

Healthwatch Slough

What Matters Most

Results of our resident prioritisation survey

April 2023

Contents

Introduction	3
Findings	5
Overall Demographics (where provided)	6
Breakdown of Results for Top 5 Priorities	7
GP Services (107 votes)	7
NHS Dentistry (48 votes)	9
A&E (41 votes)	11
Cost of Living Concerns (35 votes)	13
Ambulance Services (30 votes)	15
Next Steps	17

Introduction

The purpose of this report is to share our priority work areas for 2023/24.

It documents the topics chosen by local people and the reason why they chose those areas for us to prioritise.

Who we are and what we do:

We are the independent champion for people who use health and social care services. We're here to make sure that those running services, put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed. We work to get services right for the future.

How we work

We listen to what people like about services and what they think could be improved. No matter how big or small the issue, we want to hear about it.

Where possible, we let people know when changes are planned to services in our community and help them have a say. We also encourage those in charge of local care to involve people when changes are being planned to services.

Our approach

People's views come first - especially those who find it hardest to be heard.

We champion what matters to people and work with others to find ideas that work. We are independent and committed to making the biggest difference to our local communities.

How we decide on our priority work areas

Local Healthwatch cover both health and social care services for children and adults. That is a huge remit and therefore we need to prioritise where we spend our time and resources each year to make the most difference.. Local Healthwatch choose priority areas in different ways, but all priorities are set within our local health and social care context and taking into account the views and experiences of local people. However, even though we may be working on new priority areas for 2023/24, we will continue to monitor progress on work we have done previously.

When deciding on priorities we take into account information from local people, voluntary and community organisations working with local people, statutory organisations (such as the NHS and local authority) and the feedback we already hold in our information database. The findings below are from our survey of local people undertaken during March and April 2023.

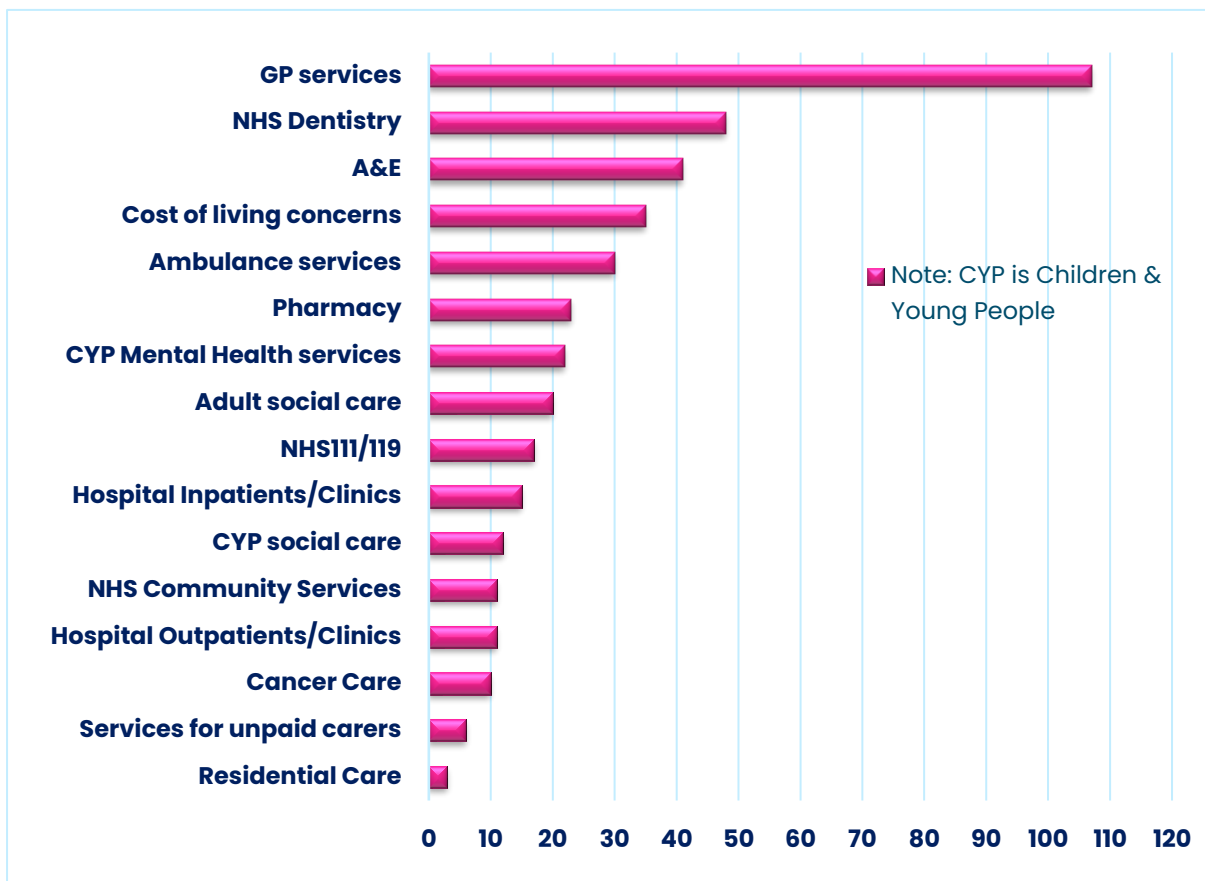
Findings

We received 141 completed responses to our survey asking local people about the areas they would like us to focus on.

