

# Healthwatch Highlights

## healthwatch Wokingham Borough

October-December 2018

### Our activity in numbers



Making your voice count



healthwatch

**140** stories  
received

Most common topics:

**Quality of Care, Access and  
Choice, Communication**

### Roadshow relaunch

Celebrating being awarded a new contract we visited the whole of the Borough including:

Libraries, winter fayres, hospitals, community centres, GP surgeries, day centres, user groups.

**23** pop-ups in the  
in the  
community

covering

**25**  
services



## One residents experience ...

Caller made contact from a nursing home where she had found a leaflet.

She had recently moved from Holland but was finding that her room was too big. She mentioned she would like to have someone to come to visit her as she was feeling isolated and that the residents didn't socialise with each other.

### Action we took ...

We discussed befriending and social opportunities.

Helpdesk suggested caller could speak to the manager at the nursing home about the size of her room and social opportunities.

Gave details for local Age UK and the local social prescribing service run by Involve: "Care Navigators" who support people to access community services.

We gave information & signposting advice to

**73 enquirers**



Help Desk took

**49 calls**

Average call time,  
inc. research,  
**28 mins**



### Our next focus:

New website will be launched  
January 2018

and

supporting 8 local groups to find out what people think of services as a result of our Community Investment Fund

**8**  
**Volunteers**  
contribute  
**58 hours**

*Enhancing our reach*



### Stay in touch!

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



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