

Intelligence & Engagement Report

Quarter 2: 1st July - 30th September 2016



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Highlight Stories

Table below highlights some interactions received from Wokingham Borough residents, Healthwatch actions and the outcome or response from the service provider.

Summary of Intelligence	Healthwatch Action	Outcome / Service Provider Response
<p>1. PHARMACIES</p> <p>Healthwatch Wokingham hearing concerns from local residents about Department of Health plans to reduce funding to community pharmacies, cutting 3000 pharmacies nationally. If this was implemented the policy would likely affect the independent community pharmacies rather than the large chain pharmacies thus reducing choice.</p>	<p>We surveyed to 86 people about the proposals. This included engagement with customers at a community pharmacy in Twyford. 71 % of customers liked to use the same pharmacy. The main reasons they used the same pharmacy was:</p> <ul style="list-style-type: none"> • Trust • Long relationship with same pharmacy • Pharmacy of choice knows customers medical history • Feel safer seeing the same pharmacy <p>When we asked customers who they would seek medical help from if their Pharmacy of choice had to close and was no longer available to them 60 % said they would either make a Doctor's appointment or go to A & E.</p> <p>Healthwatch wrote a report and published it, included in the distribution list wee the 3 MPs who serve the Wokingham Borough area.</p>	<p>Dept of Health have extended consultation period. Further information on the community pharmacy review and the campaign for community pharmacy's future can be found at psnc.org.uk/campaign.</p> <p>TMP Theresa May, whose constituency includes Twyford, received a copy of our report, made a visit to the pharmacy in Twyford to talk to the owner and users of the pharmacy.</p>

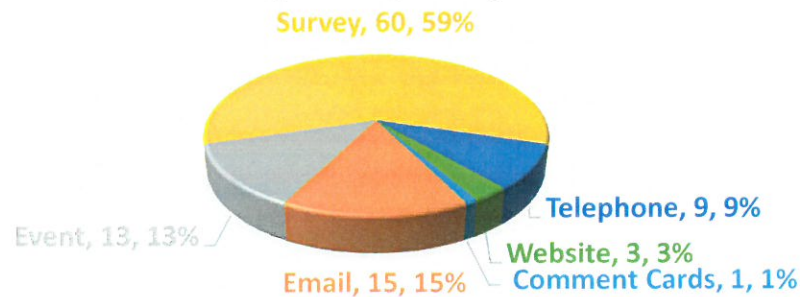
Summary of Intelligence	Healthwatch Action	Outcome / Service Provider Response
<p>2. GP SURGERIES (WOKINGHAM MEDICAL CENTRE)</p> <p>We often here about difficulties in booking a GP appointment, particularly at Wokingham Medical Centre. The numbers of residents contacting us each month shows no signs of subsiding. Apart from issues getting an appointment we have received comments this quarter about the long wait on the telephone line waiting for an answer. Several patients have been in the queue for 40 minutes. One patient was so frustrated she asked Healthwatch about options to move surgeries</p>	<p>Healthwatch Wokingham understands there are issues nationally with GP appointments. We were having quarterly meetings with the manager at Wokingham Medical Centre who was very open and transparent and happy to talk with us about the patients issues we had received. The Practice Manager has now left. Healthwatch has e mailed Wokingham Medical Centre a number of times in September but still awaiting a response.</p>	<p>Awaiting Wokingham Medical Centre response</p>

