

Healthwatch Highlights

healthwatch

Slough

January-March 2018

Our activity in numbers



170 stories received

covering **33** services



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

A resident's story

Client sent an email outlining a negative experience she had at her GP surgery.

During an appointment, her GP made her feel bad & her condition worse than before the visit.

Client suffers from migraines & depression. She was made to feel like she shouldn't have been asking for help. Felt the GP had no understanding of what she was going through as a patient with mental health issues.

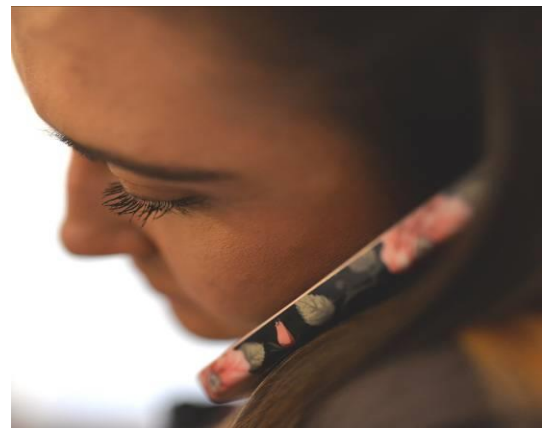
Client felt the GP's repeated questioning was trying to make a point that she did not understand English.

Action we took to improve the service
Helpdesk signposted client to the surgery's Practice Manager and Talking Therapies Berkshire

We took **115**
Helpdesk calls

Average time spent on each call inc. research:

40 minutes*



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People's Assembly
Health & Care Fair

Freetasters - reiki, allergy testing, meditation, health checks
Inspirational speakers - hear how volunteering has changed their lives
Stalls & information - find out about how you can become actively involved in your health and care
Local organisations - explore new horizons with groups such as Active Slough, Wexham Park Hospital RVS, Patient Participation Groups & Street Angels
Free prize draw - Win a £50 Amazon voucher in free prize draw
Entertainment - by local dance group Two Left Feet
No need to book just pop in!

Monday 30 April 6-8 pm
Arbour Park Stadium, Stoke Road, Slough SL2 5AY

Our next focus:

- ✓ Highlighting participation, engagement & involvement in health & care
- ✓ Launch of the carers report

Took part in the first of the Wellbeing Board's campaigns to improve healthy living

#BeRealistic

11
Volunteers
70 Hours

Enhancing our reach



We know a leaflet will only help you lose weight if it is the only thing you eat that week.

#BeRealistic

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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