

Quarterly Intelligence Report

1st October - 31st December 2016



Contents

1.	HIGHLIGHTED INTERACTIONS	3
2.	WHERE OUR DATA COMES FROM.....	4
3.	COMMENTATOR (WHO IS SHARING THEIR EXPERIENCES)	5
4.	TOPICS - WHAT ISSUES WERE REPORTED	6
5.	SO WHAT DIFFERENCE DID HEALTHWATCH MAKE	7
6.	ENGAGEMENT	7

Quality Statements

Healthwatches across the country work differently but Healthwatch England have developed Quality Statements fall into five groups. Each area and its accompanying statements have been set out below.

- **Strategic Context and Relationships** - Having a strong understanding of the strengths and weaknesses of the local health and social care system is critical to the success of local Healthwatch. The credibility of Healthwatch is rooted in how well it knows local services and the experience of Slough citizens.
- **Community Voice and Influence** - Healthwatch enables local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social care services.
- **Making a Difference Locally** -Healthwatch can formulate views on the standard of health and social care provision and identify where services need to be improved by formally or informally collecting the views and experiences of the members of the public who use them.
- **Informing People** - A core part of the role of Healthwatch is to provide advice about local health and social care services to the public.
- **Relationship with Healthwatch England** - Local Healthwatch work with Healthwatch England to enable people's experiences to influence national commissioning, delivery, and the re-design of health and social care services.

Highlighted Interactions

Table below highlights some interactions received from Slough Citizens., Healthwatch Slough actions and the outcome or response from the service provider..

Summary of Intelligence	Healthwatch Action	Outcome / Service Provider Response
<p>Social Work</p> <p><i>“I know people bang on about how bad social series are but we had a brilliant social worker from Wexham Park Hospital. She went over ad beyond her remit to support my family and make sure my dad was cared for. Continue the good work”</i></p>	<p>Share the compliment with Wexham Park Hospital 😊 😊 😊</p>	<p>Thank you for the positive feedback we will share this with the Social Work Team</p>
<p>Difficulty getting GP appointment</p> <p><i>“My surgery told me the next available appointment was 3 weeks’ time. I called back a few days later to see if they had cancellations & was told I could go to another surgery at 7pm. I was unable to make this time. At least the Walk In Centre will see you on the same day. When will GPs introduced Skype consultations?”</i></p>	<p>Slough Clinical Commissioning Group to review communication with patients about access to extended hours appointments / use of hubs</p> <p>Any plans to introduce Skype consultations?</p>	<p>Slough practices are focusing on group consultations & are leading the way nationally - http://www.nhsalliance.org/making-time-in-general-practice/appendix-4/ which should help with ease of access</p> <p>Practice managers have been dubious about skype. The feedback is a lot of older patients do not know how to access or use skype. Also skype should never be used to diagnose a patient therefore a phone consultation would cover everything. What value would a skype consultation add? The general consensus is that practice managers & clinicians do not want to potentially miss a diagnosis so only offer phone consultations or face to face appointments.</p>

<p>Wexham Park Hospital care of elderly</p> <p>Concern expressed that elderly people are not being supported to brush their teeth causing decay.</p> <p>Also elderly patients unable to walk safety due to long toe nails</p>	<p>Feedback to Hospital</p> <p>New Podiatry service to be widely promoted to staff and patients</p>	<p>I'm sorry to hear this happened and we would encourage any concerns to be raised with the Ward Sister at the time of the patient's stay. We regularly ask patients using our bedside survey the question "If you needed it have you had help from staff with washing, dressing and brushing your teeth?"</p> <p>Since 1st April 2016 1,651 patients have answered that question at Wexham Park Hospital. 53% replied they didn't need help, 43% said they always received the help they needed, 3% reported they sometimes received the help and 0.7% reported they did not receive any help. These results are monitored by ward and fed back to staff with the comments from patients</p> <p>Age Concern also provide a podiatry service at the day centre.</p>
<p>Lack of community rehab follow up</p> <p><i>It was recommended I attend an exercise class at Montem following a heart attack. Nurse at Upton said we would need a GP referral to access the class. Waited weeks, when we chased it was told I was no longer eligible for this service due to funding cuts</i></p>	<p>Issues around communication between GP and Upton Hospital. Healthwatch to ascertain communication channels.</p> <p>Issues around eligibility for service</p>	<p>Healthy Hearts programme has now been replaced with a Cardio Wellness 4 Slough Service.</p> <p>This integrated cardiac prevention programme, funded through the Better Care Fund, will work alongside existing risk-reduction programmes to provide a primary prevention service for the residents of Slough.</p>
<p>Carers Assessments</p> <p><i>"I contacted the First Contact team 4 weeks ago to have a carers assessment but have</i></p>		<p>If the cared for is a child SPACE would not have been advised of the carers need for an assessment as the responsibility lies with Slough Children's Trust.</p>

