



# Annual Intelligence Report

1<sup>st</sup> April 2014 - 31<sup>st</sup> March 2015



## Summary of key findings

Table below summarises some of the key things we have heard from residents this year and what Healthwatch has done or is planning to do.

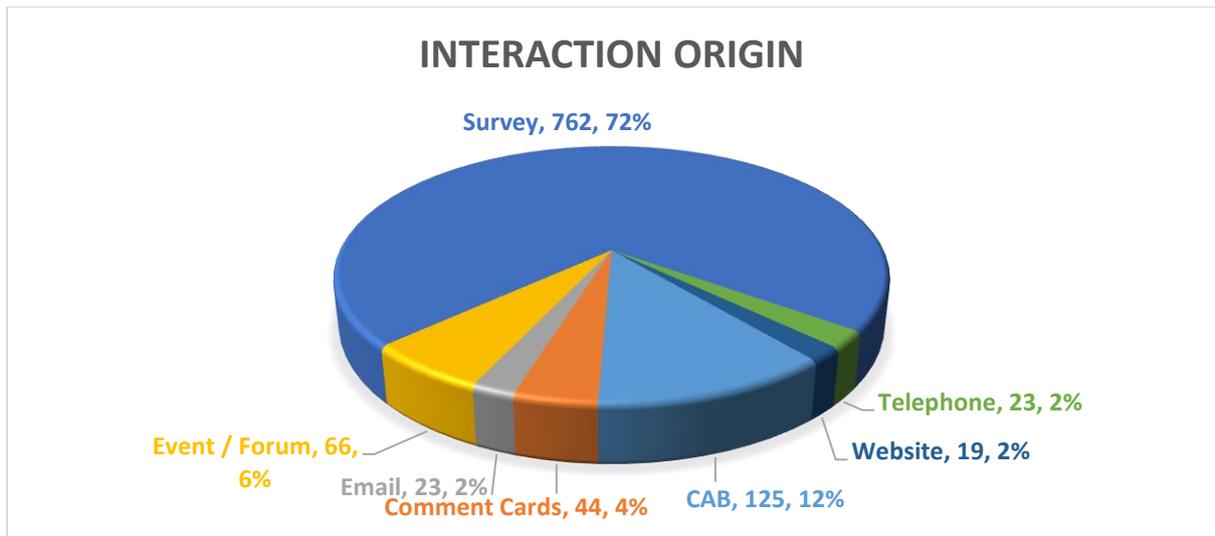
<p>Royal Berkshire and Frimley Park Hospitals</p>	<ul style="list-style-type: none"> <li>We receive a lot of comments about these two hospitals. We have been meeting regularly over the past year with the Royal Berkshire Hospital clinical nursing director. In March 2015 we had our first meeting with the Frimley Health Group clinical nursing director and will have quarterly meetings over the coming year.</li> </ul>
<p>Wokingham Medical Centre</p>	<ul style="list-style-type: none"> <li>As the data shows there have been a lot of comments from patients of this service provider. We have met with the new practice manager and further meetings are planned</li> <li>Access issues had been raised by a patient with sensory disabilities. We have worked positively with Wokingham Medical Centre and the patient to highlight the issues and discuss how these can be resolved. This is an ongoing piece of work.</li> </ul>
<p>Access To Information</p>	<ul style="list-style-type: none"> <li>We have received various comments about availability of information, quality of information, consistency of information. We are currently running a pilot project, in part of Wokingham, in conjunction with our volunteers, to assess the information issues and how they can be improved.</li> </ul>
<p>Emotional Wellbeing</p>	<ul style="list-style-type: none"> <li>Primarily at outdoor events in the summer of 2014 we were hearing how young people in the borough were feeling anxious, stressed and depressed. In conjunction with a local secondary school we surveyed almost 1,000 students about their emotional health and wellbeing. A report was published April 2015 and made front page of Wokingham News on 6.5.15. We plan to work further with a school on a co-production project based on the findings of our report. (probably around young carers)</li> <li>We have also had comments about issues with the CAMHS service. We are meeting with the</li> </ul>

