

Report to the HOSC May 2023 – Priorities update

Priority	Update
Recruitment of volunteers	We have six members of our Advisory Group and are continuing to recruit to this and other roles within Healthwatch Wokingham Borough, who have met regularly and will be soon taking up the role of representing Healthwatch Wokingham Borough in meetings.
Increasing awareness of Healthwatch Wokingham Borough	<p>We have continued to promote Healthwatch Wokingham within the community:</p> <ul style="list-style-type: none"> • Identifying and forming relationships with the Voluntary Care Sector and Local Council within Wokingham Borough • Attending: Volunteers Fair Lower Earley Library; Finchampstead BCC; Mental Health Alliance; Health and Wellbeing Board; WIP; Friendship Alliance • Identifying areas of deprivation within Wokingham Borough and collecting feedback on areas of inequality within Wokingham Borough
Enter and View	As we shared previously, we had an excellent response to the patient survey for Wokingham Medical Centre, with over 100 people participating. Our findings have been being collated and will be shared with the Centre Practice Manager and a response requested within 20 days. The report will be published at the end of June (subject to Advisory Group approval). We would like to present the findings at the next HOSC in the summer.
Healthwatch Priorities Survey Responses	<p>A Health and Social Care Priorities survey was sent out in April on social media platforms and through voluntary organisations. We had 127 responses. The priorities residents asked us to look at are:</p> <ul style="list-style-type: none"> • GP services (Access to) - 85% • GP services (Quality of) - 42% • NHS Dentistry - 32% • Accident and Emergency services - 26% • Adult Social Care – 16.44% • Ambulance services - 16.44%
Healthwatch Proposed Workplan	<p>We are now in the process of finalising our workplan with our Advisory Group. Currently, our priorities are:</p> <ul style="list-style-type: none"> • GP service and quality – public understanding of new ways of working and self-care options. • Maternal mental health – our local addendum to the Healthwatch England national report is being published in May. • Dentistry – focus on: pregnant women; women who have had a baby in the last 12 months; and people with learning disabilities. • Recruitment of Community Engagement volunteers.

	<p>We are further exploring comments made on adult social care and ambulance services within the survey to identify any themes/recurring issues.</p> <p>On our watchlist:</p> <ul style="list-style-type: none">• Asylum seekers living in Home Office contracted initial accommodation in Wokingham Borough• Accident and Emergency Service – waiting times• Community Mental Health Transformation Programme Berkshire West• Building Berkshire Together developments• Women's health (this is a priority of Healthwatch England)• Cost of Living – in particular, impact on prescription and attendance at hospital appointments.
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