



# Intelligence Report 1.4.16-30.06.16

## Summary of key findings

### Key issues by Service Type

Table below summarises the key issues reported with a comment about what actions Healthwatch Wokingham Borough have taken or will take.

<p>GP/CCG Services</p>	<ul style="list-style-type: none"> <li>• Complaint about difficulty contacting GP, held in telephone queue for a long time and then when phone answered there are no appointments left. This is causing great anxiety. <b>Healthwatch will follow this up at next scheduled meeting with the GP practise.</b></li> <li>• Complaint about delay of treatment, difficulty getting appointment, lack of communication causing delay in medication. <b>Healthwatch will follow this up at next scheduled meeting with GP practise.</b></li> <li>• Complaint about difficulty contacting doctor to get results of blood test which is causing extreme anxiety for previously active woman. It is affecting their morale, confidence and lifestyle. <b>Signposted to NHS complaints and Healthwatch follow this up at next scheduled meeting with GP practise</b></li> <li>• Complaint about being removed from patient list after 44 years as the patient lives outside GP boundary (client lives 3 miles away and has done so for 20 years). <b>Healthwatch has raised this with the CCG</b></li> <li>• Complaint from patient who is 37. The local CCG policy have policy of only providing fertility treatment to women aged 35 and under. The NICE guidelines recommend treatment for women aged 37 and under. <b>Healthwatch signposted individual to NHS complaints and SEAP advocacy.</b></li> </ul>
<p>Other Services</p>	<ul style="list-style-type: none"> <li>• Complaint from patient who says local pharmacy delivers medication pills in packet that will not fit fully through the letter box. <b>Healthwatch have sent an email to the Pharmacy asking them if there is an alternative packaging solution so the medication is not left half in the letter box, not crushed or in danger of being removed from outside.</b></li> <li>• Volunteer reported a concern about an old gentleman who lives alone and has diabetes and an issue with his feet. He has been trying to get a doctors appointment</li> </ul>

	<p>for some time but can't get past the phone system. Gentleman also has problems putting his socks and shoes on. Healthwatch have sent email to GP surgery asking them to comment how older frail individuals have difficulty navigating the appointments system. Signposted to AGE UK and Diabetes UK who can provide advice on adaptive devices to help him put on socks and shoes.</p> <ul style="list-style-type: none"> <li>• Query from a volunteer about an elderly lady who has cancer which has spread to her bones which makes it difficult for her to get in and out of her bungalow and is frightened of falling. Volunteer contacted Wokingham Council who informed the lady that they can't help with hand rail. Healthwatch have signposted to AGE UK and have sent email to Wokingham Council asking them to explain their policy and obligation in providing adaptive aids.</li> </ul>
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### Where does our data come from?

For the 3 month period Apr-Jun 2016 we received 64 comments from Wokingham Borough residents. Email comments accounted for 19%, Feedback Forms and Events each accounted for 17%, comments via Surveys accounted for 14%. Comments made via Telephone Help Line were 8%, comments via our Website accounted for 6%, comments at Forums 6%, whilst comments via Social Media each accounted for 2%.

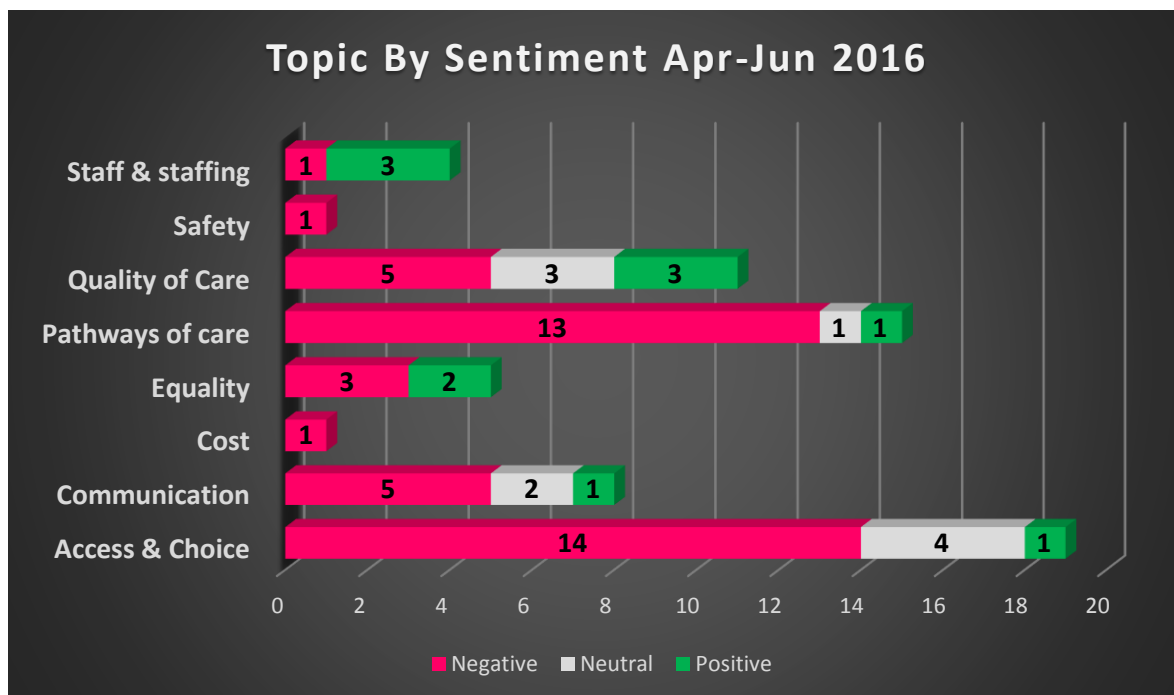
### Commentator Type

80% were form the 'Service User', whilst the remainder were evenly split across 'Carer', 'Relative', 'Visitor', Friend/Neighbour and 'Other'.

### What topic issues were reported?

For the period Apr-Jun 2016 the most comments related to Quality Of Care (19) 30%, Pathways Of Care (15) 23%. Comments related to Quality Of Care (11) and Access And Choice (11) accounted for 17%, whilst Communication (8) was 13%. The remainder of topics were split between Equality, Staff, Safety and Cost.

Taking into account all comments, 67% were 'Negative' in sentiment, 17% were 'Positive' and 16% were 'Neutral'.



## Engaging with residents

Healthwatch Wokingham Borough attended a variety of engagements over the summer months including:

- 21<sup>st</sup> July - Norreys Community Fun Day
- 3<sup>rd</sup> August - Wargrave Community Fun Day
- 9<sup>th</sup> August - Thames Valley NHS 111 Stakeholder day
- 11<sup>th</sup> August - Finchampstead Community Fun Day
- 20<sup>th</sup> August - Twyford Community Picnic
- 27<sup>th</sup> August - Winnersh Community Fun Day

## Reports

- Deaf Mystery Shop 10 Dental Surgeries (attached), to be published Sep 2016
- Wokingham Community Hospital Enter and View, Aug 2016
- Belamie Gabels Care Home Enter and View. Aug 2016

## Work Programme

Focus on Extra Care Housing over the next 3 months

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