

# Intelligence & Engagement Report

1<sup>st</sup> January - 31<sup>st</sup> March 2016



## Contents

1.	SUMMARY OF KEY FINDINGS .....	2
2.	WHERE OUR DATA COMES FROM .....	3
3.	COMMENTATOR (THE PEOPLE WHO ARE SHARING THEIR EXPERIENCES).....	3
4.	WHAT TOPIC ISSUES WERE REPORTED .....	5
5.	ENGAGEMENT .....	6
6.	LOOKING FORWARD.....	7

## Summary of key findings

### Key issues by Service Type

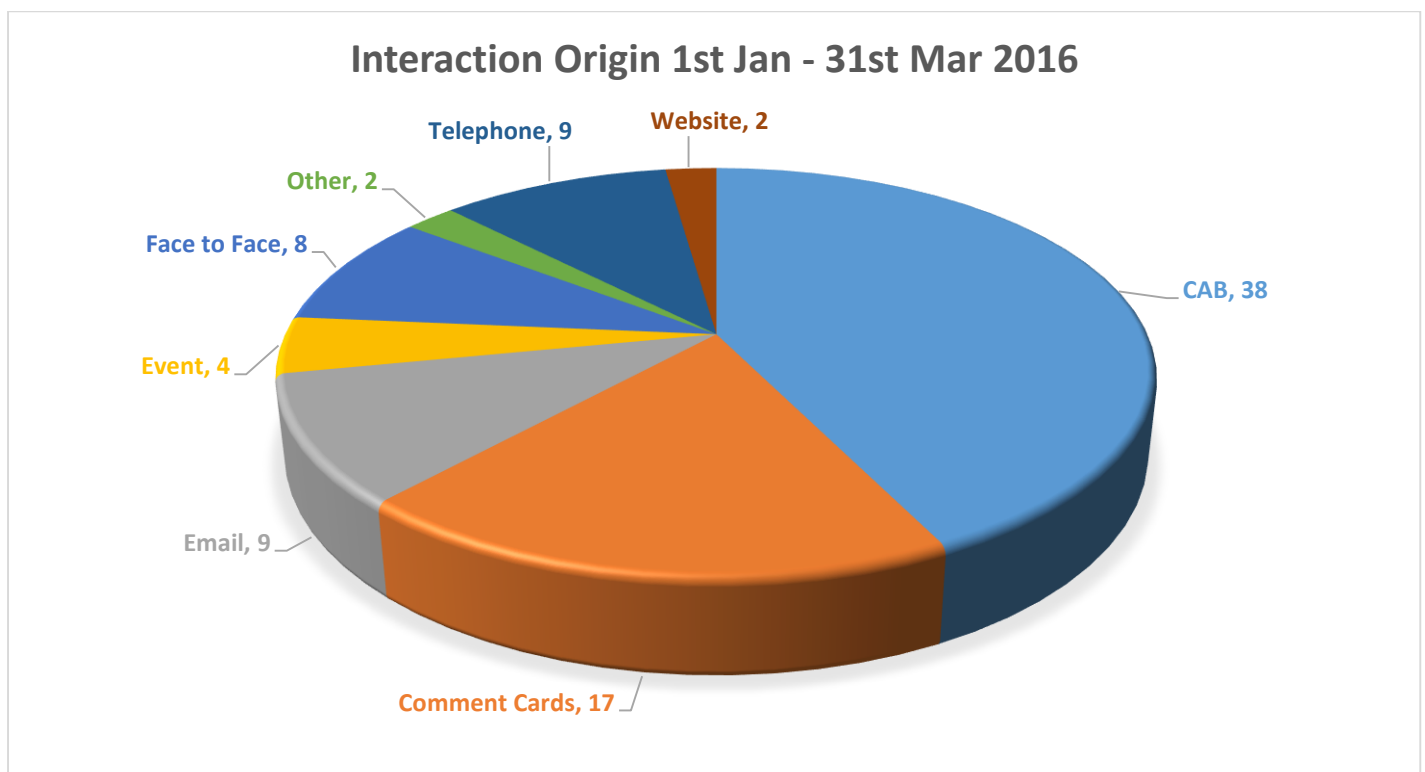
Table below summarises the key issues reported with a comment about what actions Healthwatch Wokingham Borough have taken or will take.