The top 5 topics chosen were:

- GP Services
- NHS Dentistry
- A&E
- Cost of living concerns
- Ambulance Services

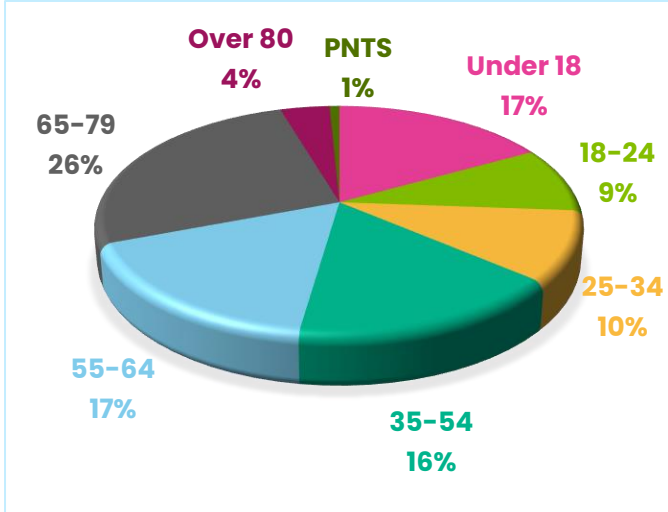
The graph below shows the number of times each topic was chosen:



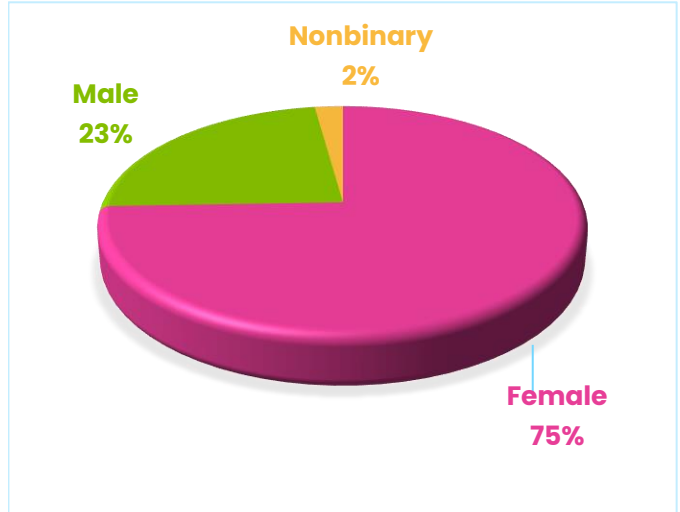
Topics that received only 1 vote: Crohn's care, Maternity Services, Patient Participation Groups (highlighting their importance) and Walk-in clinics.

Overall Demographics (where provided)

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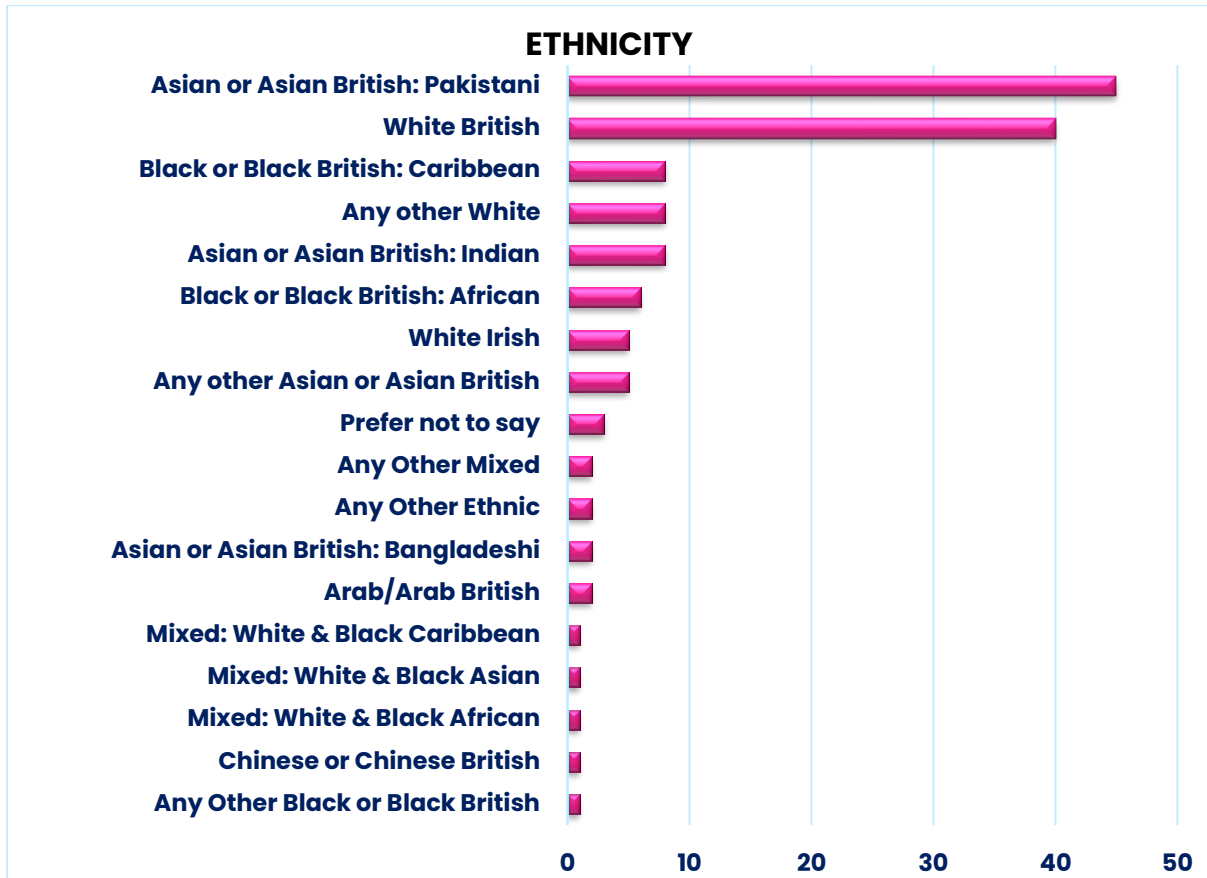