<p><i>not heard from them. I have told somebody will be in touch, I am the main carer for my disabled son for the last 9 years, I am isolated, struggling and fighting for help”</i></p>	<p>Slough Carers Support to review how they communicate with those waiting to have a carers assessment.</p> <p>Slough Borough Council looking at streamlining the process.</p>	<p>If the cared for is an adult SPACE needs to establish if a referral has been made before responding to any issues around waiting time with Slough Carers Support.</p>
<p>Carers Support Groups/Forums</p> <p>I was invited to attend a Carers Forum, it was stated that transport could be arranged. I got no confirmation of booking. I rang on the morning of the meeting & was told transport was arranged. After the meeting I was told to make my own way home because I specifically did not request transport for both ways.</p>	<p>Slough Carers Support to review how transport arrangements / bookings are organised?</p>	<p>We are aware of the issue. It appears that there was a misunderstanding around carers need for transport home following the forum. This was a one off issue and we have apologised by way of a shopping voucher, We hope that the carer will continue attend future meetings and events.</p>
<p>Carers Respite</p> <p>Unable to get help arranging respite care from Slough Borough Council and not yet had a carers assessment despite being offered one</p>	<p>Slough Carers Support to made it clear how carers apply for respite care.</p>	<p>Slough Borough is responsible for Respite Carers. They are currently reviewing the arrangements and provision. Eligibility for respite is assessed in the Carers Assessment.</p>
<p>CAMHS</p> <p>Several stories about child being referred to CAMHS but not being given any information around support - parents doing internet searches.</p>	<p>Berkshire Healthcare Foundation Trust to make clear communication, information given to parents awaiting assessment and how parents expectations are managed</p>	<p>Healthwatch hoping to meet Feb 2017 and offer to help with producing a road map</p>
<p>Multi disciplinary working</p>		<p>Awaiting response from Commissioners</p>

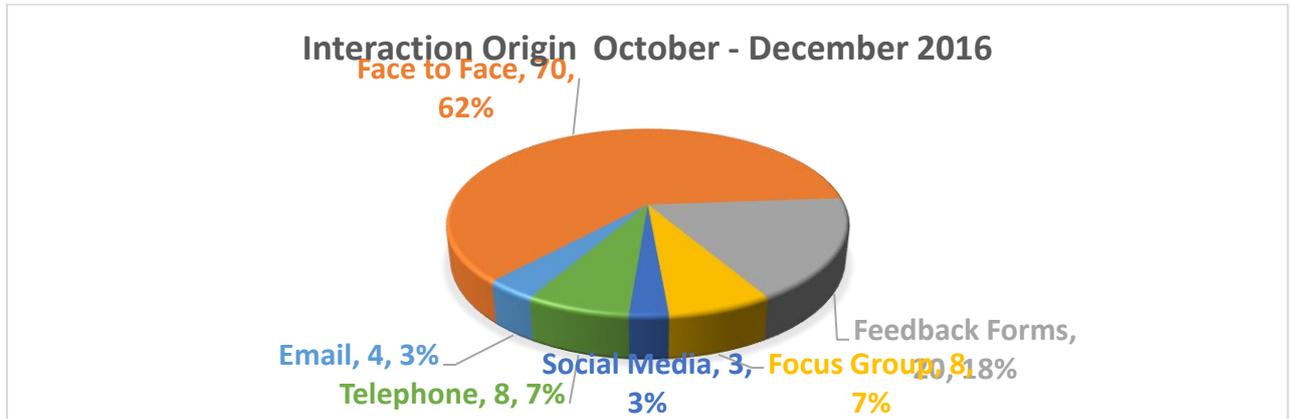
<p>Woman who has a medical condition with lungs and is undergoing chemotherapy at John Radcliff Hospital. Every time she sees her GP they say they do not have information from the Hospital</p>	<p>Slough Clinical Commissioning Group to clarify protocol for communication between GP and Hospitals re continuity of patient care and treatment</p>	
<p>Hospital Discharge</p> <p><i>“I had a procedure at Wexham but did not have a follow up appointment for 8 months. By this time more complications had developed.”</i></p> <p><i>“85 year old lady discharged from hospital after having a breast removed with drainage tube in. Lives alone, finds it difficult to cope. Where’s the planning and support?”</i></p>	<p>Frimley Trust to explore if discharge planning starts from the time somebody is admitted.</p>	<p>I’m very sorry to read that the patient did not receive a follow up appointment in a timely way. If patients are at all concerned regarding their appointments I would encourage them to contact the Hospital Switchboard in the first instance on 01753 633000 and ask to speak to the Outpatient Appointment Booking Team. If they are not able to resolve their concern they can contact our Patient Advice and Liaison Team for assistance by email on palswexhampark@fhft.nhs.uk or by telephoning 01753 633365.</p> <p>Discharge planning is encouraged from either the time somebody is admitted or even before their operation date if the surgery is pre planned with the Pre-Assessment team. Referrals can be made to community, district nursing and GP services if concerns are highlighted by the patient or the family.</p> <p>In the situation with the patient discharged with the drainage tube following breast surgery the normal process followed is for the ward to refer to the High Tech Care Team if the patient is in catchment area</p>

