



## Project Update

### Initiative 1 - Discharge Project Update July 2014

#### Objective

- Research and gathering data on patient discharge
- Engaging with patients and family members
- Observing the patient discharge system
- Meeting with key stakeholders

**Research**– this has been carried out by Manvinder Sagoo & Colin Pill. Colin Pill continues to attend the Patient Discharge meeting hosted by Wexham Park Hospital as part of the intelligence and research.

**Raising awareness of the project** – this will be achieved through Community engagement, the Healthwatch website, Voluntary Organisations, Publicity material, and social media.

**Data gathering** – The Healthwatch team have planned a number of methods to collect The Patient Discharge Experience this has included:

- Surveys, Talk to us Forms, Talk to us Forms, Contact Cards, Telephone Interviews.
- Information can be shared with Healthwatch via the Walk in service, Website, Telephone service and Healthwatch email.
- Target Number of data submitted to Healthwatch Slough = 100 50 Telephone Contacts to be followed up by Healthwatch Slough & 50 Patient Discharge Surveys

**Engagement with patients and family members** – the team have visited the Slough community at planned Healthwatch engagements, we have engaged with the community and staff members through:

- Healthwatch talks, Presentations, Healthwatch information stands, Meetings and Healthwatch meet and greets.

- Target Number of engagement activities = 10

**Observing the patient discharge system** – the Healthwatch team visited the Discharge Lounge in Wexham Park Hospital over a 1 week period over various times in the day. During this visit the team engaged with patients, staff members and completed observations.

### Timescale of the project

This project was initially planned to end on the 31<sup>st</sup> May 2014. During our April project planning review the Board agreed to extend the project following an update from the engagement team. The additional time requested was to reflect the time that it has taken to arrange community engagement events, meet with organisations to introduce the project and to implement the suggestions put forward by key stakeholders.

### Time Plan

- 30<sup>th</sup> July 2014 - The Intelligence & Engagement work will come to an end
- 30<sup>th</sup> August 2014 – The Patient Discharge Report will be shared
- 30<sup>th</sup> September 2014 – The Findings of the report will be shared with the Slough community & stakeholders.

## Initiative 2 - GP appointments & review of the walk in Centre

### Objective

- Identify research that has been carried on the GP appointments survey in Slough.
- Engaging with patients through surveys, interviews or workshops to explore the reasons of coming to the identified provision

**Research** – this work has been carried out by Manvinder Sagoo, Colin Pill and Malcolm Rigg. The research findings form part of the final report.

Engagement with Staff and Patients will take place in August this will be carried out through telephone interviews, surveys and comment forms. This work will be used in conjunction with the Slough Local Involvement Network (LINKs) report to establish the changes that have been made.

#### Time Plan

- August – Engagement work will commence
- September – The Healthwatch report including recommendations will be shared

### Initiative 3 - Strategic exploration of Wellbeing Board key priority.

This Project will be updated on the 30<sup>th</sup> July at the Healthwatch Board Meeting. This project is being planned by Malcolm Rigg & Arvind Sharma

### Initiative 4 - Hold a Healthwatch Slough Launch Event

#### Objective

- To hold launch events in the Slough community to raise the awareness of Healthwatch Slough and inform the public of the Healthwatch priorities.
  - Healthwatch Slough planned and delivered 3 launch events for the children and young people of Slough. The events were located at
    - The Observatory Shopping Centre -20.2.2014
    - The Youth Bus – 26.2.2014
    - The Orchard Youth Community Centre – 6.3.2014

- Healthwatch Slough delivered 2 launch events for adults either living, working or using services in Slough. The events took place at:  
The Centre, Farnham Road –24.2.2014  
Britwell Community Hub - 25.2.2014
- **We heard over 200 comments and suggestions from the Slough community during our launch events – some key information shared:**
- We received Comments on Services and Providers: Hospitals, Doctors Surgeries, Social Services, Schools, Mental Health Services and Maternity Care.
- We received comments about key themes: Hard to Reach, Diversity, Communication, Training, Learning Disabilities, the Deaf Community, Isolated Families, Homeless People Elderly and Young People.

## Initiative 5 Healthwatch Champions & Enter and View Teams

### Objective

- To recruit and provide training for community members to become Healthwatch Champions and Enter and View Team.

We held 3 volunteer recruitment events and have recruited 15 volunteers to support Healthwatch Slough. During 2013-14 these volunteers worked directly on community engagement and been involved in planning ways to collect community views including the content of forms.

We have launched our Healthwatch Community Champions who will:

- Represent Healthwatch at Meetings
- Attend key events (without a staff member)
- Be part of the Enter and View Team

Interviews for our Community Champions will take place from August 2014

## Initiative 7 - The Voice of Health and Social Care in Slough

### Objective

#### • Collection of views and experience on health and social care in Slough.

This initiative is planned to continue for the duration of Healthwatch Slough. We plan to engage with the Slough community through planning a varied engagement tools so that the community can share their views and experience. In November we will proceed with a mapping exercise to report on the areas, communities and groups that Healthwatch have engaged with and collected the views.

We have produced

- A Young Peoples Survey, this has been completed by 40 young people.

We have planned to visit 3 Care Homes in Slough. To date one engagement visit has been planned and carried out by Healthwatch. We are currently waiting for confirmation from two of the Care Homes.