	commissioners and providers of the service to understand the issues and the plans for improvement. Wellbeing Board agreed to have a separate meeting to look at the issues fully.
Sensory Needs	<ul style="list-style-type: none"> <li>We became aware about the difficulty profoundly deaf people have accessing services. We commissioned a 'Are You Hearing Us' report from the Deaf Positives organisation. They tested the local GP practices service in regard to registering a new deaf patient. The report highlighted several shortcomings in the provision of service to profoundly deaf people and several recommendation were made to improve the service.</li> </ul>
Disabled Access and Mobility In Wokingham	<ul style="list-style-type: none"> <li>We have heard recently about the difficulties faced by disabled people using mobility scooters in and around Wokingham Town centre. Apart from damage to the scooters this also affects the overall wellbeing of the users. We plan to follow up these issues in the next 3 months.</li> </ul>
Volunteer Transport	<ul style="list-style-type: none"> <li>We became aware that there were several volunteer transport providers in the Borough. These providers were not joined up and there was a lack of understanding in the Borough about just how much these providers contributed to the transport needs of local people. Healthwatch was instrumental in bringing these groups together into a transport forum. We also produced a report detailing the fantastic scope and total number of journeys provided by the volunteer transport groups</li> </ul>
Care Home and Dom Care Research	<ul style="list-style-type: none"> <li>The complexity of charging for residential places has led to a desk top investigation of what is currently available in terms of care homes and dom care versus what will be needed in 2020</li> </ul>

## Where does our data come from?

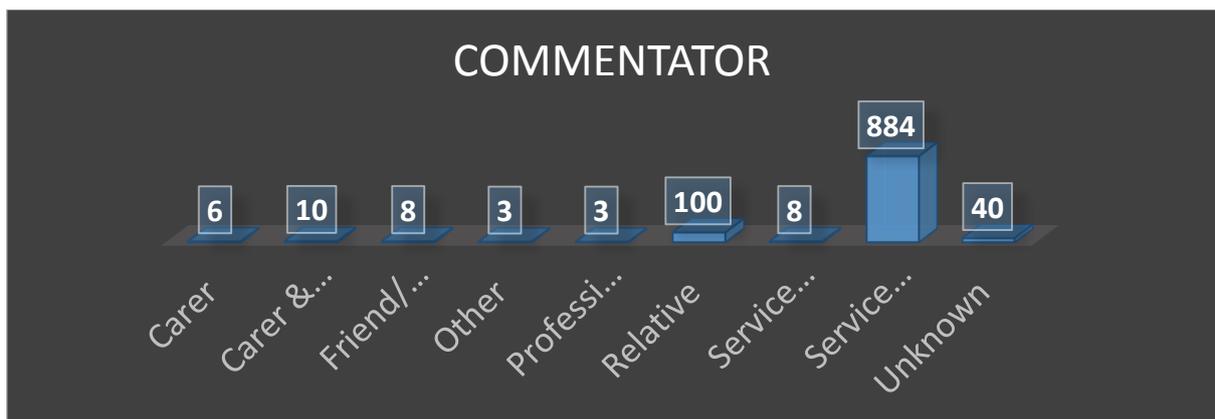
We receive public's comments in various ways. For the period April 2014 – March 2015, 72% of our comments came via surveys carried out by Healthwatch, whilst 12 % came via the CAB. The remainder came via Healthwatch events, by email, from Healthwatch comment cards, via Healthwatch website and telephone line.

Over 100 of our contacts from local residents resulted in signposting them to the services they needed.



## Commentator - Type

For the period April 2014 – March 2015 the majority of contacts, 884 (83 %) were from service users, while 100 (9 %) were from the relative of the service user.



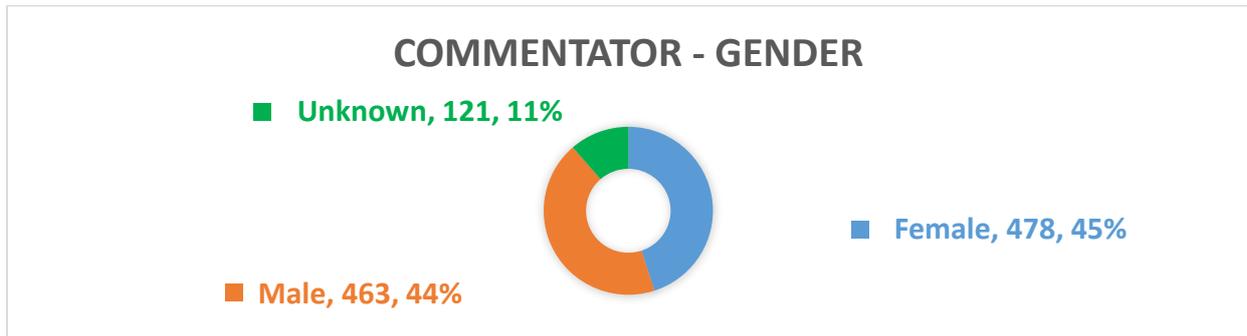
## Commentator - Demographics

We received contact from local residents from all of the Wokingham Borough post code areas.