Hospital Services	<ul style="list-style-type: none"> <li>Complaint about delay in treatment &amp; lack of clarity about policy for treatment of macular degeneration disease of the eyes. <b>Healthwatch (HW) followed this up with NICE</b></li> <li>Complaint about treatment for spouse who died in hospital. <b>HW signposted to NHS Complaints advocacy service.</b></li> <li>Complaint about attitude of clinician &amp; delay in treatment for serious eye condition. Eventually client made decision to receive private treatment. <b>HW shared intelligence with Royal Berkshire Hospital</b></li> <li>Complaint about treatment of mentally ill son and lack of referral to appropriate services. <b>HW gave individual details about Community Mental Health Team &amp; signposted to SEAP</b></li> </ul>
GP Services	<p>23 negative comments received related to GP services. Comments evenly split between negative &amp; positive.</p> <ul style="list-style-type: none"> <li>Many people have difficulty getting through on phone to GP surgery, some wait in excess of 30 minutes only to be told there are no appointments and to call back next day. Some complain that holding for 30 minutes in a telephone queue costs them money and sometimes they have to do that over several days. <b>HW will pass intelligence onto service providers, maintaining individuals anonymity</b></li> <li>Various complaints from patients who feel they are being triage by a receptionist before being given appointment or offer of call back later that day by doctor. <b>HW will pass intelligence onto service providers maintaining individuals anonymity</b></li> <li>2 Complaints about what patient believe was misdiagnosis &amp; delay in care. Subsequent investigation at private hospital saw a diagnosis of cancer. HW signposted to SEAP</li> <li>Complaints about chairs in a particular GP surgery, the chairs have no arms on them which make it very difficult for the frail, elderly or those with disabilities to get up from the chairs. <b>HW passed intelligence onto the service provider, maintaining individuals anonymity</b></li> </ul>
Mental Health Services	<ul style="list-style-type: none"> <li>Complaints about delays in CAMHS service. <b>HW discussed with service provider at regular meeting.</b></li> <li>One parent was in crisis when they contacted CAMHS</li> </ul>

and felt they weren't given any positive help. The parent said "To be told to go on a parenting course is insulting and offensive. It was a useless waste of time My child's problems is nothing to do with my parenting". HW will discuss with service provider

### Where does our data come from?

We receive public's comments in various ways. For the 3 month period Jan-Mar we received 89 comments from Wokingham Borough residents. Citizens Advice Bureau accounted for 42%, comment cards accounted for 19%, Email & Telephone accounted for 10% each. Face to Face feedback accounted for 9% and the remainder of comments came via events, website & 'other'.



### Commentator Type

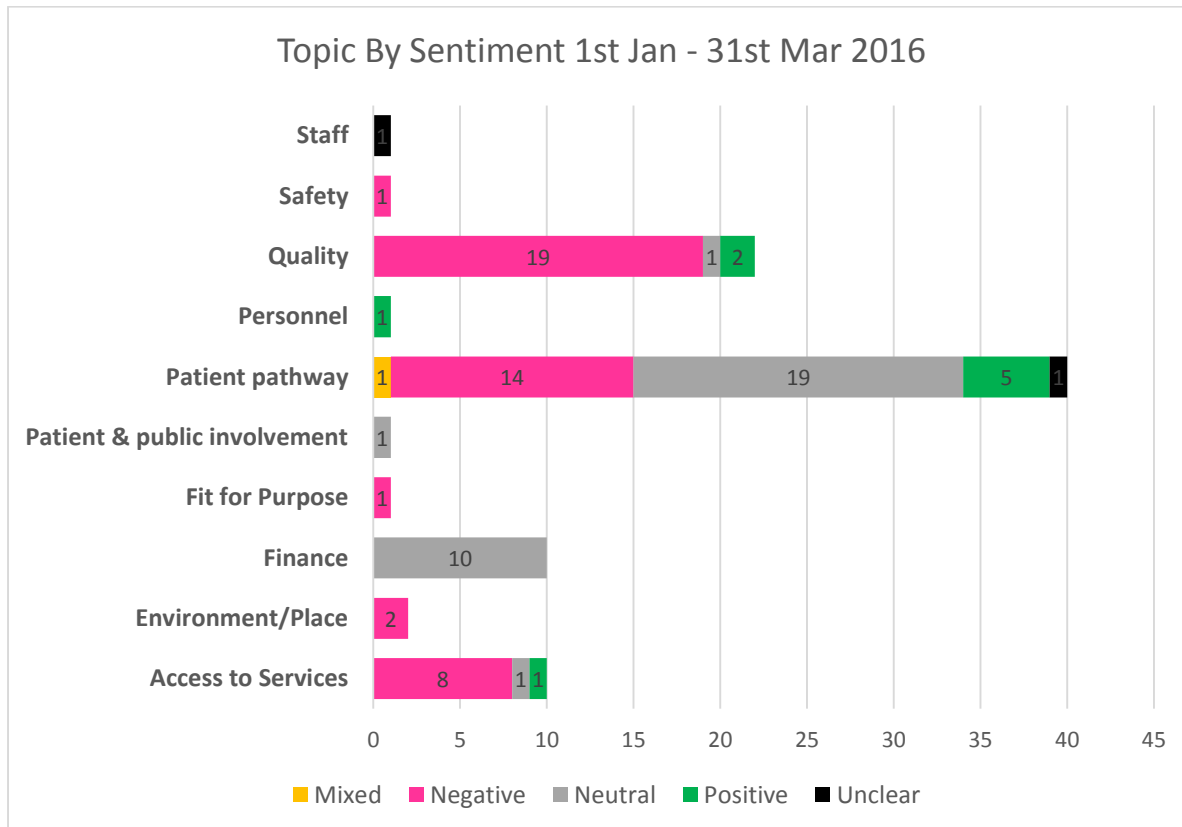
Commentator type defines the person who shared their experience with Healthwatch. For the 3 month period Jan-Mar 2016 the majority of contacts, 57% were from service users, whilst 33% of comments came from the service users' relative. The remainder came from a professional, a service provider, carer, 'other'. In 5 instances the commentator category was not identified.