		(depends on GP surgery) or to the District Nursing Team for support.
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Where does our data come from?

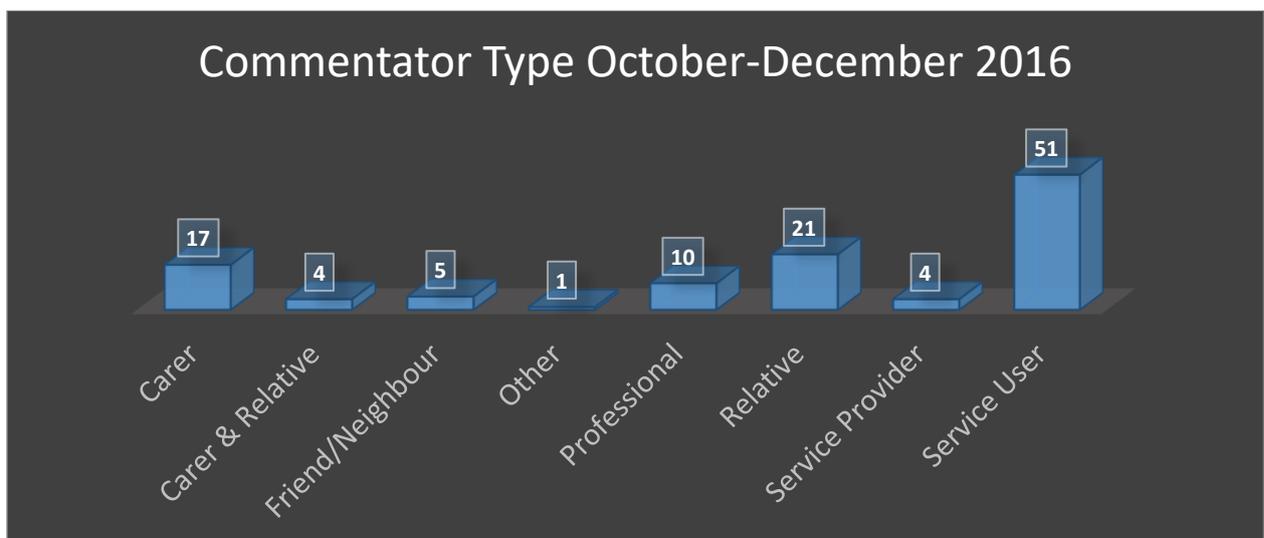
We receive public's comments in various ways. For the 3-month period Oct - Dec 2016 we received 113 comments from Slough residents.

Face to Face interaction accounted for 62 %, Feedback Forms accounted for 18 % comments via Telephone and Focus Groups accounted for 7 % each, comments via Email and Social Media were 3 % each.



