



Voices & choices

Annual Report 2018-19

Message from our Chair

I'm privileged to be writing the introduction to my sixth Annual Report as Chair. And it does give the opportunity for reflection. Looking back, I can see that what we said then about our aims and focus is every bit as true now.

We want our local services to be the best they can be, we want the consumers of these services to have a positive, effective experience. Sometimes what we have to say is not always received well, but everything we do is based on what you, the consumer, tells us and our primary focus is amplifying your voice.

The lifeblood of Healthwatch is the stories, the anecdotes, the compliments and the worries that we hear. This tells us what we need to be doing.

The last six years have seen us evolve through an expanding network of volunteers, social media, helpdesk and continual outreach, into today's Healthwatch.

We have probably attended more public events across the Borough than any other like organisation. Whether it is attending a flu clinic, the Winter Carnival, Twyford Donkey Derby we will be there to talk to the public about their care. And we are talking and working with the providers of that care.

We are always challenged by how to connect to hard to reach communities.

To meet this challenge, over the last couple of years we have run a Community Investment Programme. We offer a small piece of funding to these groups to find out the views and care stories of the people they work with and pass them on to us. We celebrate these organisations on our web site and by holding an annual event where the service providers and councillors are invited to hear their stories.



'We have probably attended more public events across the Borough than any other like organisation'

The most consistent concerns we have received from people over the last six years have been accessing GP appointments, quality of care, access and choice. Maybe no surprise. The benefits of digital technology and other new ways of working are a long way from relieving these problems.

Our own challenge is to manage the impact of a reduction in our contract amount.

So we will get smarter at how we do our best work - meeting people. For that we will use our great volunteers and staff and continue to collect those stories.



Jim Stockley
Healthwatch Wokingham Borough Chair

Changes you want to see

Last year we heard from 501 people who told us about their experience of different areas of health and social care. Here are some examples of the changes that you want to see.



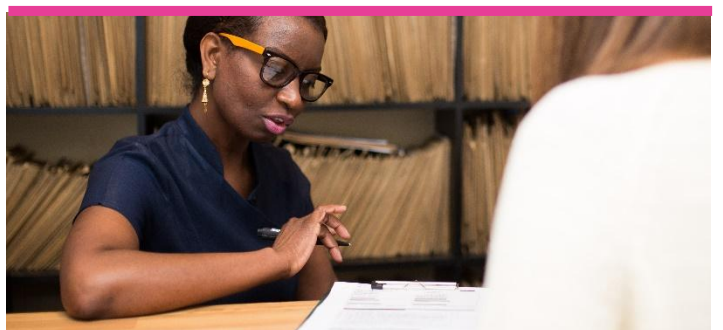
+ Make it easier to see a doctor or nurse quickly



+ Healthcare professionals should have a positive attitude and be empathetic



+ Services should provide information so that people can make informed decisions about their care



+ Administrative systems should be reliable: letters should reach patients and their doctors in good time

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how things can change for the better.

Highlights from our year



501 people

shared their health and social care stories with Healthwatch Wokingham Borough, **28% more** than last year.



We have **37 volunteers** helping to carry out our work. In total, they contributed 326 hours - that's **46 working days**.



We gave information and signposting advice to **386 enquirers**, **9% more** than last year



We visited **7 services** to seek and understand people's experiences of care.



Our helpdesk took **205 calls** averaging **34 minutes** each



We ran **71 pop-up information stands** attended **54 community events** across the Borough

How we've made a difference

Sharing your views with Healthwatch Wokingham Borough has led to positive changes to local health and social care services.

Here are four examples of how we've captured and used the views and experiences of people who live and work in the Borough to improve health and social care services locally.

From blood tests to births: collaborating to give us a louder voice

To use our resources to make the greatest impact, we worked with our neighbours to carry out two major surveys of service users.

