



## Intelligence Report Q1

1<sup>st</sup> April - 30<sup>th</sup> June 2015



### Summary of key findings

#### Key issues by Service Type

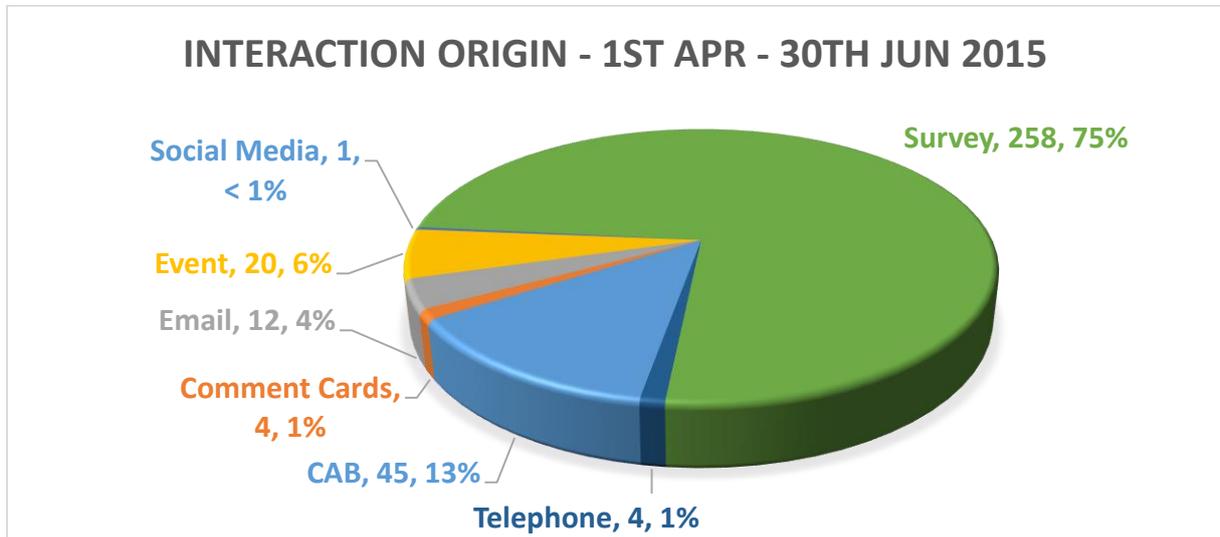
Table below summarises the key issues reported.

Care Homes	<ul style="list-style-type: none"> <li>Complaint from visitor about resident bed room always dirty, food remnants on floor and resident wearing stained clothing. Note: Healthwatch Wokingham have reported this directly to CQC</li> </ul>
Mental Health Services	<ul style="list-style-type: none"> <li>Called mental health team when in crisis after self-harming, told to call the Samaritans instead</li> <li>Unhappy with treatment by mental health team</li> </ul>
Wokingham Council	<ul style="list-style-type: none"> <li>Unhappy with delays in getting assessment from adult social care (3 issues raised)</li> </ul>
Hospital Services	<ul style="list-style-type: none"> <li>Complaint about hospital records being lost</li> <li>Poor medical and/or nursing care (3 issues raised)</li> <li>Individual received appointment for clinic regarding melanoma but individual had not been to a doctor about any health issue or been referred by a doctor</li> <li>Unsafe discharge of a patient who became seriously ill within a few hours of discharge</li> <li>Patient has an ongoing serious eye condition that needs yearly check-up at hospital. Went for check-up and no issue was identified. Shortly afterwards patient had a optician appointment and the optician noticed a hole at the back of the patients eye which was a serious issue.</li> </ul>
GP Services	<ul style="list-style-type: none"> <li>Difficulty getting a face to face appointment with a doctor (4 issues raised)</li> <li>Not meeting the needs of the patient (2 issues raised)</li> <li>Complaints about having annual medical review over the phone rather than face to face (2 issues raised)</li> </ul>

### Where does our data come from?

We receive public's comments in various ways. For the 3 month period April-June 2015 the majority of comments came from the remainder of the young persons'