### What topic 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.

For the period Jan-Mar 2016 almost half the comments (45%) related to **Patient Pathway**. Comments relating to **Quality** accounted for 25%, **Access To Service** & **Finance** 11% each.

Taking into account all comments, 51% were negative in sentiment, 36% were neutral, 10% were positive, 2% unclear and 1% mixed.



## Engagement

A key task for Healthwatch is to engage with local residents and user groups. The purpose of this is three fold.

Firstly, it raises awareness of our role.

Secondly it enables us to collect residents' stories, at engagement events, if they have something they want to share at that time.

Thirdly, if residents raise a query about other services that might be useful to them we are able to sign post them to appropriate services.

The table below shows where Healthwatch has been engaging between Jan-Mar 2016.

JANUARY 2016	POP Ups/ SURGERIES	THEMED ENGAGEMENT	EVENTS	MEETINGS	USER GROUPS
5 <sup>th</sup> January				CAMHS Patient Lead	
6 <sup>th</sup> January				Rushmore Council	Stroke Club
7 <sup>th</sup> January				Citizens Advice Bureau	
12 <sup>th</sup> January				Action 4 Autism	
13 <sup>th</sup> January				BHFT Bi-Monthly	
22 <sup>nd</sup> January					CAMHS Participation Group
25 <sup>th</sup> January				St Crispin School	
28 <sup>th</sup> January				Berks West Young People Mental Health Transformation Group	
3 <sup>rd</sup> February				Royal Berks Hospital	Wokingham In Need
4 <sup>th</sup> February	Healthwatch Surgery				
12 <sup>th</sup> February					Coeliac Patients
17 <sup>th</sup> February					REACH AGM
18 <sup>th</sup> February		CAMHS Rapid Improvement Event			
25 <sup>th</sup> February					Voluntary Groups

MARCH 2016	POP Ups/ SURGERIES	THEMED ENGAGEMENT	EVENTS	MEETINGS	USER GROUPS
2nd March				BHFT Bi Monthly	
3 <sup>rd</sup> March	Healthwatch Surgery				
4 <sup>th</sup> March	John Redwood MP Question Time event				
14 <sup>th</sup> March				Healthwatch/SEAP	
16 <sup>th</sup> March				Berks West CCG/Healthwatch	
17 <sup>th</sup> March					Frimley Trust Patient Involvement
31 <sup>st</sup> March					Voluntary Groups

## What next? Forward view

Healthwatch Wokingham Borough have much planned over the next 3 months in addition to our regular meetings with partners and engagement, some highlights are below:

### Engagement:

20<sup>th</sup> April - Focused engagement at a Pharmacy in Twyford to gather views of the public on the potential closure of independent pharmacies due to government funding cuts

5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup> May - Wokingham 'Sunny Saturday' events

2<sup>nd</sup> June - Woodley Fun Day

27<sup>th</sup> June - A week of engagement events across the Borough as part of our Healthwatch week

### Enter and View:

We will be visiting the following places with our volunteers to talk to users and patients about their experiences and producing a report with our findings:

26<sup>th</sup> April - Wokingham Community Hospital

29<sup>th</sup> April - Belamie Gardens Care Home

May - Warren Lodge Care Centre (visiting date to be confirmed)

### Projects:

April/May - Completing the development of our Young People Emotional Health and Wellbeing App and testing with St Crispin School children

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