Better blood testing

As part of the group of three local Healthwatch in **Berkshire West**, we asked people about their experiences of blood test services. Healthwatch staff gave a questionnaire to people who attended blood tests at locations across including Royal Berkshire Hospital and Bracknell Healthspace and - via surgery staff - four GP surgeries in Wokingham which offer testing.



Feedback included ideas about how to improve waiting areas and ticketing systems, and where people would prefer to get their blood tested if given the choice.

Better births

We joined together with four other local Healthwatch to get women's feedback on what was important to them while pregnant, during labour and delivery, and afterwards.

We used an online and printed questionnaire, 1-1 conversations, and visited six groups to ensure we got views from a variety of women.

The NHS in **Buckinghamshire, Oxfordshire and Berkshire West (BOB)** was planning how to improve how women record and communicate their choices about maternity care, using personalised care plans.

To help guide this initiative, we asked our respondents about what personalised care plans should look like and include, based on their experience.

Louder voice

Your local NHS will use our results to shape their services and plans. By working together with other local Healthwatch we reached the ears of the right NHS decision-makers, to give patients a louder voice.

<< Samuel Dolton, Berkshire West ICS Healthwatch Officer - our first joint staff member, shared with Healthwatch Reading and Healthwatch West Berkshire - coordinated the blood test patient survey.

No fixed address: achieving change with community partners

How can a tiny staff team reach all corners of our community? How do we reach people who we don't meet and whose opinions and experiences rarely get heard? With a little help from our friends....

Every year, we offer grants to local projects which will help us reach people from a wider cross-section of the community such as (examples from previous years):

- Homeless people
- People with visual impairments
- Low-income residents of disadvantaged neighbourhoods
- Dads of children with autism

The groups and individuals who run these **Community Investment Projects** work with us to collect the health and care experiences of their users, people who may otherwise may go unheard due to isolation or exclusion.

Through our Community Investment partners we receive a wealth of information about people's health and care experiences which we follow up and use the following year to prompt service change.

'Our invaluable community partners enable Healthwatch Wokingham to hear a greater range of voices and help us achieve change'

Tony Allen, Board Member
Healthwatch Wokingham Borough

One notable example of the scheme's impact this year was Wokingham In Need (WIN)'s Community Investment Project from 2017/18.

Through WIN, local homeless people at their drop-in centre were able to tell us about the difficulties they'd had:

- finding out about services and treatment,
- registering with a GP
- dealing with correspondence
- getting a diagnosis

This feedback was used to secure the following improvements in support for local homeless people in the Borough:

- ✓ a new weekly nurse-led clinic
- ✓ direct access to a podiatrist
- ✓ information workshops

Our work continues - there are still more avenues to pursue with providers and commissioners prompted by the homeless user feedback - see our proposed plans for 2019/20 on page 14.



Applications and celebrations: enlisting new partners to extend our reach

In October 2018 we invited applications to this year's **Community Investments Projects** programme.

At the end of the process, we made grant awards to 8 successful applicants.

These groups and individuals - our latest cohort of Community Investment partners - are helping us hear the voices of more people including:

- + Children caring for a parent with health problems or disabilities (see right)
- + Girls with autism
- + People with terminal/life-limiting conditions
- + Older people with dementia
- + Adults with mental health problems

