



How **you** helped make
health and social care
better in Slough



*Welcome to Healthwatch
Slough's*

Annual Report

3 More than 'nice to have'

4 Hearing views
and experiences

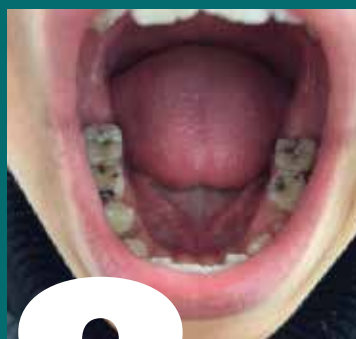
10 Taking action

15 What we do with
your information

19 Formal reporting



5
**Getting out
and about**



8
**Hearing from
everyone**



17
**Small change,
big impact**



18
**Signposting
in action**

More than 'nice to have'

Organisations who plan, buy and provide services **have to take notice** of what we say and respond to our requests for information.

We are here to:

- encourage people to share their experiences of local services
- provide advice, information and signposting to make it easier for people to access health and social care services
- enabling and encouraging people to have a choice about the services they use
- promote and support local people to get involved in the commissioning, provision and scrutiny of local services
- produce reports and recommendations about how local services could or ought to be improved.

- £2350 was given to 6 groups to gain information about people's experiences of health and care services
- Over 640 people shared their experiences and highlighted issues
- 156 people signposted to the right information, service or agency
- 12 reports shared with commissioners and providers
- 15 active volunteers

Need help, advice or information?

We can provide a wide range of information, non-clinical advice and local knowledge about accessing health and social care services.

This includes:

- help to navigate through the complex NHS system
- non-clinical information about local health or social care services
- support in making choices about the services people can receive
- signposting to another organisation
- information about a particular service, care facility or NHS venue.

✉ enquiries@healthwatchslough.co.uk

☎ 01753 325 333

🌐 www.healthwatchslough.co.uk

The infographic features a central green silhouette of a person. Surrounding this figure are seven colored circles, each connected to the central figure by a line of the same color. Each circle contains a word in a different color, all in a bold, sans-serif font. The words are: 'Improvements' (orange circle, orange text), 'Changes' (purple circle, purple text), 'Signposting' (blue circle, blue text), 'Training' (green circle, green text), 'Advice' (dark teal circle, dark teal text), 'Advocacy' (light green circle, light green text), and 'Awareness' (teal circle, teal text). The word 'Impact' is written in large, bold, pink letters across the center of the figure.

Impact

- Improvements
- Changes
- Signposting
- Training
- Advice
- Advocacy
- Awareness



GETTING OUT AND ABOUT



It is important for people to share their views & experiences with Healthwatch. We have various ways in which this can be done, we work closely with key organisations to promote the work that Healthwatch does to help spread the word.

Last year we delivered or took part in over a hundred events, meetings, groups and public areas across Slough to help ensure the public know how they can share their views and experiences about local health and social care services. We visited hospitals and GP surgeries, care homes and had a stall at the Langley Carnival.

We meet people & hand out our 'Speak Out' leaflets whenever we are out and about to make it quick and easy for people to share their experiences. The leaflets, which are available in large print and Braille, are also displayed in a wide range of public buildings throughout Slough including libraries, community centres, GP surgeries, Wexham Park Hospital and My Council.

Community Engagement

Being visible, out and about in the Slough community is essential for Healthwatch. We attend and deliver pop up shops, information sessions and have presence in as many communities groups as we can. Healthwatch meet many people by being out and about in the community, this provides the opportunity to speak to people face to face and share with them the Healthwatch offer.



Our Talking Shops



In December 2015 Healthwatch Slough launched its first Talking Shop. We recognised the need for people to be able to have their say face to face and find out information. The aim of this Talking Shop was to share information on health and care services available for people in Slough.

Some issues raised at public talking shops were:

I want to find out more information on how to complain and who to complain to

where do I find information about carers?

