



Healthwatch Slough Update January 2014

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

Local Healthwatch key messages:

In order for people to understand the service that is delivered by Healthwatch Slough, our key messages are;

- We are the independent consumer champion for local health and social care services
- We are a strong voice for children, young people and adults, ensuring we get heard
- We will influence decision making at senior strategic level and ensure that improvements are made

Healthwatch Slough Board of Directors

- Colin Pill – Chair
- Sarah Brown – Independent Director with the portfolio for Governance
- Arvind Sharma – Independent Director with the portfolio for Diversity and Engagement
- Vacant – Independent Director with the portfolio for Finance
- Malcolm Rigg – Member Nominated Director for Citizens Advice Slough
- Marianne Storey – Member Nominated Director for Help and Care

Healthwatch Slough staff team

- 6 Locality Manager, Caris Thomas
- 6 Healthwatch Officer, Manvinder Sagoo & Caris Thomas
- 6 Healthwatch Coordinator CAB, Arunjot Mushiana
- 6 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

Citizens Advice Slough – Information & Advice

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

Citizen Advice Slough provide the Healthwatch Slough service for walk ins and face to face service at the main office (Church Street Slough) and at the 9 Outreach locations.

This service is available Monday – Friday 9.30 – 4.00pm.

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 over 500 people from the Slough community.

Healthwatch Slough Work Plan: Jan – April 2014

- 6 **Collecting views and gathering information on health and social care in Slough**
- 6 **Wexham Park Hospital Project**
- 6 **GP appointments/walk in centre**
- 6 **Strategic exploration of selected Wellbeing Board priority**
- 6 **Hold Healthwatch Launch Event**

Healthwatch Slough Work Plan Jan – April 2014

- 6 Appointment of 3 Lay Members & 1 NED role - will be advertised in February to join the Healthwatch Board
- 6 An updated website, in the process of having the Browse Aloud function as part of the website
- 6 The Healthwatch Slough Launch will take place on **Monday 24th February 2014 at 11am at the Centre, Farnham Road, Slough.**

- Healthwatch survey to collect the Slough community comments on Health and Social care will be available on line and distributed to community groups.
- Community Champions Pack – roles including Enter & View teams, Community engagement, research, meeting representatives will be launched.
- Healthwatch Community funds will be available for voluntary groups working with the Slough community to gather information on health and social care in Slough.
- Healthwatch Slough Objectives and Work Plan will be shared and publicised.

Caris Thomas

Healthwatch Slough Manager, 20/1/2014