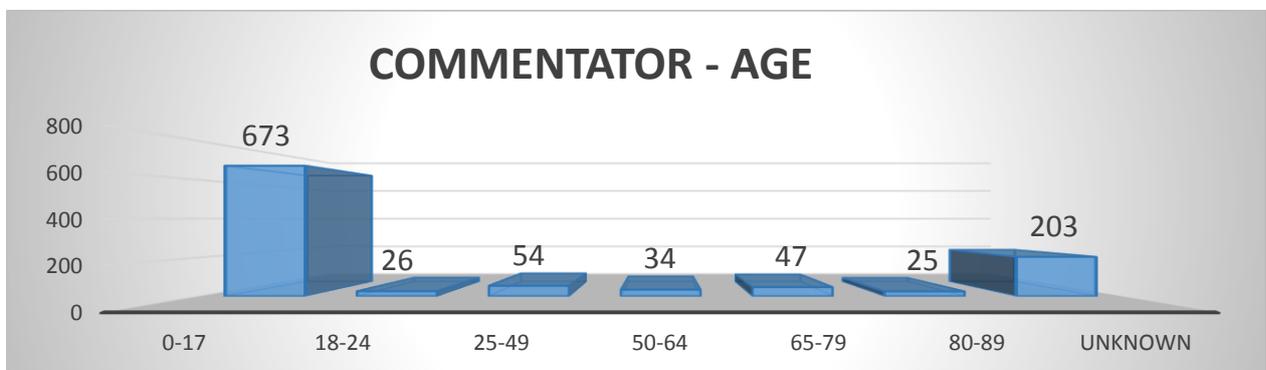
- RG2 – Shinfield, Arborfield
- RG5 - Woodley
- RG6 - Earley, Lower Earley
- RG7 - Swallowfield
- RG10 - Charvil, Hurst, Ruscombe, Twyford, Wargrave, Waltham St Lawrence
- RG40 - Wokingham Town Centre, Finchampstead, Barkham South
- RG41 – Winnersh, Woosehill, Barkham North, Sindlesham, Embrook

In addition, we have also had contact from residents in other post code areas:  
 RG1 ,RG8, RG12, RG21, RG31, RG42, RG45