GENDER



PNTS – Prefer Not To Say

ETHNICITY

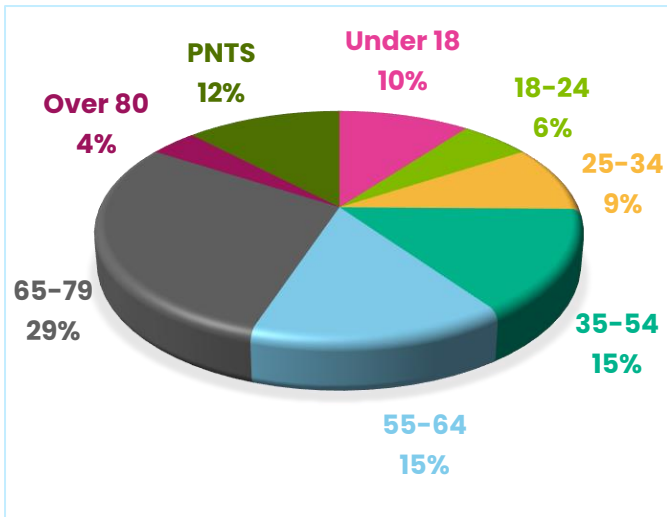


29% of respondents identified as having a disability or long-term condition.

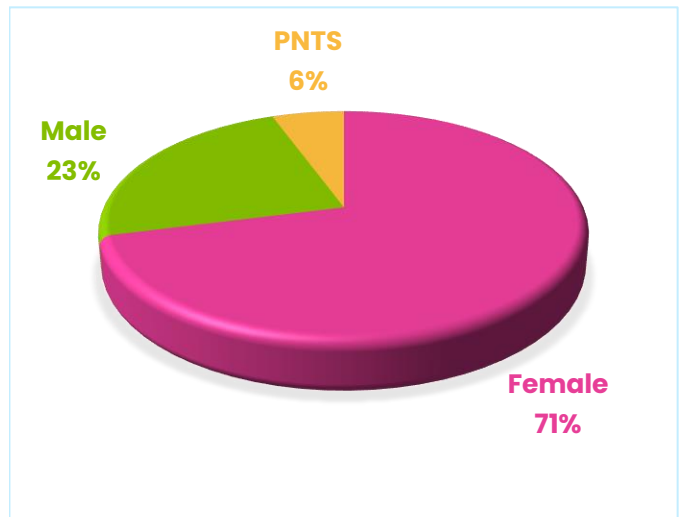
Breakdown of Results for Top 5 Priorities

GP Services (107 votes)

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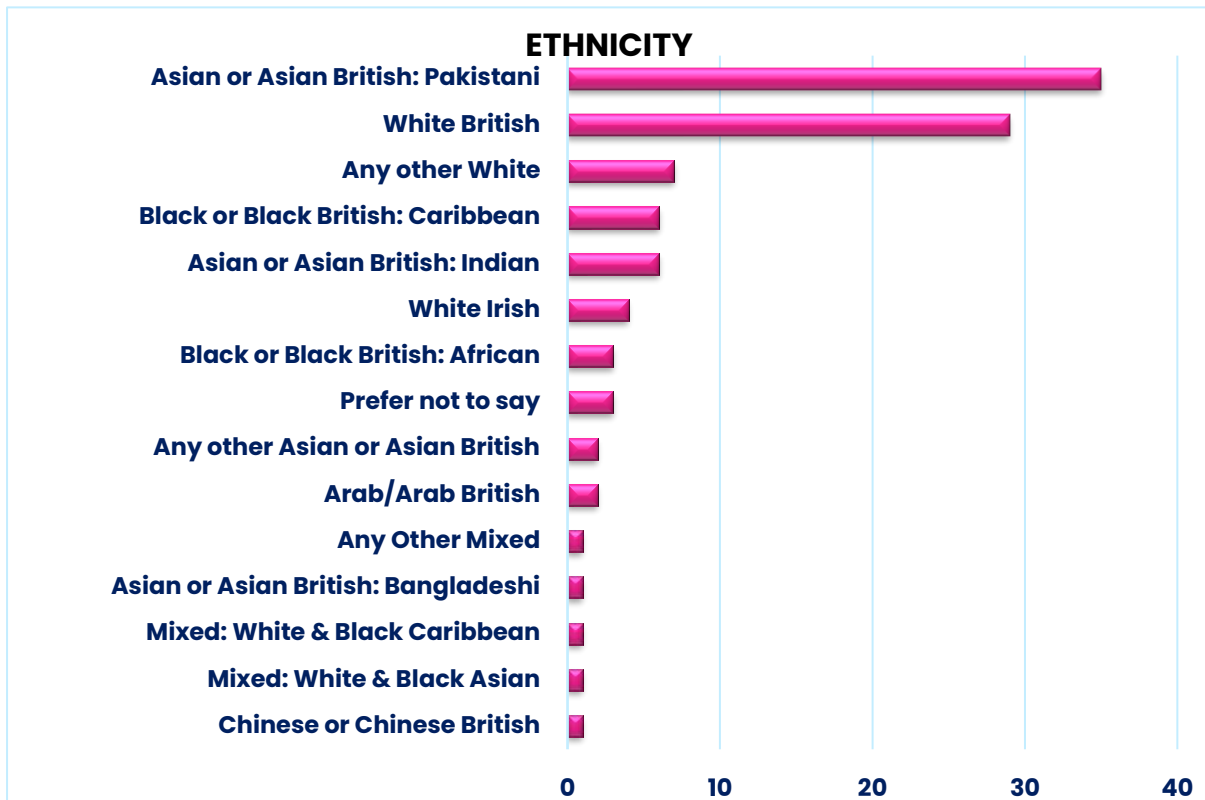


