

Report to Health and Oversight Scrutiny Meeting November 2022

Awareness raising activity has led to an 80% increase in contacts during quarter 2 as compared to quarter 1. We have met with statutory and VCSE sector partners to clarify the role of Healthwatch and how to contact us. We are actively recruiting paid staff and volunteers.

We have found that an increasing proportion of contact is from people experiencing complex situations who have already been to many different places before coming to Healthwatch. As our remit is to gather themes rather than to advocate for individuals, signposting can be difficult and the advocacy remit is very tight.

Examples of activity:

- Patient had been told they had to register with another GP practice due to boundary changes. We spoke to the practice and the issue was resolved for the patient and we now have greater knowledge of the criteria for future use.
- Berkshire Care Home – we have been working with families, WBC and the new Home Manager to share concerns and seek assurance that they will be addressed. Due for Review November to ascertain whether changes have been made.
- Input into West of Berkshire Safeguarding Adults Board MARM led to changes being made to ensure service user voice is heard and their rights upheld.

Engagement:

- Maternity. We have met with the Maternity Voices Partnership for RBFT to discuss how we work together rather than duplicate. We have since made an introduction to Healthwatch England who are conducting a nationwide survey on maternity services this autumn/winter. We will support the survey locally.
- Wokingham Medical Centre – we have written to the Medical Centre asking for a meeting to introduce the new team and discuss concerns we have received.
- BOB ICB. There has been a lot of engagement at BOB ICS/ICB level and work with the other BOB Healthwatch – Healthwatch Bucks and Healthwatch Oxfordshire, as well as Healthwatch Reading and Healthwatch West Berkshire which are also hosted by The Advocacy People. We have a meeting arranged with the new Place Director.

This page is intentionally left blank