



# Healthwatch Slough

## Annual Report 2016/17





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# Message from our Chair

*For me as chairman of the Board, I find our annual report is a time of reflection. Why, you might ask?*



I've lived in Slough all of my life - 64 years in total - and seen so many changes.

When I was younger, people used to say the best view of Slough was in the rear-view mirror of a car as you were leaving. The only way Slough was ever mentioned was on a signpost for people looking for Heathrow airport or Slough Trading Estate.

Over the years, it began to grow into a town where 150 languages are spoken. In one school alone - St Anthony's Catholic Primary School - there are 31 different languages are spoken.

Now we have a town that is featured on television on a regular basis, whether in the advert "Wake up, wake up, we're going to Slough" or in the series *GPs Behind Closed Doors*.

We have also seen our NHS changing in so many ways with the redevelopment taking place at Wexham Park Hospital as an ongoing project.

While all this has been happening, we have people that are monitoring the changes in the health and social economy, trying to make sure that care and quality doesn't suffer due to an ever tightening finances.

Healthwatch Slough is the organisation working on your behalf, raising voices that normally wouldn't be heard. I must congratulate all of our Healthwatch officers, Board Directors and most of all our wonderful volunteers who never fail to help when asked.

I would also like to thank all the many organisations that have welcomed Healthwatch Slough and all that we represent and do.

Thank you.

**Colin Pill**  
**Chairman, Healthwatch Slough**





# Highlights from our year

*This year we've reached  
56,651 people on social media*



*Our volunteers have given  
over 200 hours of their time*

**VOLUNTEER**

**GET  
INVOLVED!**



*We've visited 55 local services*



*Our reports have tackled  
issues ranging from vulnerable  
patients' use of the walk-centre  
to female genital mutilation.*



*We've spoken to  
over 150 people  
as part of our  
'Access to  
Health & Care  
Information'  
project*



*We've met hundreds of local  
people at community events.*



# Who we are

***Healthwatch Slough came into effect in April 2013 as an independent organisation to give the people of Slough a voice to improve and shape all publicly-funded health and social care services for adults and children.***

We do this by being an independent consumer champion ensuring that the voices of Slough citizens reach the ears of the decision makers.

- We engage with and listen to people from all parts of Slough so that we can offer reliable evidence that can be trusted
- We enable people to share views and concerns about local health & social care services
- We provide evidence-based feedback to commissioners and providers to influence, inform and, if necessary, challenge decisions and plans
- We provide - or sign post to - information about local services and how to access them

## ***Our vision***

Our vision is for Healthwatch Slough to be the 'go to' organisation for people's feedback and views on health and social care in Slough.

We want to empower all Slough citizens to speak up and share their experiences of care.

We would like Healthwatch Slough to be recognised as being innovative, sustainable and responsive for driving change and improvement locally.

## ***Our priorities***

We want to influence decision making at senior strategic level & be able to evidence what difference we have made

In addition, in 2016-17 we undertook four focused pieces of work to:

- Understand carers' experiences of accessing services
- Understand the main entry points to accessing information about health and social care across Slough
- Look at vulnerable patients use of the Slough Walk In Centre and how this will be impacted by future service change
- Look at how organisations learn from feedback and complaints.



*Giving  
Slough  
a voice*

## ***Listening to Slough people's views on health & care***

600 people contacted us direct either by phone, e mail, using our Speak Up App, by returning a comment card or speaking to us at one of our pop up events.

A wide variety stories were shared: from difficulty getting a GP appointment to what it was like to attend a carers support group, to care of elderly patients at Wexham Park hospital.



### **In touch**

enquiries@healthwatchslough.co.uk

@HW Slough

01753 325 333

Healthwatch Slough

healthwatchslough.co.uk /tell-us-your-story

healthwatchslough

We work to ensure the the range of channels people can communicate with us though is as broad as possible. Healthwatch Slough joined Instagram this year!

And our promotional video was shown on all 18 GP surgery information screens.



<https://www.youtube.com/watch?v=07rRLWxwMfU>

## ***Feeding back***

Each quarter we published an intelligence report on our website outlining what we heard from you and how health and care organisations responded to your feedback and comments.

## ***Hearing from everyone***

We have worked hard to hear from as many people as possible, not just those who are part of a group already.





## Some of the voices we championed in 2016-17

An estimated 137,000 girls and women are affected by **Female Genital Mutilation (FGM)**. The highest prevalence is London, followed by Manchester, Leicester, Birmingham and Slough.

We commissioned Slough Refugee Support to undertake some **awareness raising workshops**, in order to:

- highlight the fact that FGM existed and was practiced not only in countries across the world but also in the UK, including Slough
- provide information and advice on concerns raised by either families or their children
- strengthen the voice of women and communities speaking out against FGM.