## Commentator - Gender



## Commentator - Age Range

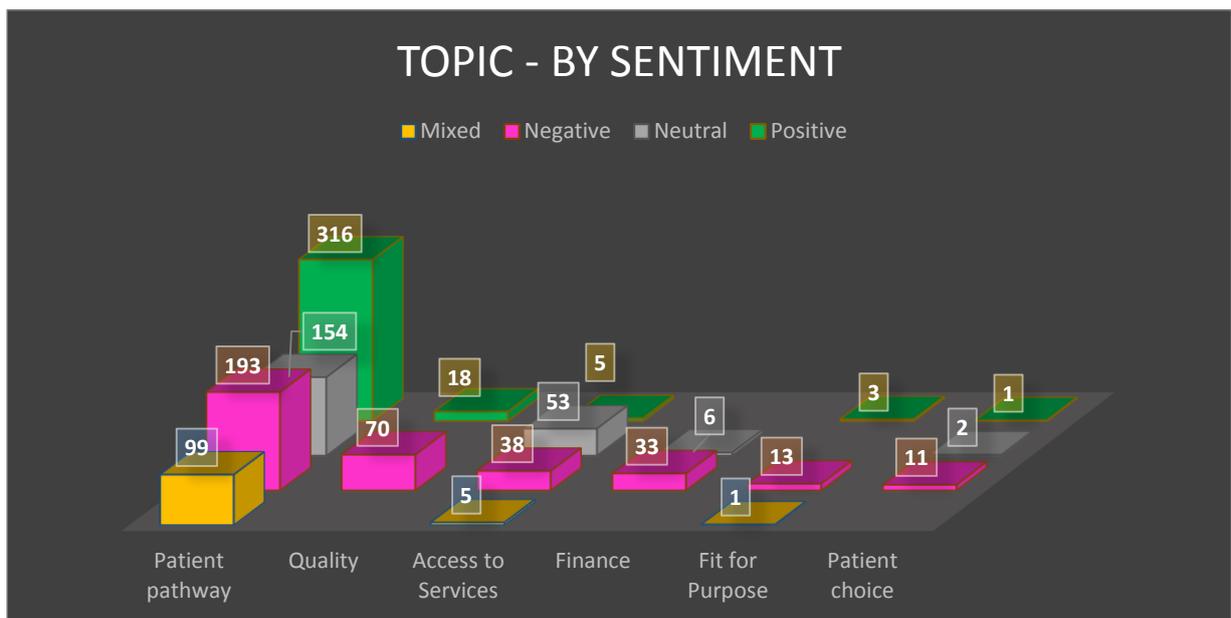
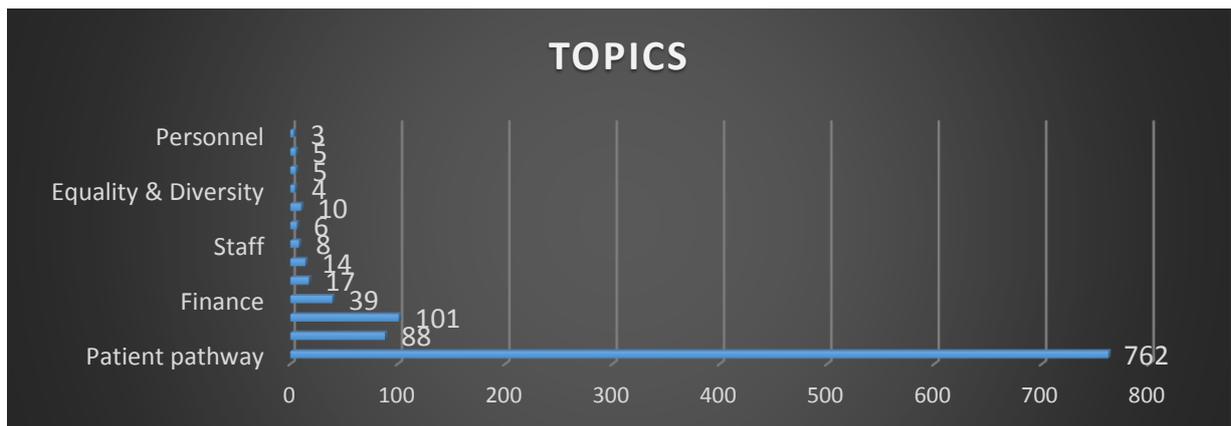


## What issues were reported?

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. The first graph below shows the total comments for each topic.

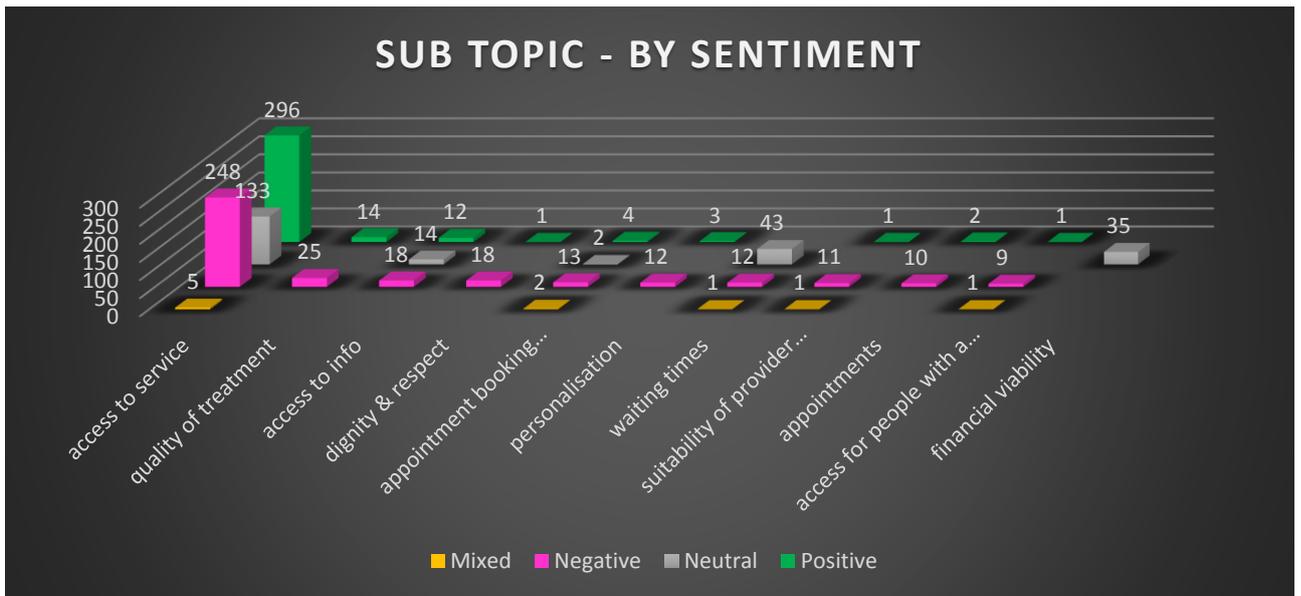
The second graph shows the comments by sentiment for the top six reported topics.

