

Healthwatch Highlights

April-June 2017

Our activity in numbers



143 stories received

covering **31** services

COUNCIL

One resident's story

Caller looking for support to make a complaint against an NHS decision to move their partner to a care home that was 3 hours away, making it difficult to visit.

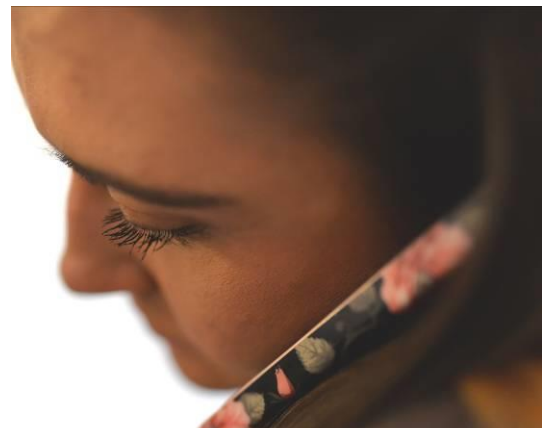
English is the second language. Caller upset and feels like nobody is listening.

Action we took to improve the service

Helpdesk referred the caller to Advocacy Slough for support to make the complaint & Chiltern Citizens Advice Bureau so a specialist case worker can coordinate the case.

We took **120**

Helpdesk calls, average time spent on each call inc. research was 52 minutes



Our next focus:

Understanding what it's like to be a carer

How young people stay well

...get in touch!

We published our annual report

Go to

www.healthwatchslough.co.uk

We reached **5,000** residents across the borough via **pop-up stands, digital and printed media, events & meetings**



Stay in touch!

Help improve health & care services - tell us your experiences.



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