



Healthwatch Intelligence for Project Planning – 30th July 2014

Listed below is an overview of the information that will be shared with the Healthwatch Board Members. This information can be used to set the future projects, initiatives and tasks for Healthwatch Slough.

Agreed Projects by the Healthwatch Board

- Initiative 1 Patient Discharge – Wexham Park Hospital
- Initiative 2 GP appointments/walk in centre Timescale August 2014
- Initiative 3 Strategic exploration of selected Wellbeing Board priority Timescale September 2014
- Initiative 5 Healthwatch Champions & Enter and View Teams Timescale ongoing
- Initiative 6 Healthwatch Community Funding Timescale September 2014
- Initiative 7 The voice of health and social care in Slough – Timescale ongoing

Healthwatch Board & Staff Intelligence

- Healthwatch Representation is available on the Slough Borough Council Boards
- Well Being Board
- Health Scrutiny
- Adults Safeguarding
- Children's Safeguarding
- Health Priority Development Group
- Children's Partnership Board
- Healthwatch England Information
- Local Healthwatch information

Healthwatch Slough Contacts Customer Relationship Management Intelligence

When people contact Healthwatch Slough if consent is given to record the information shared then this will be entered into a computer system. This information provides us with intelligence and information to show what the Slough community is experiencing. The Pie Charts (figure 1,2,3) shown are information that has been recorded from the 1/3/2014 – 30/6/2014. This information will help the Healthwatch Board set future projects and initiatives. The interaction information presented in the text box is not a full account or transcript but is described to set a context.

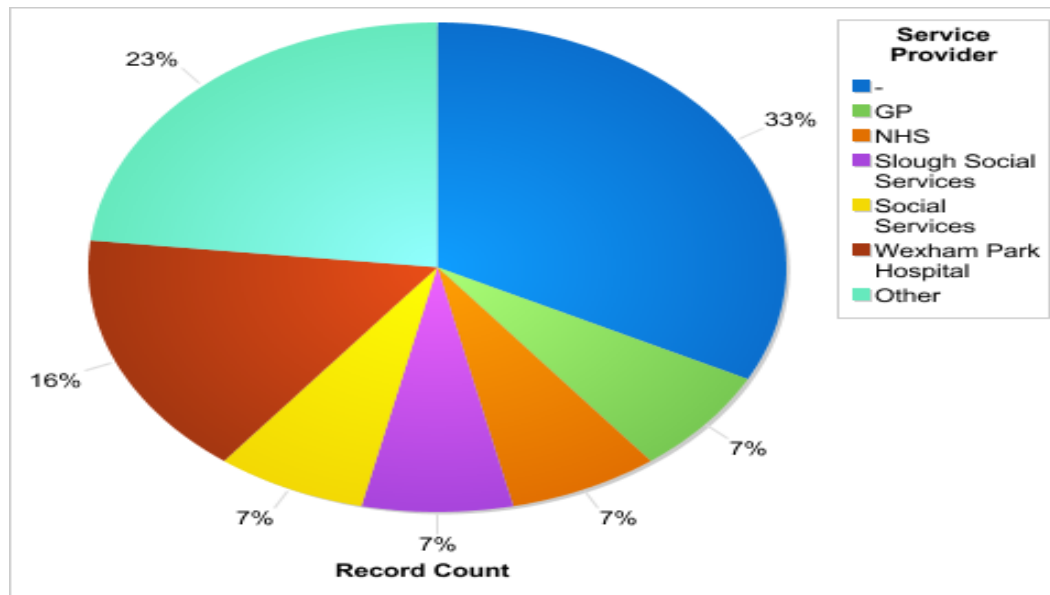


Figure 1

Figure 1 - Service Providers

This pie chart shows the percentage of contacts that have been made to Healthwatch Slough about the listed providers.

Interaction Summary

Slough Social Services - *I am a carer for my teenage son, he's has a drug addiction. He was in receipt of services and now these have ended. I need help and support to care for my son.*