GENDER



PNTS – Prefer Not To Say

ETHNICITY



28% of respondents identified as having a disability or long-term condition.

Reasons for choice

Choices (where provided) have been themed:

Reason for choice	Number of times reason given
Hard to contact GP practice for appointment (issues with phone systems and queuing), long wait for actual appointment and wanting to have face to face rather than phone appointment.	46

Examples of comments from respondents:

“It can take far too long to reach a doctor. They are so pressurised that they can't give sufficient time or service to patients.”

“Impossible to get an appointment, to get through by phone - not enough time to discuss problems.”

“It is really important because we always need a G.P. Everyone suffers and the GP suffers with the pressure of people waiting for appointments. Sometimes all we need is a chat with our Doctor face to face.”

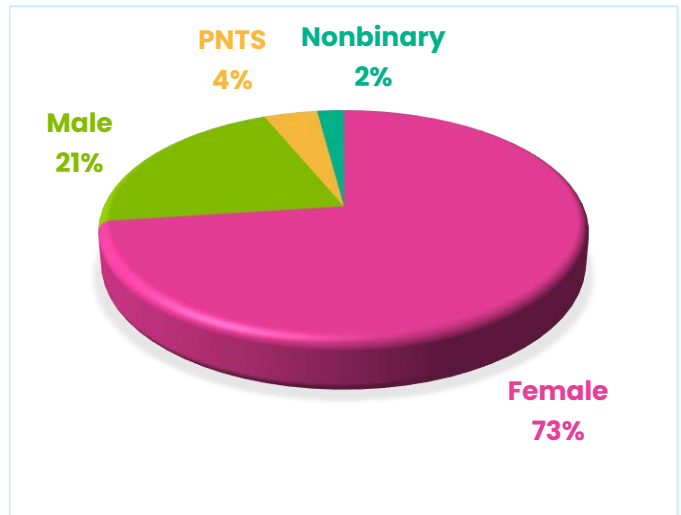
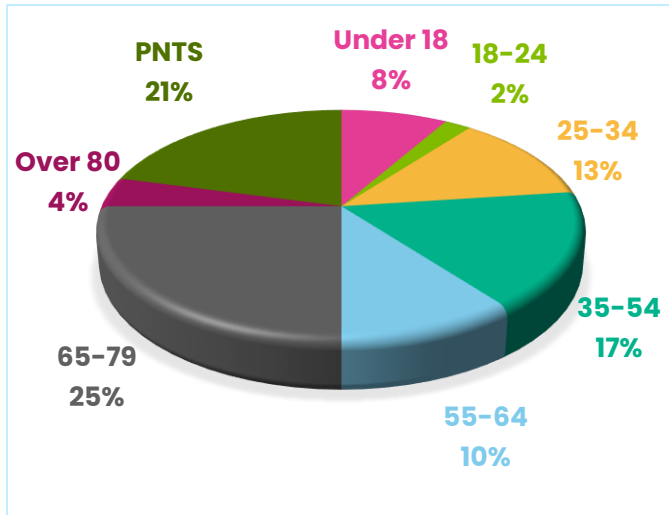
“It is becoming more and more impossible to obtain GP appointments face to face. I am lucky that my GP service have E-Consult but that can still be an issue.”

“As I work in home care it worries me about access to doctors for our customers.”

