

# Healthwatch Slough Update June 2013

## Healthwatch Slough Vision

Healthwatch Slough will be an independent consumer champion bringing together people's views and experiences to improve health and social care. It will be:

- Well led, professionally managed and organised
- Built on existing knowledge and expertise, using partnerships and collaborations to provide high quality services and reach out across the whole of Slough
- Well known, independent, inclusive and accessible to everyone
- Influential, respected and trusted by local people, decision-makers and service providers

## Healthwatch Slough Team

- Regional Manager, David Liley
- Interim Locality Manager, Caris Thomas
- Healthwatch Officer, Manvinder Sagoo & Caris Thomas
- Healthwatch Coordinator CAB, Arunjot Mushiana
- Healthwatch Help Desk Staff

## Help and Care: Influencing

The Healthwatch Slough website is live and is linked to our social media feed.

People can log on and view current events, submit a contact us or speak out form.

The Healthwatch Slough Helpdesk is available Monday – Friday from 9-5. The team can be contacted on 01753 325 333

## Healthwatch Slough Priorities: July – September 2013

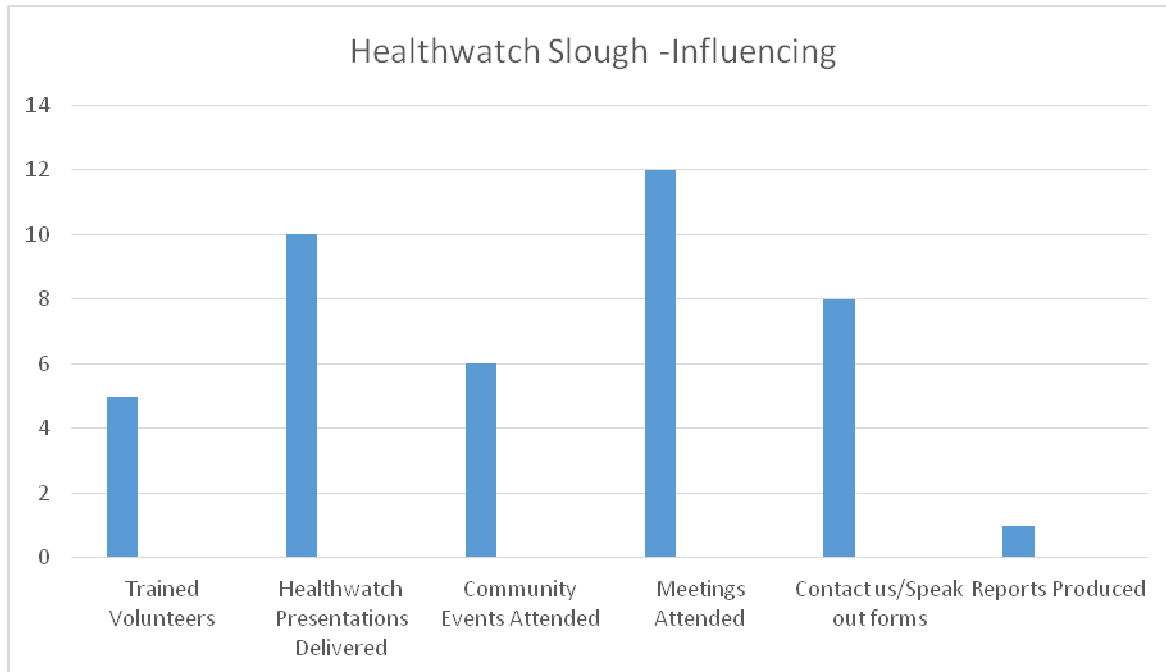
To support the Slough Healthwatch Board through induction and training in preparation to lead Healthwatch Slough

Is to train a pool of volunteers to enable us to reach the Slough community to gather feedback about health and social care services through community engagement.

To meet with groups and providers to introduce Healthwatch Slough and to identify mechanisms to support and promote the Healthwatch Slough service.

## 6 Healthwatch Slough, community outreach & influencing activities.

Through attending events, meetings, delivering presentations, distributing a Healthwatch E news, visits to the website, followers on twitter, volunteer contacts and publicity material being on display we estimate that we have made contact with 500 people from the Slough community.



### Projects planned for July – September 2013

- 6 The GP Appointment System & Services available  
Mapping GP Appointments for patients in Slough. The LINK produced a report including recommendations to improve the GP appointment system for Slough patients. The report was submitted to Practice Managers, GPs, CCG and circulated to Health professionals in slough. Since this time a report was commissioned for the GPs by “Verve” and A& E and the CCG have conducted a survey that has identified that a large number of people are attending A&E without visiting their GP first.

Through community engagement by the Healthwatch team, getting a GP appointments still remains a problem for some Slough residents. Using the LINK recommendations we would like to find/identify ways to ensure that “surgeries” “CCG” “the system” can make appointments more accessible and to support/educate the community to make the right choices by using the services that are available including.

- 6 Sensory Needs Services in Slough  
The Healthwatch report that was produced following the launch event and contacts made to Healthwatch Slough, we have identified that there are some uncertainties regarding what services are available for people in Slough with sensory needs and how they can access these. Healthwatch will continue with the findings identified through the Local Involvement

Network (LINK) and will aim to gather clear information on availability, accessibility and to bring key stakeholders together.

### **Citizens Advice Slough**

Walk –in/face to face, Information, Advice and Signposting

Citizen Advice Slough offer a walk in service at the main office (Church Street Slough) and at the 9 Outreach locations.

#### May 13th -31st May 2013

Total number of Healthwatch Assessments carried out: 7

#### June 1st -27th June 2013

Total Number of HW Gateway Assessments: 15

Brief Description of subject:

- Local GP list and NHS Dentists -info
- Required help with contacting SS re a needs assessment
- Information request about Cognitive behaviour Therapy -info
- Complaint against NHS (x2) – info and sign-posting to PALs
- Mental health user in risk of slipping through the net
- Mental Health user needing help with form filling
- Travel costs for carer - info
- Sensory needs assessment
- Accessing a translator at GP Surgery and a complaint about GP appointment system -info
- Changing GPs and confidentiality policy at GP surgery -info
- Bus passes for disabled persons-info
- Non-compliance of medication –info and created a bureau evidence form via Petra
- List of NHS Dentists - info
- Complaint about WPHWT Hospital –information and sign-posting
- Travel cost to hospital
- HW Information Request

Themes emerging:

- ✓ Access issues related to GP's and dentists
- ✓ Vulnerable people needing signposting around some of the complexities of the NHS system

***Caris Thomas***

***Healthwatch Slough Manager, 3/7/2013***