

Healthwatch Highlights

healthwatch
Slough

July-September 2017

Our activity in numbers



7000+ People reached over summer



For our full quarterly intelligence report, visit www.healthwatchslough.co.uk

One resident's story

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

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

Action we took

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.

Outcome

Caller had visited partner 3 times in the last month & Multi Disciplinary meeting took place whereby all concerns raised.

We took
51

Helpdesk calls, average time spent on each call inc. research was 30 minutes

Delighted to partner with Slough Libraries to be part of the Summer Reading Challenge.

We shared a wellbeing story and facilitated a craft activity with children & parents.

We spoke to lots of people about how they keep well, active and healthy.



We

published a report looking at how Slough people take care of themselves to mark **World Mental Health Day #WMHD2017**



Our next focus:

Supporting the Wellbeing Board Campaigns:

- Isolation & loneliness
- Obesity
- Poverty
- Mental health

...get in touch!

Slough's FIRST Peoples Assembly

Keeping you informed about all the changes happening in the NHS & care



Stay in touch!

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



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