We would like a discussion forum ... a place for local people to have their say

This is a great platform to provide open and honest conversations

We as agencies need to be more joined up and aware - especially of local services that could support the people we are already working with.

We need more centralised information sources both online and in person

Responding to the feedback that we received during the launch event and as part of the evaluation findings we have decided to hold two different sets of talking shop events;

- Talking shop designed for members of the public
- Mapping & Sharing Talking shop designed for Slough Service Providers

Some comments raised by Services at the mapping and sharing event

PEOPLE COMING TO US



citizens advice

Over 640 people have contacted us direct either by phone, email, using our online form or by visiting Citizens Advice Slough.

They have shared their experiences and highlighted a wide range of issues.

In person

Either by meeting the engagement team in the community or we partnered with the Citizens Advice Slough (CAS) to offer a face-to-face service that enables people to share their views, experiences in person. Citizens Advice staff and volunteers signposted people to the information or service they needed.

By phone

We have a dedicated telephone number people can call to share their experiences, get information about health and social care services and get advice about how to make a complaint: 01753 325 333

Online

People can email us enquiries@healthwatchslough.co.uk and use our online 'Tell us your story' form at <http://healthwatchslough.co.uk/tell-us-your-story>

Hearing from everyone

We have worked hard to hear from as many people as possible - not just those who are part of a group or already know how to share their views. We are particularly keen to hear from people and communities whose voices are often not heard. We set up a Community Chest Fund worth £2500 to support a number of small grassroots projects and groups to gain information about people's experiences of health and care services. They had easier access to, and an existing relationship with, a diverse range of individuals. This meant they could get more meaningful and honest information a lot quicker than we could ever have managed on our own.



Slough Refugee Support is due to undertake some work around FGM. We identified a need for further engagement and research into Female Genital Mutilation (FGM) practices. Slough Refugee Support is planning an awareness event in June 2016, to provide guidance and support around FGM issues. The aim is to incorporate FGM with other health issues such as mental health and sexual health so it does not look as if it is just an exclusive focus on FGM, which can feel threatening as it is a sensitive issue.



The Beehive Foundation looked into oral hygiene of Chalvey Roma Children. The Beehive Foundation undertook some workshops on behalf of Healthwatch Slough in order to better understand the oral hygiene of Roma Children in Chalvey and to create the right conditions to support behaviour change around dental care in Roma Children and inspire positive healthy habits (see page 8 for more details).

The DASH Charity (Domestic Abuse Stops Here)

looked at refugees and homeless people's use of Slough Walk In Centre. We know the contract for the Slough Walk In Centre is due to expire summer 2017. Slough Clinical Commissioning Group (CCG) and NHS England have been working together to seek views on:

- what service changes could be piloted during this 18 month extension
- what the longer term future of the Slough Walk-in Centre might be

Healthwatch is interested in the needs of people who find it difficult to access traditional primary care services, such as those with language barriers, those with substance misuse issues or homeless people, who may have difficulties registering with a GP or booking and keeping appointments. In conjunction with DASH, a local organisation which supports women and children fleeing domestic abuse, we produced a report hearing the more vulnerable patient groups such as refugees, homeless and children access the Walk In Centre.

As a result of our report, the Walk In Centre Steering Group are considering trialing "Slough Digital" online platform to access health information and resources with this client group and putting more Navigators into the Walk In Centre to better understand this patient group's needs.



50-50 Sync & Special Voices explored issues around special educational needs and disabilities

Summer 2015 we held a number of focused workshops to gather the views and experiences from children and families members in Slough. As a result a list of key questions from parents and young people were drawn up and sent to the Council, GPs or the Hospital to provide responses to, such as;

- What has happened to the short breaks services?
- Do GP receptionists have training on autism?
- Why isn't there hoisting equipment at Wexham Park Children's Ward for toileting?
- What has happened to the carers register in Slough?