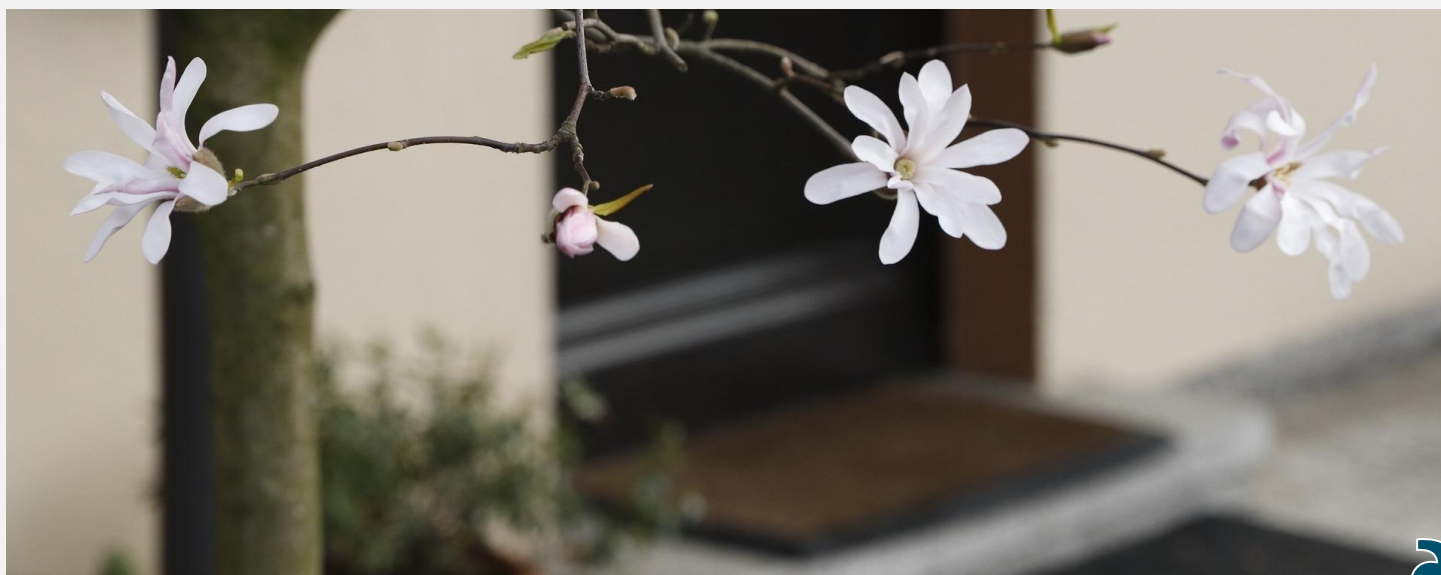
A full report of their amazing projects and outcomes will be published this Autumn.

Charlotte, aged 12, from the Young Carers project, who spoke at the event



Our newest Community Investment Project partners met Town and Borough Council representatives at a special celebration event on 31 March 2019.





A visually impaired Wokingham resident who had tripped several times outside her back door shared her experience of difficulties in getting occupational therapy support.

Hope and handrails: making it easier for people to get the support they need

Mary lives independently at home. She can't see very well and finds it difficult to get around.

An Occupational Therapist (OT) visited her house to carry out an assessment. After many e-mails and cancelled appointments, adaptations were made to Mary's bathroom. She also understood that a light and handrail were due be fitted at the back of the house. This didn't happen. Mary ran out of energy to keep chasing up the issue.

A friend told us about her situation after Mary tripped several times at the back of her house.

When we met with her, Mary told us that communicating with the occupational therapist (OT) had been frustrating and draining. She thought that if she complained she would be seen by the same OT and nothing would change. She thought perhaps the money for adaptations had run out anyway.

As a result of Mary and her friend telling us her story, Healthwatch Wokingham are liaising with the OT manager to try to make the route to support easier, not just for Mary, but for others in the future.

We are using one person's story to identify ways the OT team can improve people's experience of this much-needed service.

Meanwhile they arranged for another OT to visit Mary. We are delighted to report that the light and handrail are now in place.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