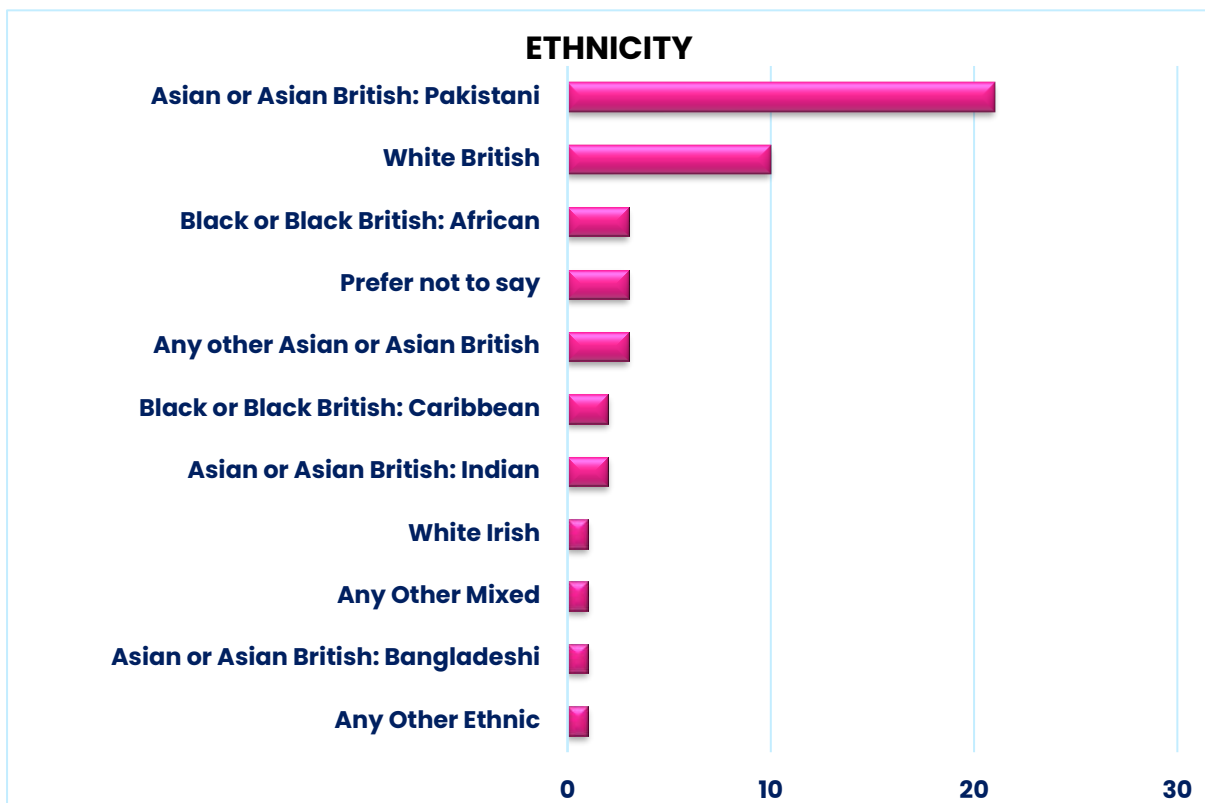
NHS Dentistry (48 votes)

AGE

GENDER



PNTS – Prefer Not To Say



25% of respondents identified as having a disability or long-term condition.

Reasons for choice

Choices (where provided) have been themed:

Reason for choice	Number of times reason given
No NHS dentists/cost of private dentistry	23

Examples of comments from respondents:

“Cannot afford private dentist so don't go.”

“Teeth are not good because hard to find an NHS Dentist.”

“I am very lucky to have a longstanding NHS dentist as accessing them these days is very difficult.”

“The cost and waiting time for dentistry work is too over the top and is probably the main reason why people are ignoring dental pains and problems.”

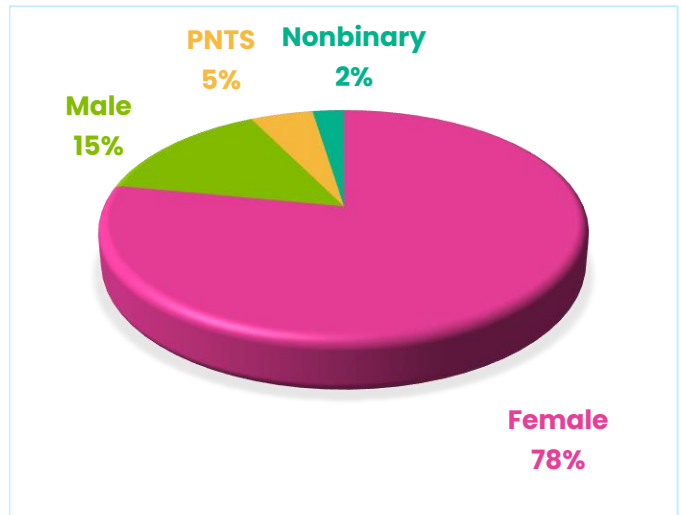
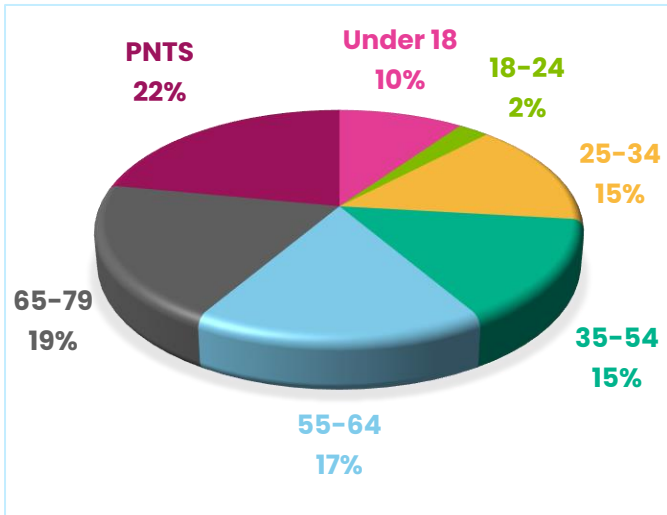
“Oral health in Slough is poor so more support and services are needed.”

“Teeth are important for overall health and wellbeing. Private dentists are too expensive.”

