharmacy locally that would provide the NOMAD packs and deliver to the patient.

Dentistry

We heard

As reported previously, there continues to be a lack of clear information and communication about dentistry during COVID-19. People were telling us that they couldn't find information about the current status on dental appointments. Once dental practices started resuming services we were hearing that people couldn't find an NHS dentist to register with.

We did

Healthwatch created advice and information documents on the subject to help inform the local community. One person reported, "I couldn't find the dental information I was looking for until I found it on the Healthwatch website". In addition, we have carried out a survey of Wokingham Borough dental websites to check how clear and accurate the information is. A report will follow.

CAMHS

We heard

We heard from a resident about the current 2 year wait on the ADHD pathway before getting an appointment for her child. These aren't isolated incidents.

We did

Healthwatch have contacted BHFT who asked for details of the individual. After getting individuals permission details were passed to BHFT who were going to speak to the individual directly.

Pharmacies

We heard

Daughter whose mother lived in sheltered accommodation was not receiving her medication which should be delivered to her home. The daughter tried to resolve it, but the Pharmacy was not taking phone calls. She emailed head office but did not get a response. The daughter then contacted Healthwatch for help. Healthwatch contacted Thames Valley Pharmacy Committee and explained the problem. They contacted the daughter directly and resolved the problem.

We did

Healthwatch have discussed with Thames Valley Pharmacy organisation. They have said there is now good availability of medications.

We heard

Healthwatch heard about some poor communication and customer service.

Deaf and hard of hearing

We heard

Currently the Covid 19 restrictions have imposed severe barriers for D/deaf people who need to lipread or sign, i.e. telephone and video consultations, use of face covering P.P.

We did

Healthwatch raised this issue directly with the deputy accountable officer at the West Berks CCG.

GP Surgeries

We heard

We continue to hear that people are finding it difficult to communicate with GP surgeries because you can't enter a GP surgery to talk to a receptionist. Additional concerns for those who have to wait outside, particularly the elderly and vulnerable in terms of shelter and toilet facilities. We are also hearing that people have difficulty getting accurate, clear information from websites, specifically in terms of safety protocols.

We did

In terms of access and plans for shelter and facilities we will be following this up with GP surgeries to find out their plans going forward. In terms of information on websites, Healthwatch have carried out a survey of Wokingham Borough GP websites to see how clear and accurate the information is. Report to follow.

Royal Berkshire Hospital

We heard

Healthwatch received feedback that people couldn't easily find information on Royal Berkshire Hospital website, that it was difficult to navigate and information wasn't always timely. This left people particularly from vulnerable groups frustrated and not sure where to get their information. Healthwatch also found it difficult to find information and navigate the website when trying to find information to inform the local population

We did

In our regular meetings with Berkshire Healthcare Foundation Trust, along with our colleagues from Healthwatch Reading and Healthwatch West Berkshire, we fed back our concerns on the quality of the website. The trust plans to improve the website have now been brought forward and the website is to be re-built. They are in the process of engaging with the public about what they want from a new website, Healthwatch have fed into that process. They expect the new website to be ready in the Autumn.

For help, advice and information or to share your experience

We're the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need. We also help people find the information they need about services in Wokingham Borough.



Here to help you on the next step of your health and social care journey

We've the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Telephone: 0118 418 1418

Email: enquiries@healthwatchwokingham.co.uk

Facebook: @Healthwatchwokingham

Twitter: @HWwokingham

Web: www.healthwatchwokingham.co.uk

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ADDENDUM TO INSIGHT INTO ACTION REPORT

At the previous meeting, I mentioned at the end of the meeting that there were some points I would like to make related to the presentations and some other points I had brought to the meeting. Those points are bulleted below:

1. Pharmacy presentation - Nomad pack availability
2. RBH Rebuild - Gov.uk press release <https://www.gov.uk/government/news/pm-confirms-37-billion-for-40-hospitals-in-biggest-hospital-building-programme-in-a-generation>
3. Flu vaccination program
4. CCG - Patient survey results West Berkshire
5. Reports



Healthwatch Wokingham Borough is the independent champion for people who use health or social care services. We listen to local people’s experiences of, local healthcare services and use them to influence change and improvement in those services.

