

healthwatch

Wokingham Borough

July-September 2018

Healthwatch Highlights

Our activity in numbers



117 stories received

Most common topics:

Quality of Care, Access & Choice, Communication

We were at:

Wokingham Libraries Summer Reading Challenges

Wokingham Community Fun Days

Children with Additional Needs Event (Local Offer)

16 pop-ups in the in the community

covering **26** services



One school's experience ...

Assistant head of a secondary school got in touch after he contacted a pupil's GP (with parental permission) to ask for some support with regards mental health. Was told by the GP that it would cost £60 for him to respond by letter.

Action we took ...

Healthwatch raised with CCG who confirmed the General Medical Services contract allows a practice to charge for a letter of advice to a third party. CCG acknowledges how unhelpful this is for fostering partnerships.

Healthwatch has informed school about free PPEP care training (Psychological Perspectives in Education & Primary Care).

Raised at Future in Mind meeting which focuses on system integration.

We gave information & signposting advice to

67 enquirers



Our next focus:

Relaunch following successful award of contract/c 19th Nov 2018

New website to be launched

Currently awarded 3 Community Investment Funds (mental health focus). Event early 2019.



8 Volunteers contributed

35 hours

Enhancing our reach

Help Desk took

54 calls

Including a distressed caller who was in crisis.

**Average call time
45 mins**

Strategic focus for 2018/19

Adult Mental Health

Our ambition is to inform the commissioning of adult mental health services (Recovery College) and to support user involvement and engagement.

Stay in touch!

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



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