The most comments related to **Patient Pathway**, whilst a significant number of comments were negative in sentiment, the majority of comment were positive. **Quality** and **Access To Service** were the second and third most reported topics with more negative than positive comments. **Finance** has been reported consistently throughout the year with the majority of comments being negative.



### Sub topics

Sub topics give a more specific indication of the issues being reported. Due to the number of Sub Topics it is not possible to show all the data in a readable graph. The graph below focuses on the sub topics that feature most regularly. **Access To Service** is the most reported sub topic with a fairly even split between negative and positive comments. **Quality of Service, Access to Information and Dignity and Respect** were the next highest reported sub topics, the majority of comments had a negative sentiment.

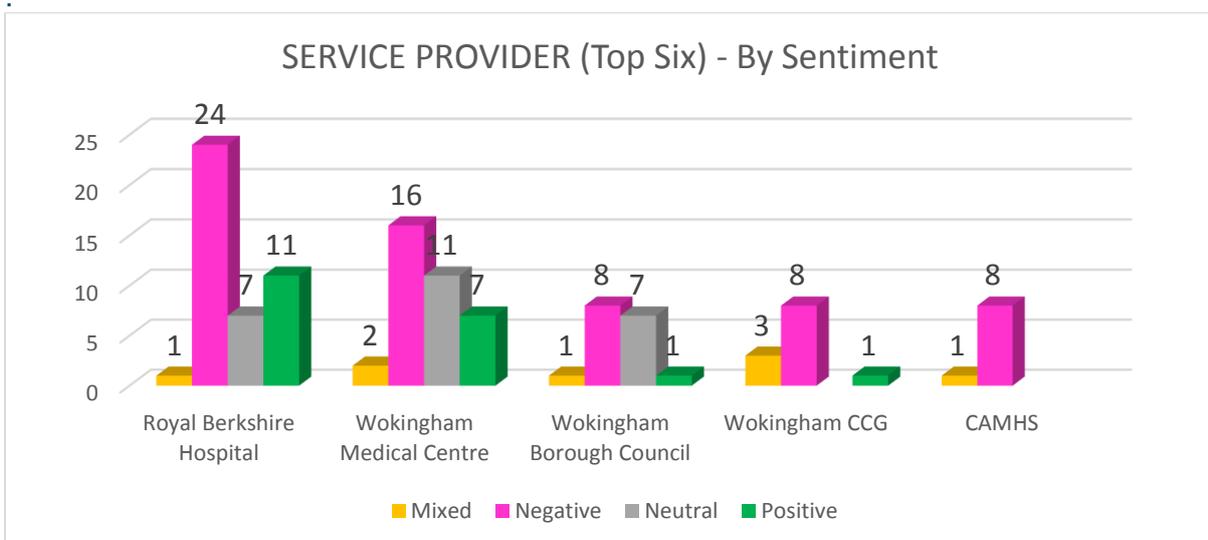


### Which services were mentioned?

Local residents have contacted Healthwatch Wokingham Borough about 60 service providers over the past year. **Hospital and GPs Services** have been raised by residents consistently during the reporting period. Of the hospitals the **Royal Berkshire** had the most comments, whilst some of the comments had a positive sentiment, the majority were of a negative sentiment. We also received negative comments about **Frimley Park Hospital** and **Prospect Park Hospital**.

In relation to GP services. We had comments about 10 of the GP practices in Wokingham Borough. There were a mix of negative and positive comments. By far the most reported GP service was **Wokingham Medical Centre**. There were positive comments but the majority of comments were negative.

Due to the number of reported service providers, it is not possible to summarise all of the data in a readable graph. Therefore the graph below shows the data for top six reported service providers.



The complete data for Service Providers can be made available on request.