Healthwatch Service – *Information and Signposting*

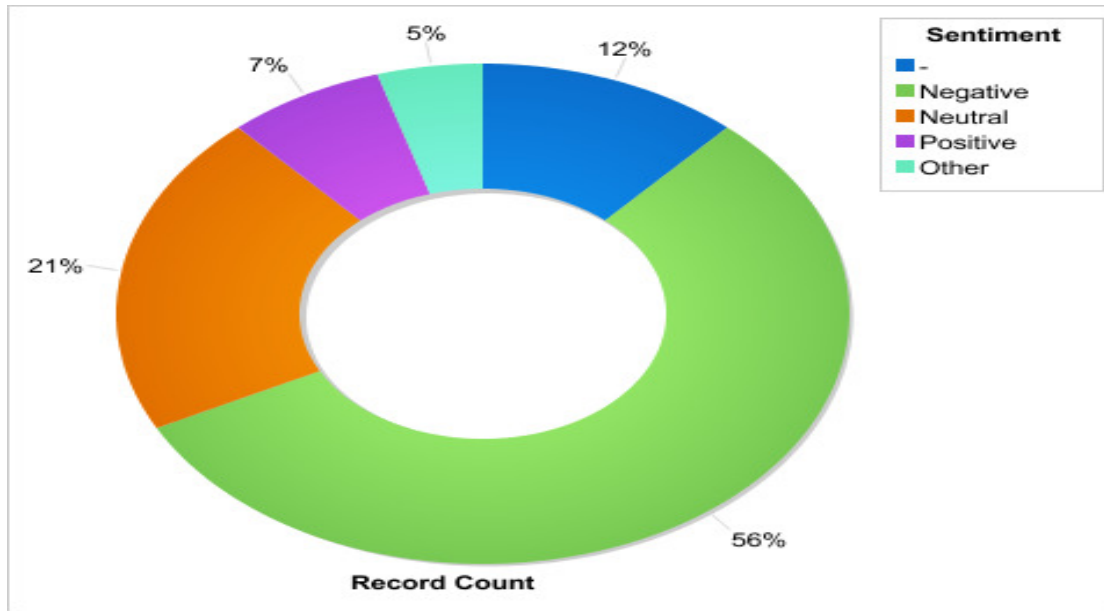


Figure 2

Figure 2 - Sentiment

This pie chart shows the percentage of contacts that have been made to Healthwatch Slough with Sentiment Information.

Interaction summary

Negative - *The treatment of my nan whilst on on AMU was bad and in my opinion they do not care about the patients. I understand that A&E & AMU are busy but staff should not be able to put care responsibilities onto family members when they clearly need hospital treatment.*

Healthwatch Service – Information and signposting service

Positive - *wanted to share a positive dental experience from service user and support staff perspective as we felt we received an excellent service from the Royal Berkshire Hospital.*

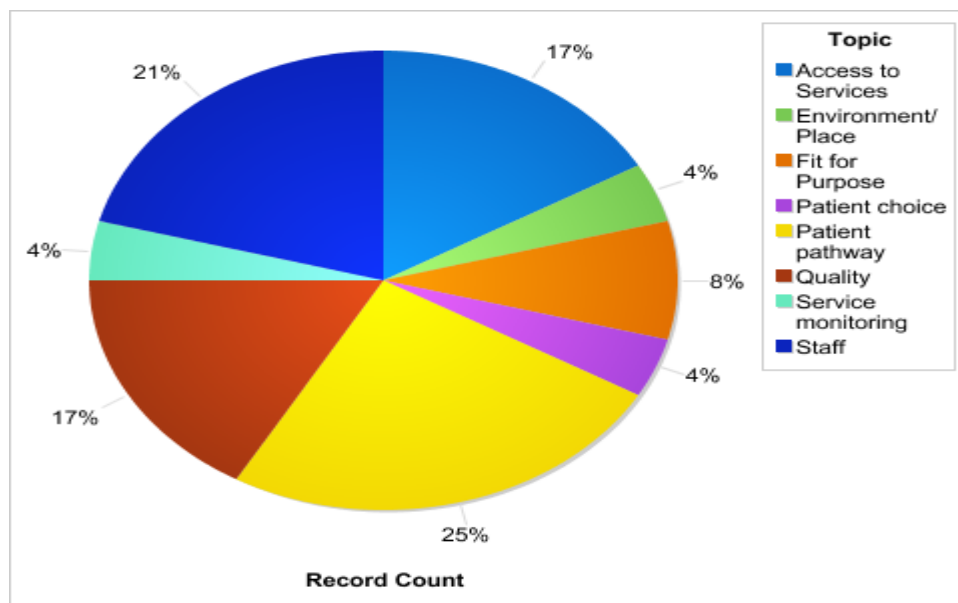


Figure 3

Figure 3 - Topic

This pie chart shows the percentage of contacts that have been made to Healthwatch Slough broken down into Healthwatch Topic areas.

Interaction summary

Patient Pathway – Caller contacted Healthwatch to inform that he has no faith in the Slough Social Workers. He is a carer but no one will listen to his needs and a general lack of coordinated services. He has no confidence in the Social Services complaints system.

Healthwatch Service – Information and Signposting.

Access to services & Patient pathway - Contact was made to Healthwatch regarding inappropriate communication for sight impaired resident from dentist surgery.

Healthwatch Service – Information & signposting

Slough Local News

Information: reports, newspaper articles and news that is relevant to Slough is also used as part of the Healthwatch Intelligence.

- 📍 Slough Looked After Childrens Services & Slough Safeguarding Services- rated Inadequate by Ofsted (Feb 2014)
- 📍 Slough GPs awarded £2.9 million to improve access for patients – Prime Minster Challenge Fund (April 2014)
- 📍 Slough Local Hospital Heatherwood and Wexham Park – Placed into Special Measures (May 2014)
- 📍 Slough Childrens Centre Services – Overall effectiveness This inspection: Inadequate (June 2014)
- 📍 The Care Act – consultation on regulation and guidance ends – 15/8/2014.