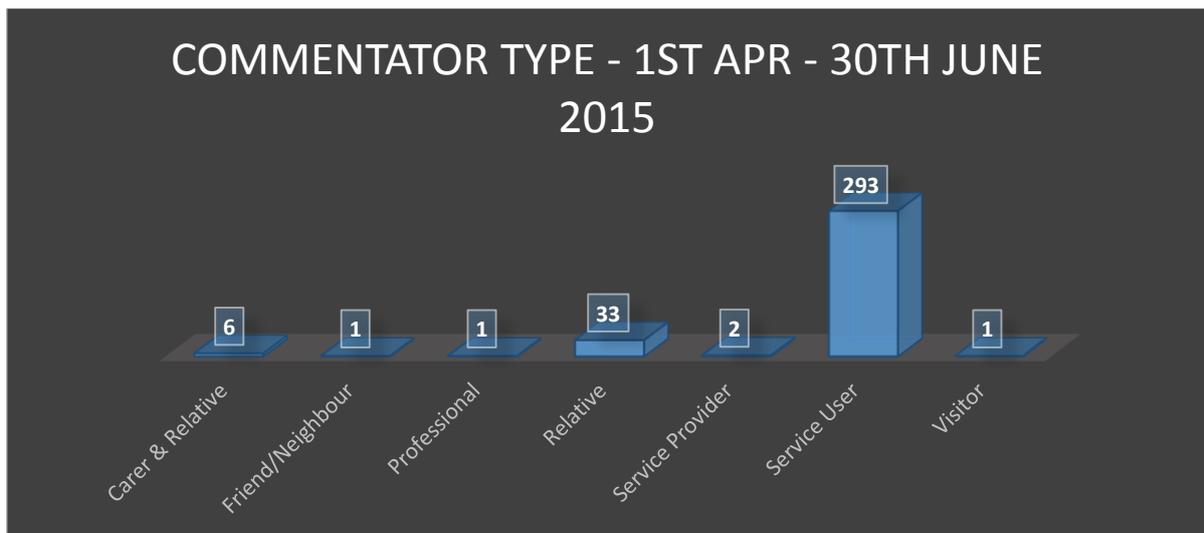
surveys that were input into our database system, this accounted for 75 % of the total. Comments to the Citizens Advice Bureau accounted for 13% and events attended by Healthwatch accounted for 6%. The remainder of comments came via comment cards, via email, via telephone and social media.



### Commentator Type

For the 3 month period April-June 2015 the majority of contacts, 293, were from the service user. Of those, 253 relate to our Young Person’s survey. The remaining 40 relate to users of other health and social care services.