www.healthwatchwokingham.co.uk

t: 0118 418 1 418

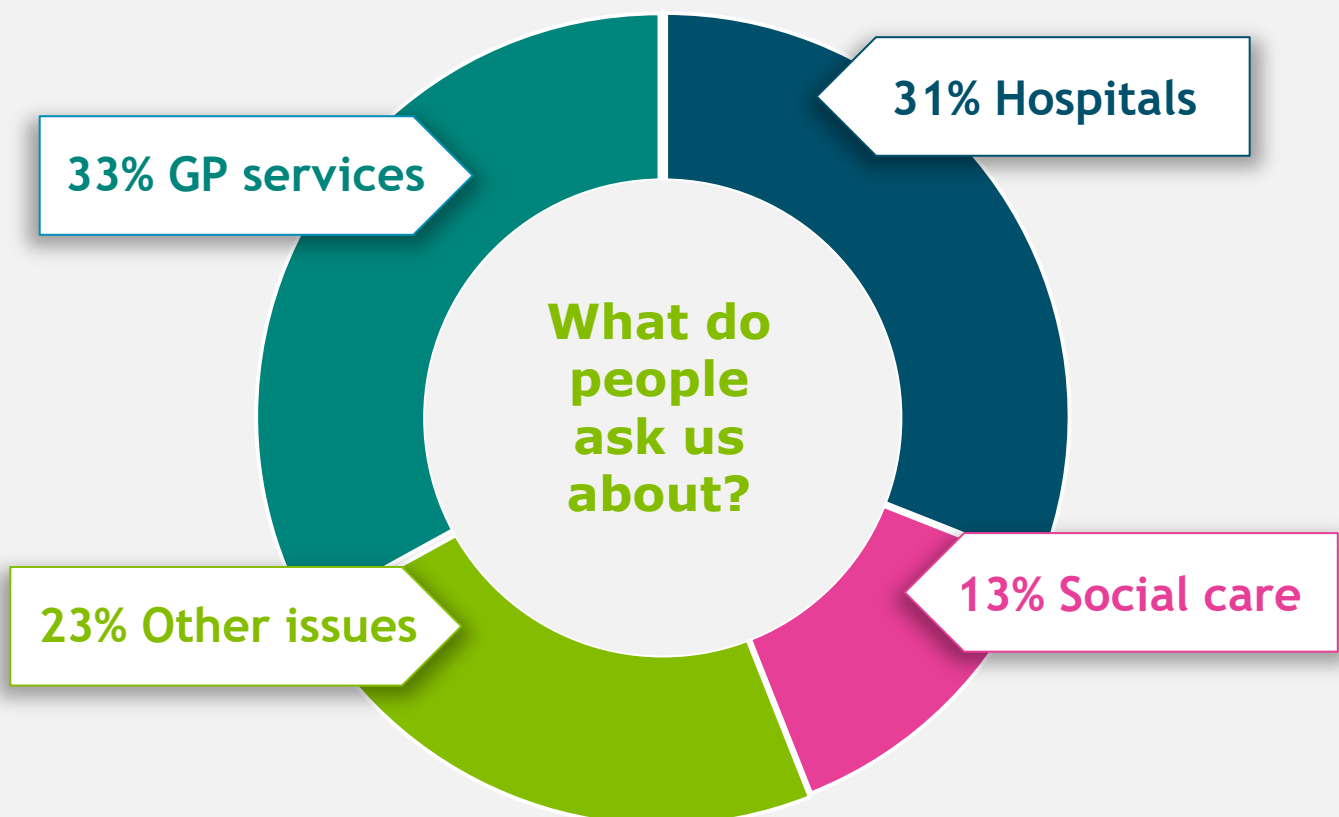
e: enquiries@healthwatchwokingham.co.uk

Helping you find the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask Healthwatch Wokingham Borough about:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are many organisations who can provide help, but often people don't know where to start.

Last year we helped 386 people access the advice and information they needed - see examples below.

You can come to us for advice and information in a number of ways including:

- + At community events
- + Over the phone
- + Advice and information on our website
- + By e-mail
- + Using the contact form on the website

Telling you what's out there



Joan phoned us after finding a Healthwatch leaflet in her care home. New to the area, Joan was feeling isolated and lonely - the residents didn't socialise much. Single with no visitors, she spent a lot of time sitting alone in her room which she described as too large.