"I just want to be heard."
"Our children don't have any choice"

We also asked the question: "What is it like for families in Slough seeking SEND information and support?" with particular focus on the Local Offer. Every Local Authority must publish information about the services in their area for children and young people with SEND (and services outside the area which local children may access). This is called the Local Offer. The Local Offer presents all information about education, health and care services, voluntary agencies, leisure activities and support groups in one place. It has two main purposes: to provide clear, comprehensive and accessible information about the support and opportunities available, and to make provision more responsive to local needs. Slough's Local Offer can be found on Slough Services Guide, SBC's online directory. We found that:

- 1 in 3 survey respondents had not heard of the Local Offer
- 38% did not know where to find information about the Local Offer

"I felt left to get on with it, being told to go and look at a website" Parent of child with SEND

Resource Productions were commissioned to produce video and vox pops of our volunteers talking about Healthwatch for our new website

Hearing from everyone - young people



Slough has 8,000 children living in poverty. Children living in poverty are more likely to suffer a number of adverse health outcomes including poor nutrition, dental health, accidents and ultimately a shorter life expectancy. Slough's Children's Services have been rated inadequate by Ofsted for a third time in a row.

A survey in 2013 showed that 3 year olds in Slough have more teeth affected by decay, on average, than in any other local authority in England. Childhood obesity is also problematic in Slough.

38% of children aged 10 & 11 years old in were overweight in 2013/14, significantly higher than the average for England.

Healthwatch Slough made it a priority to hear the voice of the young person. We have delivered talks to the Young Cares Café and attended the YES Festival. We have and are developing our young people's page. We have been planning with the Youth Parliament our Youth Enter & View training.

Recruited 2 Youth Champions to the Healthwatch Board

Our first Youth Champion, Chaitra Dinesh went off to University to study Medicine. In order to ensure we continue to hear and champion young people's voices we have recruited two new youth champions: Anisah Kausar and Regina Lubiatuska. Anisah and Regina are able to support the work of the Board in reaching out to young people in Slough as well as leading projects themselves.

Hearing from everyone - Special Educational Needs and Disabilities



What made us investigate this issue?

In June 2015, Slough Borough Council gave presentation on how services for children with Special Educational Needs and Disabilities (SEND) may be affected by the Care Act and other recent legislation. We worked with a number of community groups via our community chest fund to find out from SEND families about their experiences and understand their perspective to ensure their voices were being heard.

What did we do?

- We tested out for ourselves how easy it was to find information about SEND services in Slough via an online search
- We made contact with children and young people with SEND, their parents and others involved in supporting them, and asked for their views and experiences.
- We studied SEND feedback already reported to us (stored on our database)

What did people tell us?

We spoke to children and young people with special educational needs and/or disabilities (SEND) and their parents and carers. We asked them what it was like seeking SEND information and support.

Key themes we heard included:

- Lack of information about support groups available to parents and carers
- A need for more local social activities and clubs for SEND children
- A lack of co-ordination between health and social care professionals and schools
- People felt that their views were not listened to or acted upon.

One person said:
“We speak to people,
we highlight the problem,
information gets noted,
and that’s it - you don’t
hear anything else, nothing
changes, we are left to get
on with it. You can only speak
so many times and then you
just get by on your own.”

What happened as a result?

We produced a report and recommendations and shared this with Slough Borough Council, Clinical Commissioning Group and Slough Children’s Trust.

Our recommendations included:

- Making it easier to access information
- Encouraging children and young people to share their views to help shape services
- Encouraging parents and carers to speak up
- Increasing activities and support groups for SEND families



Oral hygiene of Roma Children

The Beehive Foundation, on behalf of Healthwatch, carried out two workshops involving 42 Roma Children over a course of four weeks, using the Change 4 Life approach. The first workshop looked at sugar snack swapping. The second workshop looked at good dental hygiene routine. The 42 children that attended this workshop were asked “Who owns a toothbrush?” Only 2 children said they had a toothbrush. The workshop focused on how to clean teeth.