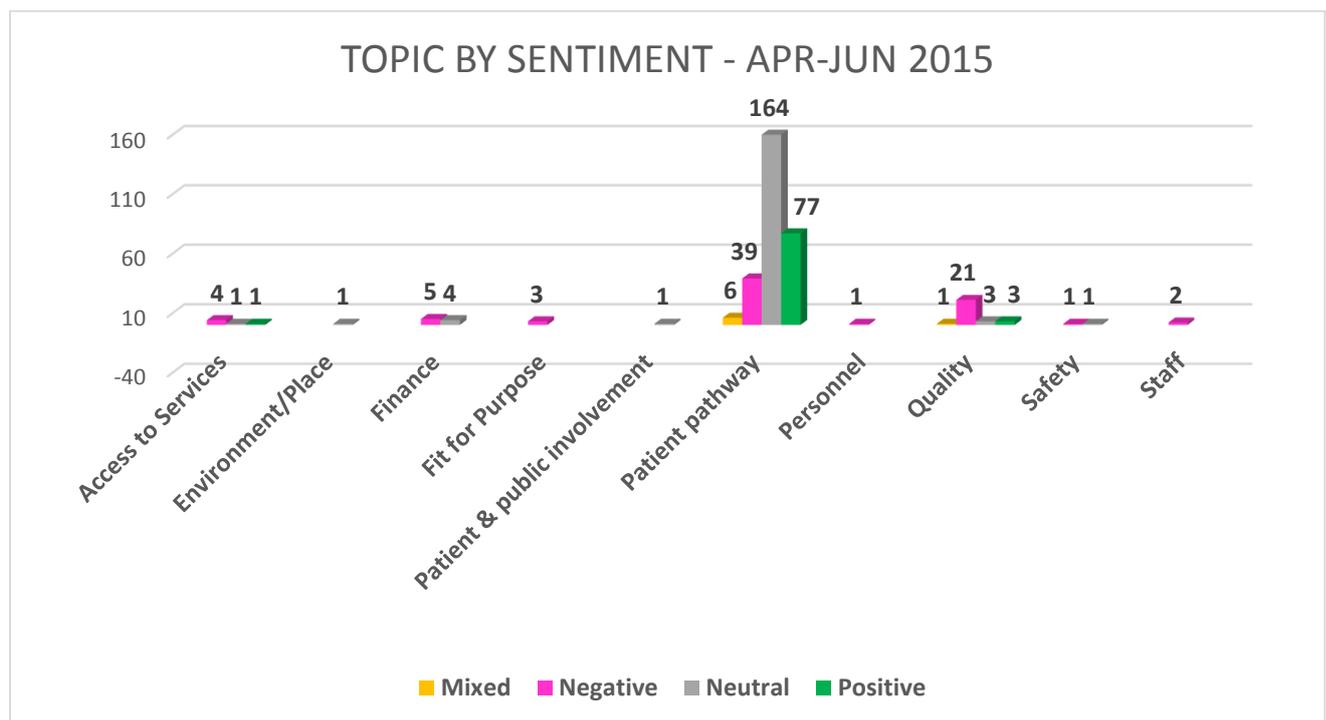
33 comments came from relatives, the remainder coming from carer/relative, visitor, friend/neighbour, professional and service provider.



## 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 most comments related to **Patient Pathway**, 84 % . The majority of the comments (57 %) were neutral in their sentiment. 26 % had a positive sentiment and 13 % a negative sentiment, the remainder where of mixed sentiment. 28 of the comments related to **Quality**, of the 28 comments, 75 % had a negative sentiment.



## Our Impact...

A local sight impaired resident met at the Citizens Advice with Healthwatch, SEAP and a CAB representative. The meeting was to discuss access issues that the resident was facing at their local GP practice. When the meeting had finished the resident was invited to comment on signage at the CAB office. The resident reviewed all signage from the entry point of the building, through the entrance hall, to the lifts, outside of the lifts on the 2<sup>nd</sup> floor where the CAB is located and finally the signage to the entrance door to the CAB. The resident's feedback related primarily to the positioning of signs and the size of signage. As a result many new signs have now been installed at the CAB office. The resident has been invited back to review the new signage.

Healthwatch were given the opportunity to comment on the Joint CCG/WBC Wellbeing Strategy before it was finalised.

Our Young Person's report "Totes Emosh" was instrumental in a WBC young Carers pilot at St Crispin's being launched. We also promoted via social media a young Carers text survey in Carers Week in June.

We presented the results of our young person's survey to 800 pupils and are discussing next steps.

We held a Deaf myth busting in training and Dementia Friends training for our volunteers

As a result of deaf blind champion walk about at Wokingham Medical Centre a number of changes made to make it more accessible. The screens in the waiting areas have been slowed down and larger font - some screenshots printed off

We introduced Tywford Village Partnership to the CCG Better Care Fund "Neighbourhood Cluster" project manager and they are willing to be a pilot site.

### What we are Working on.....

- From the back seat of a Volunteer driver's car....
- YP/ CAMHS
- Accessibility for those with disabilities or sensory needs
- Care Act Surveys
- BCF (neighbourhood clusters)
- Enter and View visits (visited Suffolk Lodge & Westmead Centre last month)
  
- We will be at all Wokingham Medical Centre Flu Clinics over the coming month

### Staffing Update

Delighted to welcome UllaKarin Clark to the team one day a week as Volunteer Coordinator