



Healthwatch Slough:

- Independent consumer champion for health and social care services
- Provides services to individuals
- signpost people to inform consumer choices about health and care services
- Listens and gives citizens a stronger voice to influence and challenge health and social care services

The Slough community can contact Healthwatch Slough and share their experiences, views and stories good or bad about Wexham Park Hospital. This can be done by

- Visiting Citizens Advice Slough
- Calling Healthwatch Slough – 01753 325 333
- Logging on to the website to fill in a talk to us form – www.healthwatchslough.co.uk

August 2013

During August 2013 Healthwatch Slough undertook a community engagement visit at Wexham Park Hospital. The visit consisted of informing patients and visitors of the role of Healthwatch Slough and carrying out intelligence gathering through a survey.

A number of patients and members of the public took part in the survey and issues were raised regarding:

- Waiting times and bed availability
- Comments relating to hospital staff
- Treatment and diagnosis
- Hospital services
- Cleanliness
- Car parking

The report regarding Healthwatch Slough's findings is attached as Appendix C.

Healthwatch Slough also met with Philippa Slinger and discussed a commissioned piece of work to make contact with patients and family members after their stay at Wexham Park Hospital. The project aim was to collect additional feedback about patient's experiences during their stay. To date this initial request has not progressed any further.

Healthwatch Slough will also be undertaking a piece of work around Initiative 1 of the Work Programme, looking at hospital discharge processes, details of which can be seen below.

Healthwatch Slough Objectives and Work Plan

Healthwatch Slough Key Information for Initiative 1

Communications Deliverable:	Objectives	Next steps:	Success Criteria
<p>Initiative 1 Wexham Park Hospital Discharge Project</p> <p>Timescale By 31/5/2013</p>	<ul style="list-style-type: none"> ▪ Research and gathering data on patient discharge ▪ Engaging with patients and family members ▪ Observing the patient discharge system ▪ Meeting with key stakeholders 	<ul style="list-style-type: none"> ▪ Review existing research projects to ensure no overlap ▪ Update and liaise with the CEO WPH ▪ Scope project and agree approach/timeline with Board 	<ul style="list-style-type: none"> ▪ The consumer voices on the experience on patient discharge at WPH ▪ Increase of information on patient discharge ▪ Response to the report findings ▪ Changes in the patient discharge service services for the future ▪ Improvements to access and quality

The Healthwatch team will meet with key members of Wexham Park Hospital staff team to discuss the plans and engagement work identified for Wexham Park Hospital. Healthwatch will continue to meet with the Hospital Trust and update them with any planned work that Healthwatch Slough will carry out.

Colin Pill
 Chair, Healthwatch Slough