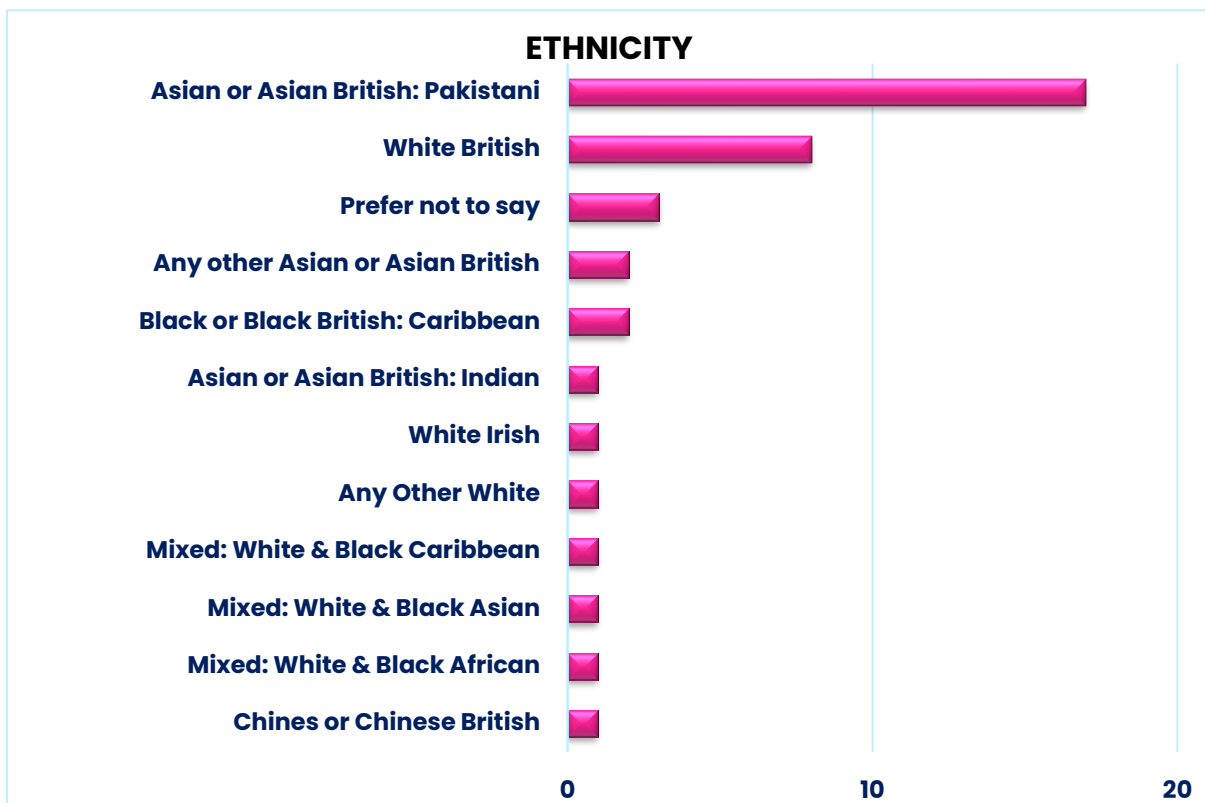
A&E (41 votes)

AGE

GENDER



PNTS – Prefer Not To Say



34% of respondents identified as having a disability or long-term condition.

Reasons for choice

Choices (where provided) have been themed:

Reason for choice	Number of times reason given
Waiting times are too long.	14

Examples of comments from respondents:

“A and E for initial treatment and triage to stop escalating problems.”

“The pressure on A and E needs reducing, so that people and ambulances are not waiting ages.”

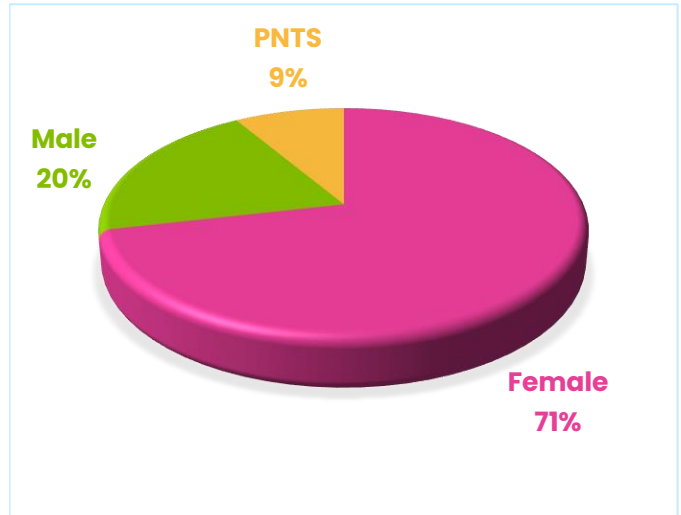
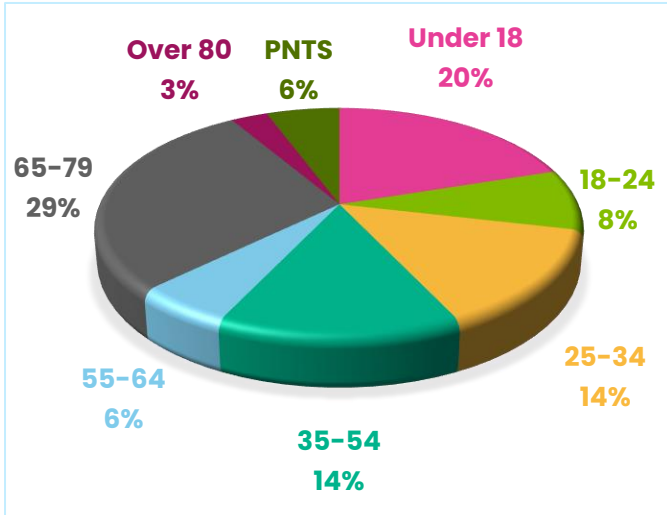
“Too long waiting times in A and E.”