This report received a lot of media attention, with the manager being interviewed live on BBC Radio Berkshire. As a result of this piece of work Slough Borough Council set up an Oral Health Action Group with the following aims:

1. To promote oral health and maximise the accessibility of dental health services amongst children and parents in Slough.
2. To promote the benefits of taking up access to free fluoride toothpaste and brushes and roll out a healthy eating programme across schools in Slough.
3. To establish and support a network of oral health practitioners in local dental practices and the Local Dental Committee to support outreach programmes targeting areas with high levels of tooth decay amongst children.
4. To strengthen links between maternity services, early years' services, primary care dental health teams and secondary care treatment services to support the community in practicing good oral health for children.
5. To support the production of oral health advice aimed at specific groups at high risk of oral health problems

Hearing from everyone - people with a disability



We worked in partnership with Berkshire Vision to produce the Healthwatch advocacy fact sheet in audio format large print format. Working with Berkshire Vision provided the opportunity to engage/connect/inform with people that we may not meet through our daily methods of contact. Our factsheet that can be found on our website -

http://healthwatchslough.co.uk/wp-content/uploads/2016/01/advocacy_fact_sheet_21.pdf

Advocacy Focus Groups

Prior to Slough Borough Council recommissioning the Borough's advocacy services, we held a number of focus groups to find out people's experiences of advocacy services in Slough. What is having an advocate like? How do you get this type of support? What could be improved? We also sought the views of professional organisations and advocates themselves.

As part of the project, we tested three key local information sources to check information about advocacy in Slough:

- My Council 01735 475111 (Slough Borough Council telephone enquiries line)
- Slough Services Guide (online directory on Council website)
- Community Database (Slough Council for Voluntary Service)

We put together a report for Slough Borough Council looking at the various types of advocacy, including the advocacy providers wish list and a gap analysis.

Healthwatch Slough learnt how advocacy services need to be better understood by all. We concluded that simply making information available about the support available in the community through leaflets or an online directory is not enough. Advocacy services having a physical presence is key. Health and social care employees and all potential services users having access to a short file about what advocacy is available in Slough would increase understanding of this complex but vital service for vulnerable people.

Helping people to get **involved**



To get things right, the organisations that plan and buy health and social care services (commissioners) need to understand what people's experiences are of the services they're trying to buy.

Patient and public engagement is a legal requirement for the NHS but we believe it is also a better way to commission services.

We have carried out a lot of work this year to help patients and people who use services to get more involved in how services are planned and purchased so they can make a real difference.

We have:

- joined with other local Healthwatch organisations to improve the way patients are involved in commissioning
- encouraged commissioners to ensure the services they buy really do reflect what people want
- supported commissioners to listen to patients for themselves (and not rely on the feedback and experiences we share with them)
- recruited and trained volunteers to get people's views and share them with us.



We can't do it on our own

We wouldn't be able to make as great an impact without our network of volunteer 'Healthwatch Champions'.

Our Champions promote Healthwatch and act as our 'eyes and ears' by encouraging their friends, relatives and colleagues to feed back their good and bad experiences about health and social care services. This year, many of our volunteers have also got involved in more 'hands on' roles including:

- helping to staff information and promotional stands at community pop ups and Talking Shops
- getting involved in surveys and groups to look at 'hot topics' and gaps in service provision
- mystery shopping of GP surgery websites



Examples of our Champions' contribution

Patient led assessments of the care environment (PLACE) assessments

Some of our volunteers have been part of teams of patient assessors who have visited Upton Hospital for Berkshire Healthcare Foundation Trust as well as at the private Spire Thames Valley Hospital & Spire Windsor Clinic to assess how the environment supports the provision of good clinical care, assessing things such as dignity, privacy, cleanliness, general building maintenance and food.

Find out more about **becoming a volunteer** or contact our **Healthwatch Officer Caris Thomas on 01753 32533**
Website: www.healthwatchslough.co.uk
Email: caris.thomas@healthwatchslough.co.uk

What we do with your information and stories



We keep a central record of all the feedback and suggestions we get from the meetings and events we go to and from people contacting us direct (through our website, email, phone and our network of Champions and Citizens Advice Slough). We collate all the feedback to identify trends and themes we can use as the voice of people using health and social care services in Slough.

