

## healthwatch Wokingham Borough

July-September 2017

### Our activity in numbers



**95** stories received

**Most common topics:**  
**Communication & Quality of Care**

#### Engagement

**5** summer fetes attended  
including  
*Kenyan Community Fun Day*

**5** pop-ups in the in the community

covering  
**27**  
services



## One resident's story

A resident's mother was referred by her GP to the memory clinic for a dementia diagnosis.

Unfortunately her experience was negative due to:

- lack of information given to her about the visit
- not feeling included in the process when the diagnosis team visited her home

### Action we took to help the resident

We contacted the manager of the service and discussed the issues. They set out how the process should work. Arrangements are being made for the resident to meet with the manager so they can talk directly.

We gave information & signposting advice to

**26 enquirers**



We highlighted the local decision to stop prescribing



certain over the counter medications



gluten-free products



### Our next focus:

**Getting the views of patients at Prospect Park Hospital**

*in partnership with the five other local Healthwatch organisations in Berkshire*

**9 Volunteers contributed**

**34 hours**  
*to support us*

Help Desk took

**34 calls**

from residents across the Borough

**Average call time 30 mins**

Approved 4 **Community Research Projects** including

- ✓ LINK Sunday Kitchen
- ✓ Brighter Berks event
- ✓ Deaf Positives accessible info

## Stay in touch!

Help improve health & care services - tell us your experiences.



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