We are particularly keen to hear from people whose voices aren't as loud, or as often heard, as others. To help us achieve that goal, we set aside funding to support local voluntary and community group projects that help us reach communities and people with “protected characteristics”, as defined in the Equality Act 2010.

Through our Community Investment, we gain knowledge and understanding of more people’s experiences of local services, and the groups we work with are able to do more and also, in some cases, become more sustainable as our support leads to funding from other bodies too. Over the last 18 months, we’ve funded and supported 14 local projects, covering a wide range of communities, from disability groups to homeless support and carers’ groups. This report gives a snapshot of those projects.

November 2020 - update

Link Visiting Scheme – Reducing Loneliness By Sharing Sunday Lunch.

LINK set up a monthly Sunday kitchen. 40 people attended the sessions at Arborfield village hall. They specifically invited older people who particularly struggle with isolation on a Sunday with no family or friends close by

Deaf Positives Actions – Deaf People and The Accessible Information Standard. Since August 2016 all organisations providing NHS care or publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). Deaf Positives carried out a mystery shopping exercise to see how well this new requirement was being met by local organisations in relation to deaf people.

Unlock Your Wellbeing - Delivered 3 wellbeing workshops in the Shinfield, and Woodley area of the Borough. In Shinfield, with the support of the Community Support Officer, a workshop with a small group of Mum's and babes for Mums who were struggling with their wellbeing. Also in Shinfield, a tea and talk session for a small group of elderly Shinfield residents. They discussed happiness and could talk about things they didn't usually discuss. At Alexandra Place in Woodley there were 3 sessions on Happiness, Wellbeing and Resilience.

Browns Community Services CIC – “Voices in the Darkness” hearing from disadvantaged and excluded women about their experience when in crisis

CLASP – will be running a series of Healthy Living Workshops and produce a Video & accompanying easy read summary report outlining peoples experiences of local health services and the support they get to live independently

Chemo Gift Bags – will be telling the story of 12 breast cancer patients and their journey of recovery

Finchampstead Women's Group – “knit and natter group” will allow women from around Gorse Ride to talk informally about their experiences of care.

Macular Support Group – will be looking at isolation and exclusion of those with eye conditions, as well as testing out the accessible information standard

Parenting Special Children - will put on a male speaker event to bring together dads of those with special needs or learning disabilities, highlighting the role of men as carers.

Wokingham in Need – will run a drop in centre for the homeless and vulnerable and be better able to understand the health and care needs of these group of people

Unlock Your Wellbeing - will offer subsidized places on 4 self care workshops for people living with long term conditions such as fatigue or a mental health condition

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Dental Website Review

July 2020



In May 2020 Healthwatch Wokingham launched a survey to understand more about how people in the Borough were experiencing the changes in health and social care due to the Covid-19 pandemic. Early analysis showed that access to information about dental care was proving difficult for 22% of respondents.

To find out more we reviewed 25 dental websites spread across the Borough in July 2020 following the resumption of dental services on 8th June 2020, with the aim of providing public information and sharing best practice. A mystery shopping approach was taken and included members of CLASP a local learning disability charity to ensure that the information provided was accessible.

The findings of our review indicate inconsistencies in the quality and reliability of the information provided by high street dentists. This included information related to service changes due to Covid-19 and important information regarding charges, access to emergency care and NHS status. This could make it difficult for members of the public to access the dental treatment they need.

This report will be shared with the public, service providers and commissioners and we hope it will be useful for the on-going Covid-19 response and when planning for similar events in the future.