Our volunteer Champion, Zhora Jefferies, spent time every month at Wexham Park Hospital. She started chatting to people in the café or main reception; then began to speak to people on the wards.

**Zhora collected lots of stories** about the care patients received during their stay, what it was like waiting in the discharge lounge to go home, patients' frustration at not being treated holistically but ailment by ailment. We also heard many positive experiences of how pleased people with the standard of care they received. **We fed back to Wexham Park Hospital**, and they replied to each concern, implementing solutions wherever possible.

For example, Zhora highlighted how some elderly patients had told her they were unable to get out of bed due to their toenails not being cut for so long. This resulted in the hospital launching a new **podiatry service** to compliment the service offered by Age Concern at the day centre. Responding to this need undoubtedly increased elderly patients' mobility and independence.

Healthwatch Slough developed a fun **initiative to engage local children** and to gather information about their understanding and experience of health, wellbeing and related local services. The initiative was carried out in partnership with Slough Libraries, Public Health team and two local schools.


Healthwatch Slough delivered a talk at two out of five school **Food Fight events** (no actual food was wasted in this process!). Children who participated in the sessions received a goodie bag containing a quiz

card from Healthwatch Slough. The quiz was also available in local libraries and at local community events.

**168 children completed and returned the quiz card.** Their responses provided valuable insight into their perspectives on staying happy and well, including their awareness of local health services.

Based on the questionnaire findings, Healthwatch Slough recommended **seven actions to improve children's health and wellbeing** in Slough.





*Helping  
you find the  
answers*

## Need information?

We provide a wide range of information, non-clinical advice and local knowledge about accessing health and care services. This includes:

- help navigating the complex NHS system
- non-clinical information about local services
- support in making choices about the services you receive
- signposting to other organisations who can help
- information about a particular service, care facility or NHS venue

## How we have helped the community access the services they need

### By phone 01753 325333

We have a dedicated telephone number that people can call to share their experiences, get information about health and social care services and get advice about how to make a complaint.

**“To renew a blue badge for my mother I have to get a GP letter as proof that her condition is worse. As her carer this means more work and running around for me, and another cost to pay for the letter.”**

.....

Caller to Healthwatch Slough's dedicated telephone line.

Healthwatch Slough contacted Slough Borough Council and were able to provide the client with welcome reassurance that a GP letter would not be required.



### Online

People can e-mail us at [enquiries@healthwatchslough.co.uk](mailto:enquiries@healthwatchslough.co.uk) or use our online 'Tell Us Your Story' form at [www.healthwatchslough.co.uk/tell-us-your-story](http://www.healthwatchslough.co.uk/tell-us-your-story).

### Our Speak Out app

Healthwatch Slough's Speak Out app is free to download for Android and Apple phones. You can let us know about your experience even easier.

### Factsheets

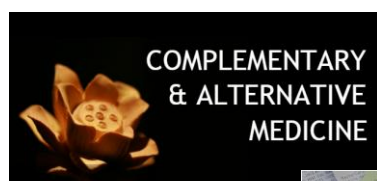


As a result of so many people's enquiries about topics we decided to produce factsheets - summarising information in a clear, readable way.

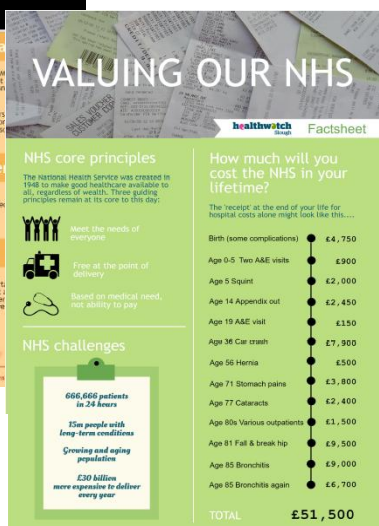
People had told us that national information was easier to come across but localised information about local services was harder to source.



Healthwatch decided to create single documents addressing common queries and issues presented in a clear, focused and readable way.



This year we published nine factsheets.



Our 'Valuing our NHS' factsheet outlined how much you might cost the NHS in your lifetime (on average £51,000) through your everyday choices. This factsheet went viral and was retweeted nationally, printed in Slough Borough Council's *Citizen* magazine and quoted in regional meetings.

## In Person

Slough people love to meet up and talk. Healthwatch had a regular presence throughout Slough via our 'Talking Shops' - we coordinated a range of professionals & services to find out information, update members of the public and offer Q&A sessions. We had overwhelmingly positive feedback from all who attended.