We discussed local befriending and social opportunities and encouraged Joan to speak to the care home manager about how she was feeling about her room and her social needs.

We also gave Joan local details for Age UK, and the social prescribing service run by Involve which helps link people in to the resources and support available in the local community.

Helping you find solutions

Asha rang our helpdesk to find out what she could do. Due to severe dental problems she needed a partial denture for her upper jaw. Her NHS dentist had tried to do it without success, then referred her to a consultant.

But Asha had been left alone with the problem due to a query about her eligibility she couldn't resolve. Her dental practice said they couldn't help. She tried the Oral Foundation and Dental Helpline didn't know where else to turn.

'I don't want to make a complaint, I just want to find a solution.'

We suggested contacting NHS England as her next step. It's organisation responsible for commissioning specialist dental services. Asha noted the contact details and thanked us - she said talking her options over with someone had made her feel more positive.



Our volunteers

Healthwatch Wokingham Borough couldn't make all of these improvements without the support of our 37 volunteers who work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness about Healthwatch
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running & governance
- + Collect people's views and experiences
- + Carry out research into key issues



Volunteers increase Healthwatch Wokingham's presence across the Borough

Our ambitious and very hectic schedule of events in November 2018 would not have been possible without our loyal and tireless Roadshow volunteers.

To mark the start of our new 3-year contract with Wokingham Borough Council, the staff and volunteer team organised and ran a 2-week Healthwatch Roadshow.

We visited 14 different venues - including Wokingham Community Hospital, ASDA, community centres, Woodley Library and Twyford Christmas fete.

Nine Roadshow volunteers helped transport, set up, and clear away our pop-up stand and materials in the various locations. They greeted the public, handed out leaflets, and helped people fill feedback forms to give their views on services.

In total we gave out 1,487 leaflets, had conversations with 177 people, collected 70 stories, and gave signposting advice to 123 enquirers at the Roadshow.

'It was an exhausting but rewarding fortnight. I couldn't have done it without my volunteer colleagues and their support.'

Nick - Assistant Manager, Healthwatch Wokingham

We estimate that the Roadshow brought over 1000 people into contact with Healthwatch Wokingham Borough, many for the first time. And we recruited four new volunteers!

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how they help Healthwatch Wokingham make a difference - and why.



Dean

Dean, 29, first heard about Healthwatch Wokingham via the Learning Disability Partnership Board. He wanted to meet new people and to help make a difference to his community. So he successfully applied to become one of our Enter and View volunteers - people who visit care services and report back on what they're like. He attended the training with a support worker and joined an Enter & View team which carried out his very first visit not long after. Dean is keen supporter of Reading Football Club.

Lynne

Having received Healthwatch support after a bad hospital experience, Lynne wanted to give something back. Now one of our most active volunteers, Lynne's many 2018/19 activities included a flu clinic visit last winter - handing out Healthwatch leaflets, listening to people - "that's what I'm good at" - and ensuring their care stories were recorded.

Lynne loves working for Healthwatch because of the importance of its work, the friendly staff, and the disability-friendly environment (Lynne is a hearing-aid user and registered blind).



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.

w: www.healthwatchwokingham.co.uk

t: 0118 418 1 418

e: enquiries@healthwatchwokingham.co.uk



Our finances

In 2018-19 we received funding totalling £102,845 from Wokingham Borough Council. The funding level from 1 October was 9% less than the previous year.

We received no additional income.

We spent a total of £101,403.

Our plans for next year

Due to staffing changeover, our formal list of 2019/20 priorities is still due to be finalised and approved. Likely themes are:

- + Homeless patients and service users - ensuring health and care services listen
- + Prospect Park - assessing patient experience since our week of visits in 2017
- + Carers - investigating use of GP toolkit
- + Seamless? - How health & social care organisations communicate/coordinate
- + Mental health
- + Community Investment Projects - launch and run new 2019/20 programme, and follow up the findings of our 2018-9 partners.