Commentator Type

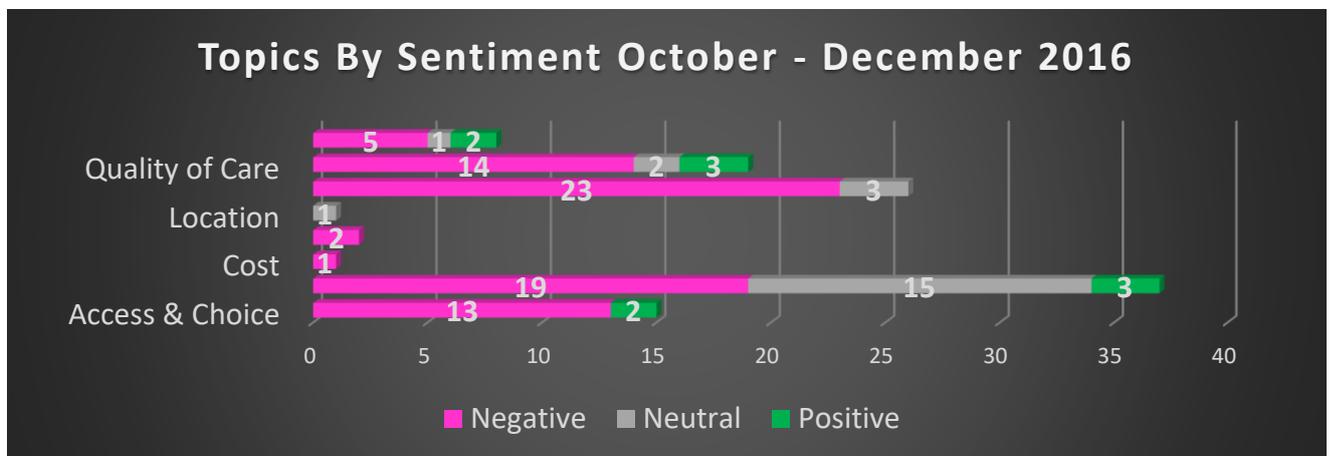
Commentator type relates to the person who is providing us with the intelligence. For the 3 month reporting period the majority of contacts, 51, were from the Service User, whilst 21 comments came from the service users' Relative. 17 contacts came from a Carer and 10 were from a Professional. The remaining 14 contacts were split between Friend/Neighbour, Carer/Relative, Service Provider and Other.



Topics. What issues were reported?

Topics are broad categories of issues, giving a general idea of the subject of comments received. We also record the 'sentiment' of comments, as for example, a comment could be positive or negative.

For the 3 month reporting period the most comments related to **Communication** (37) 33 % , the majority of comments were negative. **Pathways Of Care** accounted for (26) 23 % of comments with more than 85% of the comments being negative. Comments for **Quality Of Care** accounted for (19) 17 % where about three quarters of comments were negative. **Staff and Staffing** accounted for (8) 7% of comments, with majority being negative. The remaining comments related to **Equality, Location and Cost**.



Engagement

A key task for Healthwatch is to engage with local residents and user groups. The purpose of this is three fold. Firstly, it raises awareness of our role. Secondly it enables us to collect residents' stories, at engagement events, if they have something they want to share at that time. Thirdly, if residents raise a query about other services that might be useful to them we are able to sign post them to appropriate services.

The table below shows where Healthwatch has been between Oct-Dec 2016.

	Our Engagements	EVENTS	USER GROUPS & OTHER
October			
10 th		World Mental Health Day Festival	Thames Valley Healthwatch Meeting
11 th	Pop Up Wexham Park Youth Engagement Slough (YES) Shop		
14 th		Special Voices AGM	Primary Care Qualities Improvement Group
19 th	Healthwatch Mapping and Sharing event		

20th		East Berks Children Adolescent Mental Health Service (CAMHS) Transformational Conference	
26th			Joint Qualities Committee
28th	Pop Up Wexham Hospital		
November			
1 st			Slough Health PDG & BCF Joint Commissioning Board
4 th	Talk & Presentation Meet & Mingle – Carers Support Group		
5 th	Pop Up Youth Engagement Slough (YES) Shop		
8 th	Pop Up Wexham Hospital (YES) Shop		
9th		Older Peoples Forum	
10th		Slough Older Peoples Day	
23rd			BHFT Equality Deliver System Workshop on transition
24 th		Special Voices Information Day	
30 th			Slough Local Offer Steering Group
December			
8th			Carers Partnership Board
9 th			Primary Care Quality Improvement Meeting
13 th			Patient Panel
14th		New Carers Group Cippenham Church	
15th			Frimley Public Involvement Group

Looking Forward

Healthwatch will be at the Cardio Wellness 4 Slough lanch Sat 21 Jan 11am in the town centre

We will be at the carers café Monday 30th Jan 6-8pm at New Horizons

We will be at Langley Community Coffee Shop. 14th Feb 11-12 at Langley Library

Let Healthwatch know your views. Get in touch:

Facebook @healthwatchslough

Twitter @HWSlough

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