Top Findings

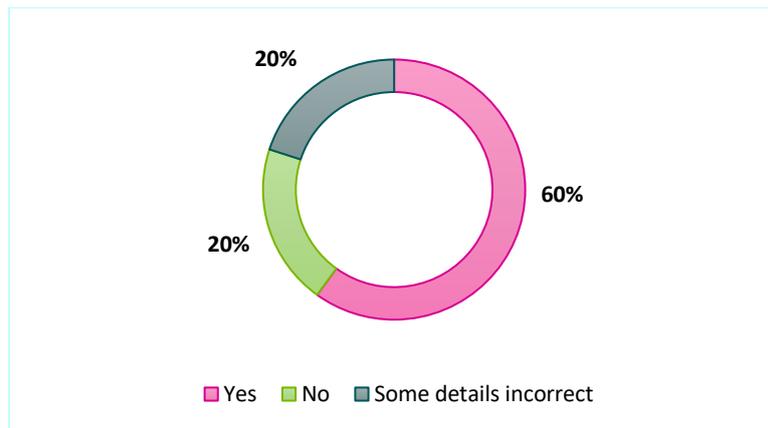
- At the time we conducted our review 29% of dental websites still did not give up to date information about the changes to services due to Covid-19.
- One of the most common dental issues people approach Healthwatch with is help with finding an NHS dentist. 43% of websites did not clearly display this information.
- There were some examples of excellent information that was accessible to our volunteers with learning disabilities. However, there was little consistency between dental practices.

Mystery Shop Results

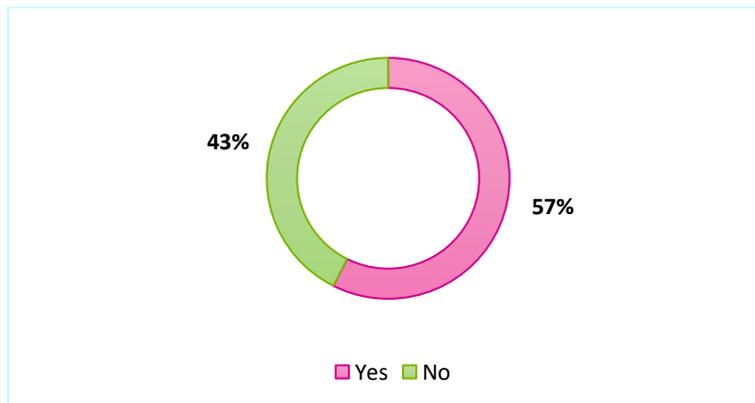
Is this Practice listed and up to date on NHS find a dentist website?

<https://www.nhs.uk/service-search/find-a-dentist>

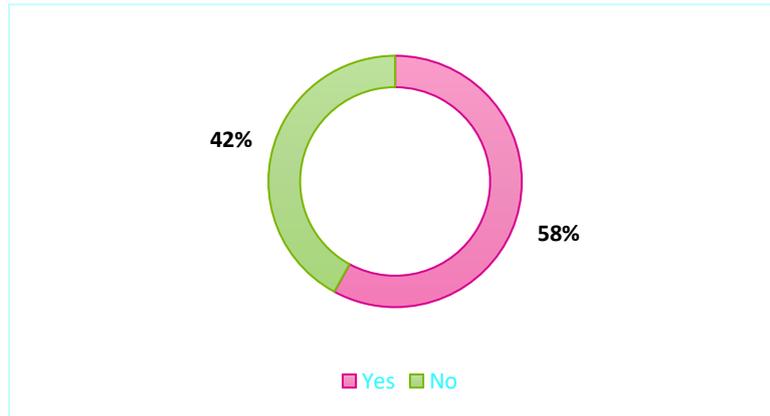
We reviewed NHS and private dental websites, so we have only included practices that offer NHS services in this data.