"The sorts of open and honest conversations that we've been able to have today would never have happened at a Council meeting."

*Talking Shop attendee*

Not being able to find an organisation to support the continuation of our Talking Shops we now hold 'Pop Ups'. We advertise where we will be and members of the public come and talk to us. Occasionally you wanted to carry on your conversation with us and we arranged to meet for coffee.

"I usually don't like meeting with professionals, but meeting with Healthwatch was really productive. I felt properly listened to."

*Client after one to one session with Healthwatch Slough development officer*



A woman with dark braided hair is looking down at a document or book. She is wearing a dark-colored shirt. A large, stylized number '3' is overlaid on the image, with a green circle on the left and a teal circle on the right. The text 'Making a difference in Slough' is written in white on the green circle.

# *Making a difference in Slough*

## *What we do with your stories*

We keep a central record of all the stories, feedback and suggestions we get from the meetings and events we go to and people contacting us directly. We collate all the feedback to identify trends and themes.

Some of the ways we act on what we hear:

- **Raise** what we have heard with those responsible
- **Pass** the information on to the Care Quality Commission who regulate and inspect services
- **Share our findings** with Healthwatch England and the wider public through our website
- **Make recommendations** to commissioners in all our reports
- **Use** our seat on Slough Wellbeing Board to influence discussions about the future of Slough

Our case study of an elderly person's care contrasted the East Berkshire 'New Visions of Care' aspiration with the reality.

After discussion at the Primary Care Qualities Committee, we wrote to the ten organisations involved and asked how things could be different/improved in the future.

## *Reporting what we find*

We published five reports this year:

- How organisations in Slough learn from feedback and complaints
- Raising awareness of Female Genital Mutilation in Slough
- Vulnerable patients' use of the Slough Walk-in Centre
- Big Food Fight & Children's Quiz

## *So what? How small changes can create big impact*

All the time we are asking ourselves "So what difference has Healthwatch Slough made?"

Healthwatch identified young carers as a priority group in Slough. Now a Steering Group has been set up which is overseeing a Borough wide strategy.

The impact we have on health and social care services ranges from behind the scenes changes leading to improvements for everyone using a service to changes for specific groups of people, improvements for a particular community and help for individuals through our information services.

We supported one of our Healthwatch Champions to establish a carers group in Cippenham.

Our feedback about the importance of supporting carers contributed to the following developments at Frimley Health NHS Trust:

- the launch of a carers information booklet which offers advice for carers when their relative/friend is in hospital
- the introduction of a Carers Box on all wards at Wexham Park Hospital. The box contains support and information for carers. Each ward has a laminated poster that alerts staff, patients and carers to the Carers Box.
- more staff have volunteered to be Carers Champions.

## Working with other organisations



Due to the contract for the Slough Walk-in Centre at Upton Hospital expiring in December 2015, then extended for a further 18 months until June 2017, Slough Clinical Commissioning Group (CCG) and NHS England have been working together to seek views on what the longer term future of the Slough Walk-in Centre might be.

In April 2016 we published a report about vulnerable patients' use of the Walk-in Health Centre at Upton hospital.

We had commissioned **The Dash Charity** to collect views from people who find it difficult to access traditional primary care services. We wanted to give a voice to these patients who may have difficulties registering with a GP or booking and keeping appointments, such as:

- people with language barriers
- people with substance misuse issues
- homeless people

We also sought the views of Slough residents in fulltime employment who needed to access primary care outside working hours, e.g. evenings and weekends.



Our report and the issues we highlighted influenced the Slough Walk In Centre (SWIC) Steering Group to:

- re-consider their Equalities Impact Assessment
- make a commitment to put more Volunteer Navigators into the SWIC to better understand this population's needs.

The local Care Quality Commission inspector e-mailed to thank Healthwatch Slough for highlighting key issues. Our report contributed to the intelligence which formed the basis of the CQC's August 2016 inspection.

## *Health Activists hearing the voice of those eligible for cancer screening*


<https://youtu.be/VjeOTVcaQyc?t=8>



Healthwatch Slough teamed up with Slough Clinical Commissioning Group and Macmillian Cancer to support trained Health Activists engage with people in their communities to help promote and build awareness around the importance of cancer screening, in particular, bowel cancer.

The Health Activists became Healthwatch Champions and were able to pass on what they heard about local services to Healthwatch Slough.