“The Accident and Emergency centre seems to be suffering from major strikes and pay gaps which I think needs to be addressed, both for their own benefits and the public who rely on them.”

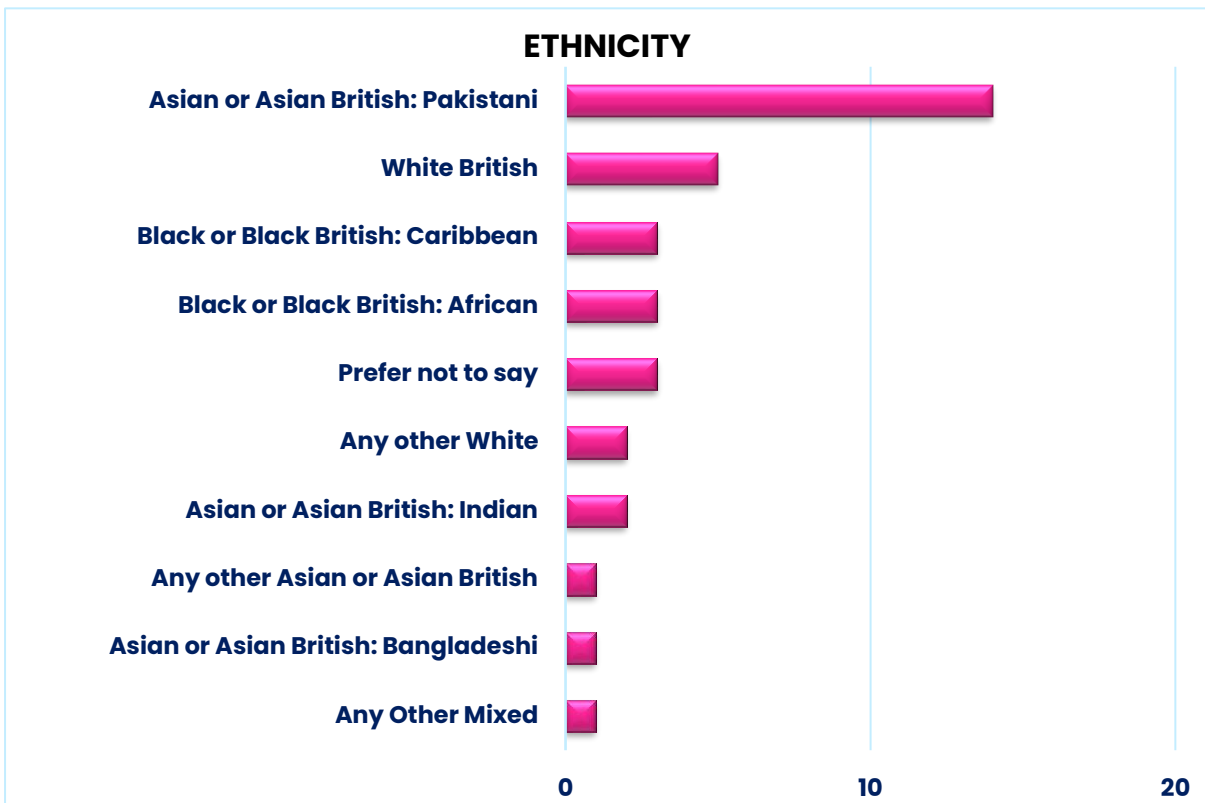
Cost of Living Concerns (35 votes)

AGE

GENDER



PNTS – Prefer Not To Say



20% of respondents identified as having a disability or long-term condition.

Reasons for choice

Choices (where provided) have been themed:

Reason for choice	Number of times reason given
Cost of living is out of control with many people struggling.	18
Cost of living issues cause more worry and mental health issues.	4

Examples of comments from respondents:

“Cost of living concerns cause mental health issues and drive families apart.”

“It is very hard to live after Covid and Brexit.”

“People not having enough money to pay rent and food for their children. Bills are going up and salaries are going down. No opportunities for young people.”