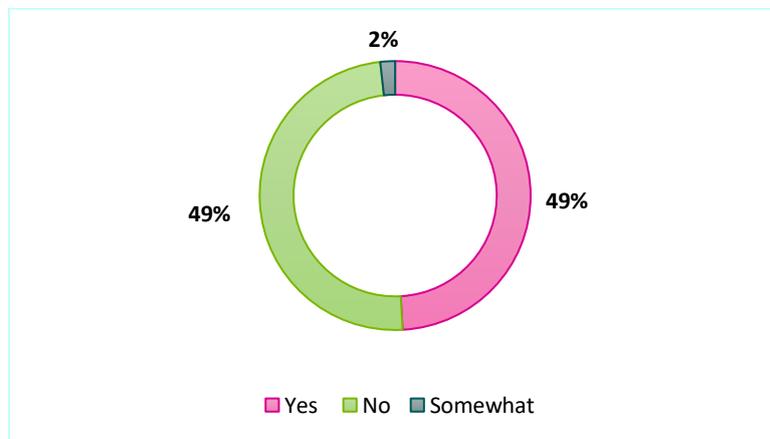
Does the website clearly display whether they offer NHS treatment or not?



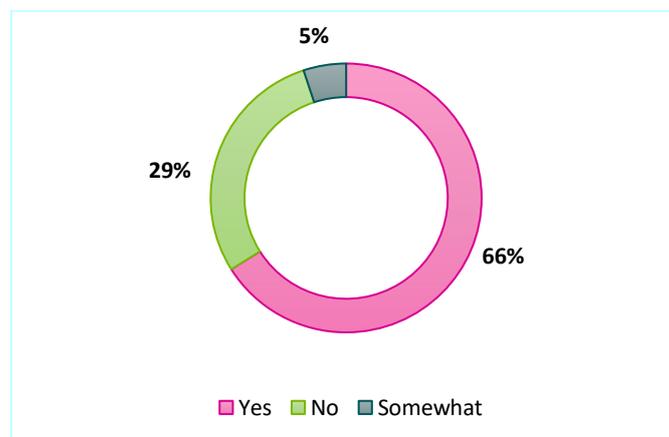
Website clearly displays any charge and it is easy to find.



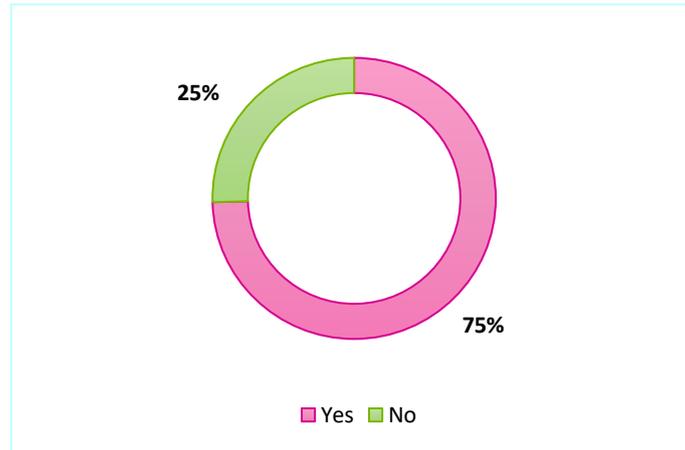
Website gives clear guidance about what people should do if they have a dental emergency



Website has up to date information about service changes due to Covid-19



The information given is factually correct and easy to understand



Conclusions

The COVID-19 pandemic has had a huge impact on health and care services. Rapidly changing government guidance has affected the public and service providers alongside difficulties with the practical aspects of providing routine and emergency dental care such as PPE and staggering appointment times.

Providing quality, timely information in digital form has never been more important. This looks set to continue as we navigate the continuing response to the pandemic as well as preparing for possible future outbreaks.

We are committed to continuing to hear the voices of those people who have found it difficult to access dental information especially where they are from a disadvantaged community. We hope that recommendations from this report will be considered by commissioners and service providers in the NHS and private sectors when planning their digital strategy.

Recommendations

Service providers should regularly review the quality of the information on their website and ensure that it is updated as soon as changes are made.

Dentists that provide NHS services should

- Clearly display the NHS logo.
- Provide accessible information on NHS charges and exemptions.
- Provide clear information about additional private services and charges.
- Provide contact details for dental emergency treatment and 111.
- Accessible information about changes to procedures and safety measures in place. (such as wearing masks or waiting outside until called in)

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