Summary of Intelligence	Healthwatch Action	Outcome / Service Provider Response
<p>3. CAMHS (Child & Adolescent Mental Health Service)</p> <p>Comment From Resident: <i>Wokingham CAMHS are not very good at getting back to you when you phone for advice or updates on waiting times. My son has autism and been on waiting list some time. I phoned 4 times asking approximately how long the wait time was. Each time they said they would get back to me either by phone or email and in each case I never got a reply</i></p> <p>Comment From Resident: <i>I have one son with Reading CAMHS and one son with Wokingham CAMHS, the admin and feedback is so much better at Reading CAMHS, I just can't get answers or feedback with Wokingham CAMHS</i></p>	<p>Healthwatch meets regularly attends Wokingham CAMHS Patient participation groups. As some residents are reporting particular concern with admin, feedback, communication we have emailed Wokingham CAMHS requesting a meeting to discuss the issues.</p>	<p>Awaiting a response from Wokingham CAMHS</p>
<p>4. FRIMLEY HEALTH</p> <p>Resident comment: <i>I am an adult with learning difficulties I had to go to Frimley Park Hospital, as a bed wasn't available I was admitted to the children's ward, later that day I was moved to a single room. It was disgusting that I was put on children's ward.</i></p>	<p>Healthwatch attended the Frimley Health Patient Information Group meeting and raised this issue with the clinical nursing director and asked what their policy was.</p>	<p>Clinical nursing director was very surprised that this could happen, it is against their policy and has safeguarding issues. They want to investigate the issue but need the patients name to do so. Healthwatch to contact individual to get permission.</p>

Where does our data come from?

We receive public's comments in various ways. For the 3 month period Jul-Sep 2016 we received 101 comments from Wokingham Borough residents. **Survey feedback** accounted for 59%, **Email comments** 13%, comments at **Events** 13%, comments via **Telephone Help Line** 9%, comments via our Website 3% and comments via **Comment Cards** 1%.

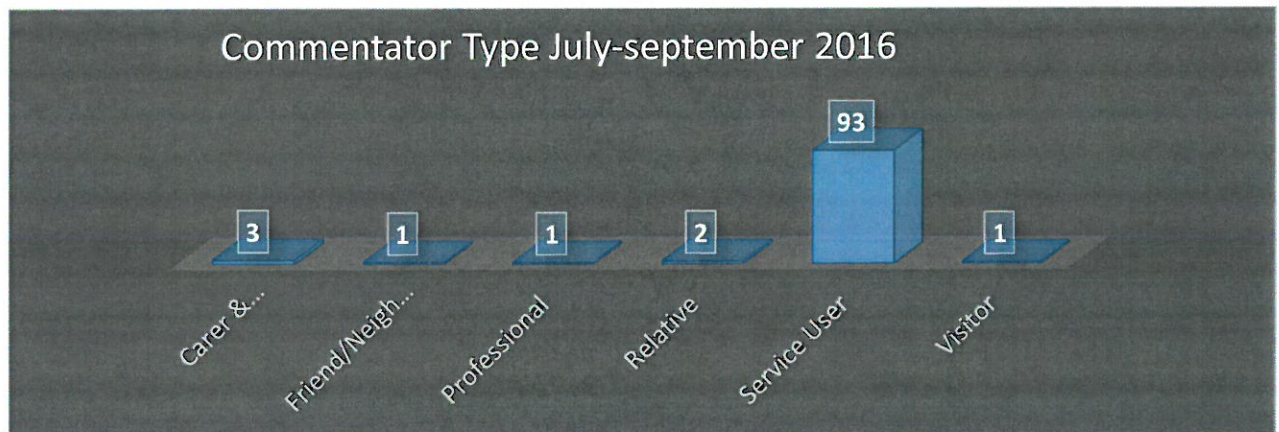
Interaction Origin July - September 2016



Commentator Type

Commentator type defines the person who shared their experience with Healthwatch. For the 3 month period Jul-Sep the majority of contacts, 92% were from the 'Service User', whilst the remainder were evenly split across 'Carer/Relative', 'Visitor', 'Friend/Neighbour', 'Relative' and 'Professional'.

Commentator Type July-september 2016



What topic issues were reported?

Topics are broad categories of issues, giving a general idea of the subject of comments received. We also record the 'sentiment' of comments, as for example, a comment could be positive or negative.