Our thanks

Thank you to everyone helping us put people at the heart of health and social care, including:

- + Members of the public who live or work in Wokingham Borough who shared their views and experiences with us
- + All our volunteers
- + Nicola Strudley, outgoing Healthwatch Manager for her passion and drive
- + Our Community Investment Fund partners: Age Concern Twyford, ARC Counselling, Art of Giving, Parenting Special Children, Relax Kids, Thames Hospice, WIWAG and Wokingham Young Carers
- + The other voluntary organisations that have supported our work
- + The providers, commissioners and other organisations who have worked with us to improve the experience of service users.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Wokingham Borough thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, appearing to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Who we worked with



Wokingham Borough Council

Health & Wellbeing Board
 Health Overview & Scrutiny Committee
 Wokingham Integrated Social Care & Health Team (WISH)
 Wokingham Leadership Partnership Board
 Wokingham Council Integrated Partnership
 Wokingham Carers Strategic Group
 Providers Forum
 Safeguarding Boards

Other local Healthwatch

East Berkshire Group
 West Berkshire Group
 Thames Valley Group

Community & Voluntary Sector e.g.

SEAP, Involve, Community Navigators, Learning Disabilities Partnership Board, Depression Xpression, Carers Groups, Woodley Community Youth Partnership, Twyford Village Partnership Health Grp, Wellbeing in Wokingham Action Group, Unlock Your Wellbeing, CLASP, and our new Community Investment partners.

GP Alliance

Patient Participation Groups

Frimley Health Foundation Trust

Patient Information Group
 Patient Experience Group
PLACE assessments
Commenting on Quality Account

Berkshire Healthcare Foundation Trust

Patient Engagement Group
 CAMHS & CAMHS participation group
Patient Led Assessments of the Care Environment (PLACE)
Commenting on Quality Account

Healthwatch England and CQC

Escalating issues & insight
Monthly phone all with CQC Lead Inspector to share intelligence
 Thames Valley Networking Group

Key providers*: Optalis. **We did not carry out any Enter & Views this year.*

Royal Berkshire Hospital

PALS liaison
 PLACE assessments
 Comment on Quality Account

Berkshire West ICS & Berks West CCG

Various including
 ICS: Clinical Delivery Group, Patient Leaders Group; Phlebotomy Working Group; Berkshire West 7 Delivery Group;
 CCG: Governing Body meetings; Future in Mind; and Joint Primary Care Co-Commissioning Committee.

Other NHS

Bucks, Oxfordshire & Berks STP
 Communications & Engagement Group;
 Thames Valley Quality Surveillance Group; Planned Care Group;
 Thames Valley Clinical Senate; SCAS
 Patient Engagement Group.

Contact us



Healthwatch Wokingham Borough Community Interest Company

(the organisation holding the local Healthwatch contract on 31/03/2019)

Company no. 08561195 Registered address: CAB, Erfstadt Court, Wokingham, Berkshire RG40 2YF

Postal address:	c/o Town Hall, Market Place, Wokingham, Berkshire RG40 1AP
Phone number:	0118 418 1 418
Email:	enquiries@healthwatchwokingham.co.uk
Website:	www.healthwatchwokingham.co.uk
Twitter:	@HWWokingham
Facebook:	facebook.com/HealthwatchWokingham
Instagram:	instagram.com/healthwatchwokingham

Our partner organisation (sub-contractor):

Name:	Help & Care
Registered Address:	The Pokesdown Centre, 896 Christchurch Road Bournemouth BH7 6DL

Our annual report will be publicly available on our website from 30 June 2019.

We will also share it with

- + Healthwatch England
- + Care Quality Commission
- + NHS England
- + Frimley Health and Care ICS
- + Berkshire West ICS
- + Berkshire West CCG
- + Wokingham Borough Council
- + Health Overview & Scrutiny Committee
- + Wokingham Borough Wellbeing Board

If you need this report in an alternative format, please contact us.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.