

One resident's story

"I look after my elderly mother. Memory Clinic staff came to assess her. But the visit left her agitated and upset.

"Mum gets very anxious about people coming to the house. I needed more information to help her.

"They should have told us more: how many people to expect and what would happen."

Action we took to improve the service

Healthwatch Wokingham met with the manager of the service, who agreed to add extra details to the clinic's:

- appointment letters
- assessment leaflet

And Memory Clinic staff are being reminded to:

- introduce themselves
- explain the process.

Healthwatch uses people's stories to make services better for everyone.

healthwatch

Wokingham Borough

Working for you in the last 12 months



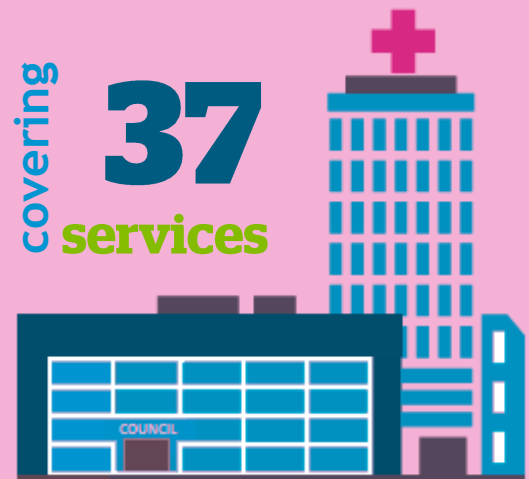
365

people told us their stories

covering

37

services



We reached 57,216

residents across the borough via

pop-up stands, digital and printed media, events & meetings



38

Volunteers contributed

160 hours

to enhance our work

Keep in touch!

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



enquiries@healthwatchwokingham.co.uk



@HWwokingham



0118 418 1 418



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