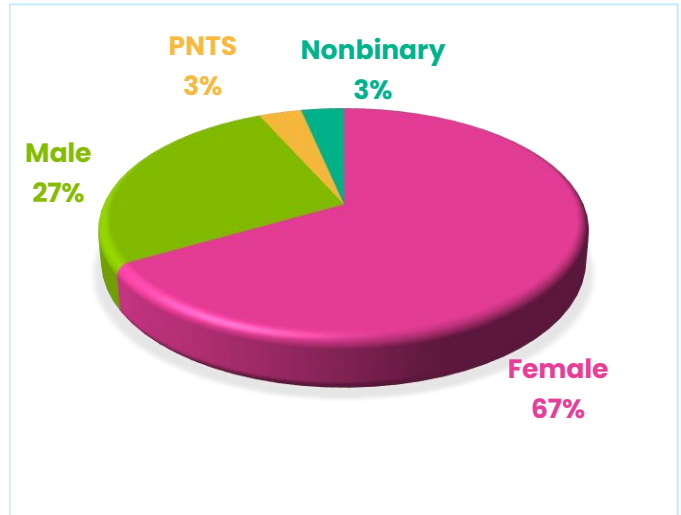
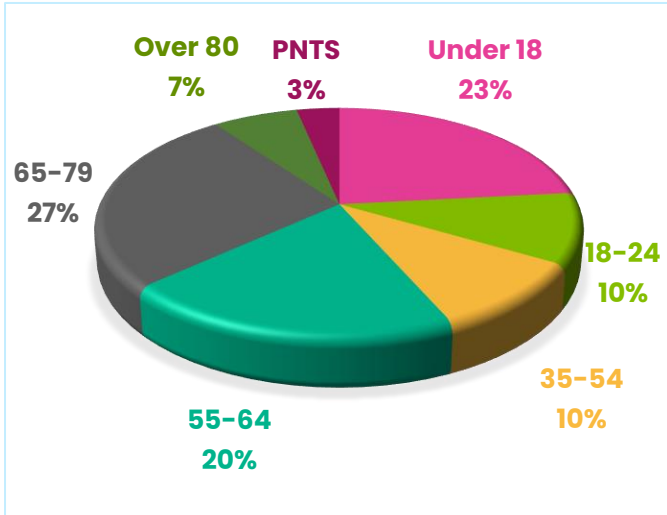
“Cost of living are very high these days. These are basic necessities of life. That is why this is important to me.”

“People are struggling with the cost of living, and many are falling into poverty as a result of rising prices and no support in place to help them.”

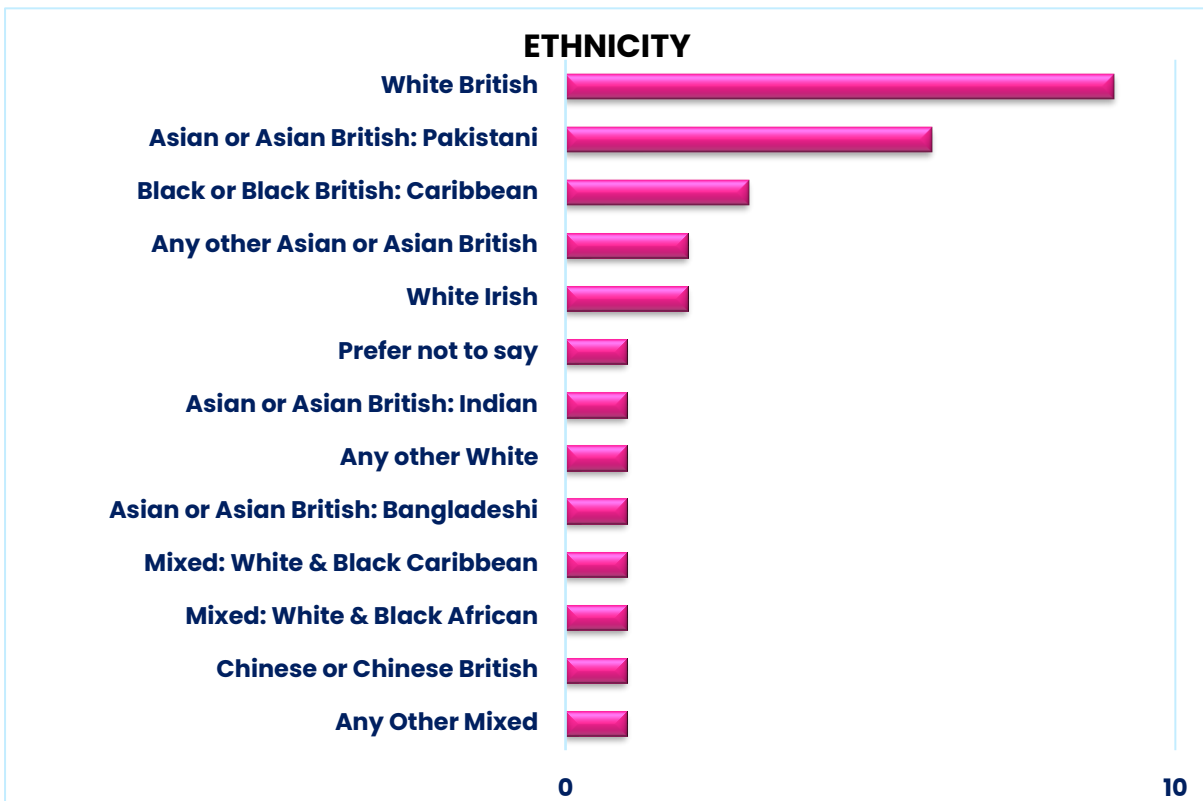
Ambulance Services (30 votes)

AGE

GENDER



PNTS – Prefer Not To Say



23% of respondents identified as having a disability or long-term condition.

Reasons for choice

Choices (where provided) have been themed:

Reason for choice	Number of times reason given
It's a vital service and needs more support/staff/funding etc.	11
Waiting times are too long.	6

Examples of comments from respondents:

“Ambulance crews are overstretched because of a lack of beds, they have to stay with patients for hours, whilst the ambulances are out of service as they have to wait with the patient.”

“Ambulance - They need more support and more help.”

“Ambulance Service - They are usually late these days to an emergency and maybe need to be quicker sometimes.”

Next Steps

We will meet with our East Berkshire Healthwatch Advisory Group to agree our priorities for 2023/24 from the findings of this report.

We will also work with our Integrated care systems (ICs) and local authority to share findings and work in collaboration on any projects agreed to help improve the lives of people in Slough.



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