For the period Apr-Jun 2016 the top 3 comments related to **Access And Choice** (74) 73%, **Pathways Of Care** (9) 9%, **Communication** (7) 7%.

Taking into account all comments, 85% were 'Negative' in sentiment, 3% were 'Positive' and 12% were 'Neutral'.

Engagement

A key task for Healthwatch is to engage with local residents and user groups. The purpose of this is three fold. Firstly, it raises awareness of our role. Secondly it enables us to collect residents’ stories, at engagement events, if they have something they want to share at that time. Thirdly, if residents raise a query about other services that might be useful to them we are able to sign post them to appropriate services.

The table below shows where Healthwatch has been engaging between July -September 2016. You can also see where we have been engaging via our **digital interactive engagement map**, this includes engagements over the 3 month reporting period and engagements that are already planned over the next 3 months. The link to the map is below:
<https://healthwatchwokingham.communitymaps.org.uk/project/healthwatch-wokingham-borough-community-engagement-map>

July 2016	POP Ups/ SURGERIES	EVENTS	MEETINGS	USER GROUPS
5 th July			Optalis Liaison Meeting	Neighbourhood Clusters
11 th July			Thames Valley Healthwatch	St Crispin School Council
1 th July				Twyford Village Partnership
21 st July		Norreys Community Fun Day	Healthwatch Researcher and CRM Meeting	
26 th July				Frimley Health STP
28 th July		National Citizens Service & Healthwatch Wokingham	Wokingham Hospital - Enter and View Planning	
August 2016	POP Ups/ SURGERIES	EVENTS	MEETINGS	USER GROUPS
1 st August			Berkshire Healthcare Foundation Trust	
4 th August		Wargrave Community Fun Day		
5 th August	Pop up Wokingham Town Centre			
10 th August				
11 th August		Finchampstead Community Fun Day	Wokingham In Need Charity	
15 th August				Epilepsy Action - Wokingham

20 th August		Twyford Community Picnic Day		
23 rd August	Wargrave / Twyford Library			
24 th August	Spencers Wood Library			CAMHS Patient Participation
26 th August	St Crispin School			
23 rd May			Healthwatch Board Meeting	
24 th May			Berkshire West Future In Mind	
26 th May			MEETINGS	USER GROUPS
Sep 2016	POP Ups/ SURGERIES	EVENTS	MEETINGS	USER GROUPS
7 th September			New Wokingham Road Surgery	Twyford Village Partnership
8 th September			Optalis - Extra Care Project	Frimley Health Public Involvement Group
14 th September		Berkshire Healthcare Foundation Trust AGM		
20 th September			Optalis - Extra Care Project	
21 st September				Frimley Health Patient Information Group
22 nd September				Macular Degeneration Group - Wokingham
23 rd September			Slough, Windsor, Maidenhead, Wokingham - Wexham Park Hospital Discharge Survey	
26 th September		Wokingham Better Care Fund Consultation Event		
27 th September	Visit to Abbeyfields Dementia Care Home - Winnersh			

Looking Forward

Healthwatch Wokingham Borough have a variety of engagements planned over the next couple of months in addition to meetings and work with our partners. Some highlights are below:

1st October - Children With Additional Needs Event

9th October - Twyford Fun Run

12th October - South Central Ambulance Patient Forum

15th October - Finchampstead Surgery Flu Clinic Patient Engagement

5th November - Outreach and Engagement (location to be confirmed)

9th November - 6-8pm, Town Hall, Question Time Part 2

The panel will consist of:

- Stuart Rowbotham - Director Health and Wellbeing Wokingham Borough Council
- Darrell Gale - Consultant in Public Health
- Johan Zylstra - Wokingham CCG Chair
- TBC Katie Summers -Wokingham CCG Director of Operations.

27th November - stall at Wokingham Winter Carnival

4th December - stall at Woodley Christmas Extravaganza

7th December - 4-6pm Town Hall Launch of our Community Research Projects

Let Healthwatch know your views. Get in touch:

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