Some of the ways we act upon what we hear

- Discuss what we've heard with the people responsible (eg: NHS Trusts, Slough Clinical Commissioning Group, Slough Borough Council) at one of the regular meetings we have with them.
- Pass the information on to the Care Quality Commission (CQC) and/or Slough Borough County Council adult social care service. The CQC is who are responsible for inspecting all publicly funded health and social care services and/or Slough Borough Council adult social care service. This year we produced two reports specifically for the CQC - one around diabetes and the other around the ambulance service.
- Share our findings with Healthwatch England to be addressed at a national level or as part of special reviews and investigations. We raised three issues with Healthwatch England and contributed to their reviews into inappropriate discharge and primary care.
- Make a specific organisation or service aware of an issue and ask for a response and/or assurances that it will not happen again. These issues may result in more detailed actions.
- Make formal referrals and recommendations to commissioners in all of our reports.

We are always pleased to hear about people's positive experiences, and always share these with the relevant organisations.

- Carry out some more detailed follow-up work if the issue is significant or keeps being reported.
- Incorporate people's experiences into any current or ongoing projects.

Reporting what we find



We report what we find out and give recommendations to commissioners and providers.

SEND Report, Jan 2016

Dental Hygiene of Roma Children, Dec 2015

Asking about Advocacy Services & Advocacy Factsheet, Nov 2015

Special Voices SEND Question and Answers, Nov 2015

Formal response to the Consultation around the Refresh of the Joint Carers Strategy, Oct 2015

5 Prime Minister's Challenge Fund (PMCF) Briefings, Summer 2015

We published five briefings about extended hours access to GP services this year and are working closely with General Practices to improve their performance and the patients' experience. This work was carried out following the award of additional funding for Slough through the Prime Minister's Challenge Fund which aims to increase access to health and care services in local communities.



Briefing 1 - looking at GP websites re access to appointments:



Briefing 2 - looking at GP telephone answering:



Briefing 3 - looking at the walk-in experience of GP surgeries:



Briefing 4 - assessing knowledge of access to extended hours appointments:



A review of the impact of the Prime Ministers Challenge Fund:



Patient Stories: Experiences of Frimley Park Hospital, July 2015





Small change big impact

The impact we have on health and social care services ranges from behind-the-scenes changes that lead to improvements for everyone using a service, to changes for specific groups of people, improvements for a particular community and help for individuals through our signposting, advice and advocacy service.

Behind the scenes

Responses from providers and commissioners

We regularly meet with the organisations who plan, pay for and provide most of the health and social care services in Slough. At these meetings, senior managers and clinicians often tell us about changes they have made as a result of our feedback and recommendations. Some organisations also send us a written response to our recommendations.

Changes to the Personal Medical Services (PMS) GP contract

Slough CCG created a standard specification which all GP surgeries must meet (creating more equality around quality) in order to get the new premium. In the patient engagement section of this new specification, the CCG have included all the recommendations from our Prime Ministers Challenge Fund i.e all surgeries must (as a minimum);

- Ensure that patients can reach them by phone at anytime Monday to Friday 8am-6.30pm (no closing in the day)
- Offer a text appointment services
- Have a clear, answer machine message - agreed between Practice Managers and Healthwatch Slough
- Provide clear information in their waiting room
- Enable people to book appointments online
- Commitment to having one Patient Participation Group (PPG) member as part of the Slough wide Patient Reference Group - bringing together patients from all 17 surgeries

Child and adolescent mental health services

Slough Clinical Commissioning Group (CCG) is responsible for planning and paying for child and adolescent mental health services (CAMHS) in Slough. In choosing who will provide the CAMHS service in the next few years, the CCG drew on feedback from the work we did with children and young people who use the service used. They produced a service specification which included:

- 'say it once' so patients only have to explain themselves to one professional who will then ensure other professionals are informed before they meet with the patient
- a requirement to listen to external feedback about the service from organisations like Healthwatch.



healthwatch



Making a difference for individuals

Case study 1

I suffer from a chronic lung condition and sometimes have to spend a few weeks a year in hospital. I've never had a problem before, but during my last stay, at the point of my discharge, the person organising my discharge spoke very rudely to me and made me feel like I was being a nuisance. There was one particular comment she made about 'you people' referring to the fact that I was Asian, and the assumption behind it that really upset me. Anyway, I let it go, and it wasn't until I met someone from Healthwatch a few weeks later that I told them about it and realised how upset I still was. At that time I didn't want to make a complaint, but after getting help to write my experience in a letter stating just the facts of what happened and how it made me feel, made me feel so much better and hopeful that all staff will be better trained and made more aware of how their words can impact and hurt people who are already in pain and anxious about their recovery.

Annual Report 2014-2015



Small change big impact

Changes for specific groups of people

The Farnham Road Surgery agreed to hold surgeries with a diabetes nurse

At least 2 GP surgeries changed their answer machine phone message and used our recommended message.

2 surgeries created and published websites online and 4 surgeries updated information as a result of our audit and suggestions

An Advocacy Providers forum was set up following the focus group we held with providers

**Feed
back**

Thank you for your comments on the draft carers' strategy. We appreciate the time taken to read it and to provide us with some really helpful feedback. We have now closed the consultation and will send out a communication to everyone that has responded. As you gave us some detailed comments we thought it might be helpful to respond to you directly.

Sally Kitson, Commissioner for Adults,
Slough Borough Council



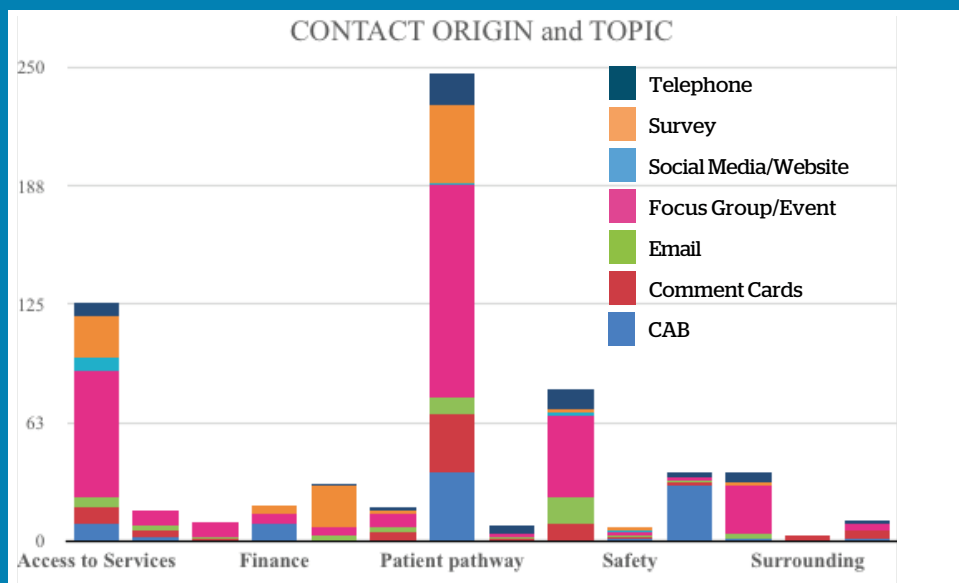
Making a difference for individuals

Signposting, advice and advocacy

We provide an impartial, confidential, free and independent advice, information and signposting service to deal with a range of different health and social care issues for anyone living in Slough. Our signposting, advice and advocacy service helps people through our helpline (01753 325 333). We signposted over 156 people through our helpline.

Signposting and advice

Almost three quarters of the people who go to Citizens Advice are given information about options they can follow-up themselves including leaflets and websites. They may also be signposted to other agencies who are better placed to help. If the issue is more complex, or the person needs more support, we arrange for them to meet one of our specially trained advisers at their local Citizens Advice. We log details of all the experiences issues, and topics people contact us about so we can look for trends (eg: by topic/issue, provider or area).



