

## Slough 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   |
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| <p><b>Primary Care</b></p> <p>We received several stories about Dr Gurdip Hear, Crosby House Surgery going above and beyond the call of duty, being attentive, helpful, giving clear explanations</p>                | <p>In recognition of compliments received issued with a Certificate of Commendation</p>  | <p>Delighted that good work and good practice is acknowledged.</p>  |
| <p><b>Wexham Park Hospital</b></p> <p>Wife was diagnosed with lung cancer but had to wait before anything was done. What caused the most stress was that we were not given any information about what to expect.</p> | <p>Healthwatch asked Patient Experience Manager about the cancer pathway and when supports such as MacMillian are introduced</p> | <p>The Lung Cancer Clinic for Wexham Park Hospital is held at King Edward VII Hospital in Windsor. The Lung Cancer clinic is held on a Tuesday with each patient discussed in a Multi-Disciplinary Team (MDT) meeting on the same day. This MDT is comprised of Oncologists, a Cardiothoracic Surgeon, a Palliative Care Physician, Radiologists, Respiratory Physicians, Lung Cancer Specialist (Macmillian) Nurses and our MDT co-ordinator. When a patient has been provided with a new diagnosis of Lung Cancer by a Respiratory Physician, they are also seen at the same time by our Lung Cancer Specialist Nurses. They are provided with the contact details of the team who provide contact within working hours (Monday – Friday). Whenever a</p> |

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|   |                                       | <p>patient calls and has to leave a message, they are called back the same day.</p> <p>We appreciate that any new diagnosis is associated with a high level of worry and anxiety. Due to the complex nature of lung cancer treatment, including new treatments that were not previously available, there is often a wait for further analysis of biopsies to ensure that the treatment offered by the oncologists is specific to them, to aim to provide the best possible outcome. It is always our aim to explain this pathway to patients and their relatives and provide support at all times.</p>                          |
| <p><b>Hospital Appointments</b></p> <p>Why was I sent to Heatherwood Hospital for a scan when I live half a mile from Wexham Hospital. Why was I not given the option to “Choose &amp; book” online</p> | <p>Ask Patient Experience Manager</p> | <p>If the examination is urgent – normally window of 5 to 14 days, the examination is done at the earliest slot available. This is normally at HWD as there are no in-patient slots required there and therefore there is more capacity unlike at WPH where we have to see and accommodate inpatients at short notice. However in general if the examination is routine , we do accommodate the patient if they want a go to a specific site but it may depend on the type of examination available and whether a radiologist is involved (arthrogram), which all limit the site at which we can carry out the examination.</p> |
| <p><b>Community Mental Health Team</b></p> <p>“Our adult son has mental health problems, he has been in and out of hospital a number</p>  | <p>Asked CMHT to respond</p>          | <p>We are very sorry to hear of the family experience and appreciate how stressful it can be to care for a family member with mental health issues. Wherever possible we aim to work collaboratively</p>  |

of times. His pattern is that he can stop taking medication, he refuses to engage with anyone and gets angry. The Community Mental Health Team have indicated that we are the root of his problems. We have been told there is no help until he is in a crisis. We are at a loss as to what to do, very little help from professionals on how best to manage”

with family members and carers and we are sorry to hear this has not been the experience for this family.

Ideally we would like to encourage these parents to make direct contact with BHFT, so that we can hear concerns first hand and try to help. They can do this as carers in their own right, regardless of whether their son consents. The team would be able to hear their concerns and arrange carers assessment, advice and support. We do run carers support and training sessions which can help with information on how best to support a family member with mental health issues.

In addition, if their son consents, we can invite them to be more closely involved in care planning and signposting.

We would aim to never intentionally attribute the cause of problems to the family, and sorry to hear this has been the experience in this case.

We would welcome contact from the family and invite them to make contact so we can try to assist. Our contact details are as follows:

[BHT@berkshire.nhs.uk](mailto:BHT@berkshire.nhs.uk)

0118 9605027

**Equipment and aids**

The Brakes on my wheelchair were not holding the wheelchair in the stationary position. I called the repair service (NRS healthcare) who told me to call Millbrooke healthcare. I had to wait several days for the repair to be made. Why can't I have a spare wheelchair to use in such situations?

Asked CCG to respond

No response to date