

Healthwatch Highlights

October-December 2017

Our activity in numbers



135 stories received

covering **27** services



A resident's story

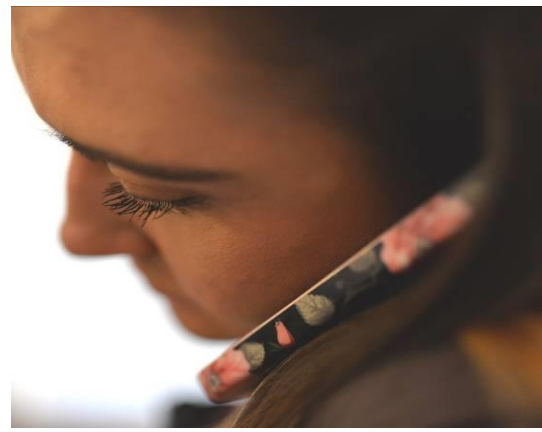
A caller contacted helpdesk to share his frustration with lack of support from his GP & Mental Health Services. He'd been discharged from the mental health services but felt he still needed support, especially with anger issues. He had asked his GP to make a referral but this did not happen. Caller revealed he felt suicidal.

Action we took to improve the service

Our helpdesk got the caller's consent to make contact with other agencies on his behalf. We contacted the Community Mental Health Team, Crisis Team & Adult Social Care team saying we wished to make an alert about a vulnerable person. The response was less than satisfactory. Agencies are now investigating the difficulty we had in raising a safeguarding alert.

We took **96**
Helpdesk calls

Average time spent on each call inc. research:
47 minutes*



Helping you get the best out of health and care services **healthwatch Slough**

You are invited to the 2nd Slough People's Assembly
Thurs 25th January 2018
12.30 -3pm. The Curve, William Street, SL1 1XY

NHS SURVIVAL
To go to A&E or not? That is the Question!

Keynote Speaker: Sir Andrew Morris
World Café Style event of moving around various talking posts—each with a different theme for you to discuss.

#SpeakUp

We want you to share your experiences of getting urgent medical care ... A&E, NHS 111, Walk In Centre

Booking essential as places limited. You'll be asked to share your experience of A&E upon booking. To book call **By Telephone: 01753 325 333**

If you can't attend, still get in touch to tell us about your care.

Our next focus:

- ✓ One You campaign promoting support for health & fitness in Slough
- ✓ Revamping website to make as accessible as possible

We gave an exam stress assembly to Year 10s at Lynch Hill Enterprise Academy
#SchoolStress

8 Volunteers contribute 55 Hours

Enhancing our reach



Stay in touch!

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



enquiries@healthwatchslough.co.uk



@HW Slough



01753 325 333



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