*Our plans  
for next  
year*

## ***What next?***

Our priorities for the year ahead are as follows:

- Understand carers experiences of accessing support
- Explore what children and young people from lower income backgrounds know about their health & wellbeing
- Undertake outreach and engagement around Service Change (e.g the Frimley Sustainability & Transformation Partnership, Slough Borough Council's Asset Based Social Work model, the new A&E building at Wexham Park Hospital, future of the Walk In Centre at Upton Hospital, mental health service development etc.)
- Revisit our work around extended hours access to Primary Care (PMCF)







*Our people*



## Decision making & involving the public

Our strategic direction is set by a Board of Directors that comprises four non-executive directors and one executive director, as well as a number of Lay Representatives representing special interest groups.

We publish the approved minutes from our Board meetings on our website.

On a day to day basis, our work is carried out by employed staff and volunteers.

Our voice is your voice and we are here to represent you.

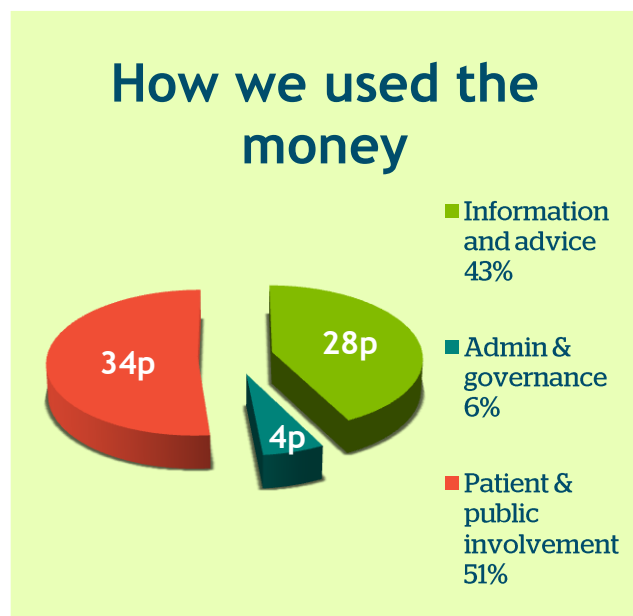
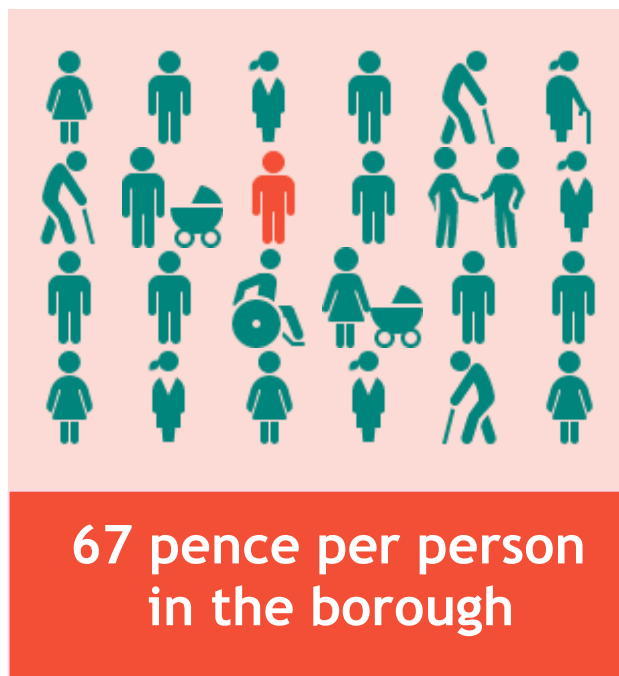




*Our  
finances*

Our contract with Slough Borough Council gave us funding in 2016/17 of £95,000.

With a population of over 140,200 this equates to 67 pence per head.



**Patient and public involvement £48,354**

**Information, advice & signposting £41,131**

**Administration and governance £5,515**

| Income  | £      |
|---|--------|
| Funding received from local authority to deliver local Healthwatch statutory activities | 95,000 |
| Additional income   |        |
| Total income  | 95,000 |
|   |        |
| Expenditure   |        |
| Patient & public involvement  | 48,354 |
| Information, advice & signposting   | 41,131 |
| Administration & governance   | 5,515  |
| Total expenditure   | 95,000 |





# Contact us

## Get in touch

**Healthwatch Slough** is a Community Interest Company limited by guarantee

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Facebook: [www.facebook.com/HealthwatchSlough](http://www.facebook.com/HealthwatchSlough)



## Partner organisation

Help and Care  
The Pokesdown Centre  
896 Christchurch Road  
Bournemouth, Dorset BH7 6DL  
Tel: 0300 111 3303  
[www.helpandcare.org.uk](http://www.helpandcare.org.uk)

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## *This report*

We will be making this annual report publicly available by 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Slough Clinical Commissioning Group, Slough Borough Council, and the Wellbeing Board and Overview & Scrutiny Committee.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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