Signposting in action - Case study 1

A caller to our Helpdesk recounted her 8 year old son's experience at a Medical Centre in Slough. They had waited for three months for her son's appointment to have his blocked ear wax removed due to not hearing well. When they arrived at the appointment her son was a bit nervous - The caller reported that the GP did not seem child friendly. When the doctor asked her son to lay down to look at his ear the son started to cry as his voice was very loud and impatient. While Parent was trying to calm son the receptionist walked in and asked doctor to move his car. The caller said that the doctor was angry and said he was not going to move his car and shouted at patient and parent.

The caller said that her son asked to get the doctor to remove the wax from his ear as he could not hear very well and it was uncomfortable and he promised not to cry. The caller said that the doctor left patient and parent in his office and went to move his car saying he had other people waiting.

The parent emphasised that she had noticed from the start that the doctor did not appear happy to deal with a nervous child. She had sent in email of complaint to the surgery hoping that the doctor would be investigated. She was dissatisfied with the reply she had received which suggested talking to Practice manager and/or changing GP or moving to a different practice. We signposted to NHS Choices and formal Complaints procedure, as well as the NHS complaints advocacy service.

FORMAL REPORTING

Finance and contacts

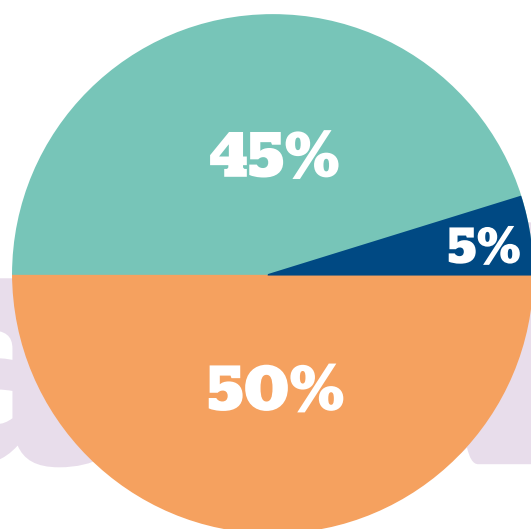
Our contract with Slough Borough Council gave us funding in 2015/16 of £114,679.

What we used the money for:

Patient and public involvement: £57,639

Information, advice and signposting: £51,525

Administration and governance: £5,515



Making the report available

This Annual Report will be made available to the public through a standard pdf and text-only versions on our website. We will promote the annual report through social media, and e-mail electronic copies to key stakeholders, supporters, and partners. We will also provide electronic and printed copies and versions in alternative formats and languages on request.

Partners' registered offices

Citizens Advice Slough
(ceased trading on 31.3.16)
27 Church St,
Slough,
SL1 1PL

Healthwatch Slough Borough registered office

Healthwatch Slough is a Community Interest Company limited by guarantee and registered in England and Wales

(Registration number 08686075)

Tel 01753 325 333

Help and Care (www.helpandcare.org.uk)
The Pokesdown Centre
896 Christchurch Road
Bournemouth
Dorset BH7 6DL

FORMAL REPORTING

About Us

Governance

Healthwatch Slough is a Community Interest Company. This is a company that acts for the benefit of the community. Our strategic direction is set by a Board of Directors that comprises of three non-executive directors and two executive directors, as well as a number of Lay Representatives representing special interest groups. We publish the approved minutes from our Board meetings on our website. On a day-to-day basis, our work is led by employed staff and volunteers.

The Healthwatch Trademark

Healthwatch Slough uses the Healthwatch Trademark when undertaking work on our statutory activities as covered by our license agreement with Healthwatch England.



 www.healthwatchslough.co.uk

 enquiries@healthwatchslough.co.uk

 01753 325 333

 HealthwatchSlough

 HWSlough