

Healthwatch Slough Annual Report 2019-2020

Your Voice Matters!



Speaking up about your experiences of health and social care services is the first step to change.

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Message from our chair

This year's report is rather difficult to write as I myself am one of the one point five million people at risk during a global pandemic. I have to say my heart goes out to all members of the Slough community that have lost loved ones due to the Coronavirus (Covid-19). But I also think we should not lose sight of the members of our community that have also lost loved ones not due to the Coronavirus, and to whom we are unable to give our last respects. I lost a sister! I understand how these people must be feeling but in the coming weeks and months the healing will start; we will get over this together.

We as Healthwatch Slough have had the pleasure of working with many different organisations but all our public engagements have been put on hold due to the Coronavirus and the dreaded lock down, but I give you my word that Healthwatch will be back fighting for you, fighting for equality and your rights as your only truly independent community champions. Yes! Our volunteers will also be back with our wonderful Healthwatch Officers leading from the front, meeting and greeting you and listening to your stories once again ensuring you get equality. Please remember Healthwatch Slough would be nothing without you our community, members of the public, and I say again the many partner organisations we work with!

I feel that one thing has to be said which is we all owe a massive debt of gratitude to the National Health Service (NHS). We have listened to this gratitude from people all over the country clapping, and we share this, knowing how hard our NHS colleagues are working now, and always work. We also owe a massive thank you to all of the front-line workers that have kept our town and our country working. I wish I could mention them all but this report would go on forever however I will mention just a few. Firstly Slough Borough Council for keeping front line services going, the Police, the Fire Service and the Carers, there are so many more! "THANK YOU FROM THE BOTTOM OF MY HEART" and THANK YOU from Healthwatch Slough.



Our Chairman Colin Pill speaking at an event

Next year, there may be some changes to the way Healthwatch Slough is delivered. Slough is a unique town with its multi-cultural diversity and varied mix of people. Over the past twenty one years of serving the public of Slough as Chairman of many different organisations, I believe Healthwatch Slough is the only totally independent organisation that has managed to integrate so well into our different communities. At this point I have to say that it's thanks to the Healthwatch Board, our wonderful Healthwatch Officers and our fantastic volunteers.

I hope I will still be with you all for next year's annual report but as we know these are very worrying times, so I say to you all.
Please be Safe

Collin Pill
Healthwatch Chair

Our priorities

Last year 722 people in Slough shared their health and social care stories with us. They talked to us about the improvements they would like to see in 2019-20.

These were our six priorities during the year.



The Maternity Project

Do services meet the needs of BAME Communities?



Long Term Plan

We facilitated public engagement on the Long Term Plan



Volunteer Support and Training

Ongoing initiatives to build resilience and cohesion amongst the volunteer team



GP Surgeries and Accessibility

Making Slough an accessible town



Dental Surgeries Accessibility

Making Slough an accessible town



Enter and View:

Our visits to Langley Haven Care Home

Slough Borough Council values the unique and independent position that Healthwatch Slough can offer to local health and social care services.

- Ashfaq Hussain, Commissioning Project Manager Slough Borough Council

About us

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review - sparking a national review of patient transport from NHS England.

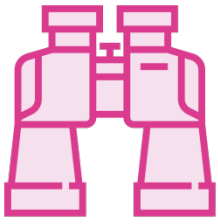
We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

- Sir Robert Francis, Healthwatch England Chair

Sir Robert Francis, Healthwatch England Chair





Our vision is simple

To ensure Health and Care in Slough works for you.

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

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

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community
- Partnership working and co-production



Find out more about us and the work we do

Website: www.healthwatchslough.co.uk

Twitter: @HWSlough

Facebook: @HealthwatchSlough

Instagram: @healthwatchslough

Highlights from our year

Find out about our resources and the way we have engaged and supported people in 2019-20.



Health and care that works for you



7 volunteers

helping to carry out our work. In total, they dedicated 338 whopping hours!

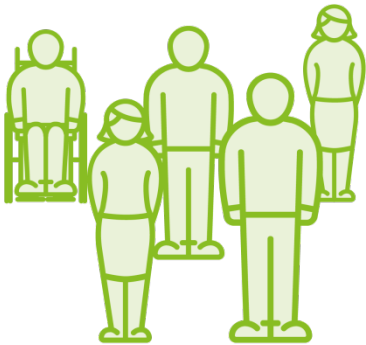
We employed one new member of staff
We now have one full time member of staff and one part time manager.

In 2019-2020 we received

£86,000 in funding

from Slough Borough Council, 2.5% less than the previous year.

Providing support



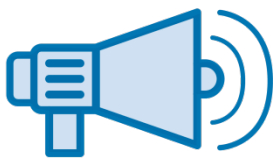
443 people

shared their health and social care story with us.

223 people

accessed Healthwatch advice and information online or contacted us with questions about local support.

Reaching out



33,992 people

engaged with us, 33,480 people engaged with us through social media, and 512 people engaged with us at community events.

Making a difference to care



We published

4 reports

about the improvements people would like to see with their health and social care with regards to Accessibility, Maternity Services and developing a localised Long Term Plan. Access these reports on www.healthwatchslough.co.uk

How we've made a difference



Feedback and Impact

Enter and View

Upon our suggestion for a reading space Langley Haven went over and above our recommendation and are creating a bespoke library area. Below is the feedback from our Enter and View visit and how they were received by the home.

“The Healthwatch inspection gave us the opportunity to assess our home and the services provided, through the eyes of an outsider.

We appreciate the manner in which the inspection took place, with the inspectors discretely monitoring, without disturbing the home’s routine. The visits took place on different days and at different hours and that, in our opinion, was a very good strategy, because this way the inspectors obtained an objective perspective about Langley Haven.

The discussions with the residents or family members have been conducted in a positive manner and their opinions have been quoted in the report. This aspect offered us the chance of receiving extra feedback from our service users.

The inspectors have been very thorough in their observation and the few suggestions from their report gave us, even more, the confidence that Langley Haven is on the right track in providing specialised care for its residents.

Overall, the Healthwatch visit offered us the possibility to reflect on the way we support the residents and provided us with impartial feedback, which nurtures our desire to continue to be one of the best-rated care homes in Slough.”

- Uddhav Bhatta, Manager, Langley Haven Care Home

Feedback from Slough Borough Council

“A key achievement for this year is their partnership work with the Slough Co-production network (comprising of carers and service users). Together they co-designed an ‘enter and view’ programme of

local care homes to gauge resident/family satisfaction, highlight good practice and feed back areas of development. This innovative and enabling approach has been successfully piloted and is already being adapted by Healthwatch Slough following the outbreak of Covid -19. The Council recognises that is adding real and meaningful value to quality assurance processes by giving a stronger voice of care home residents and family members.”

- Ashfaq Hussain

Maternity Project

Slough’s contribution to the Maternity Project ensured that the voice of the BAME communities were integral in the report which will shape maternity services for the future.

Accessibility

We looked at Dental Surgeries and GP Clinics to see how well we are doing in Slough in terms of Accessibility. Many of our recommendations were ‘quick fixes’ and since our report several surgeries have changed the way they display their signage.

Please refer to our website for full reports.
www.healthwatchslough.co.uk



Our volunteer Aruna, a retired midwife, seen here participating in the Maternity Project

Long

Term

Plan

#WhatWouldYouDo

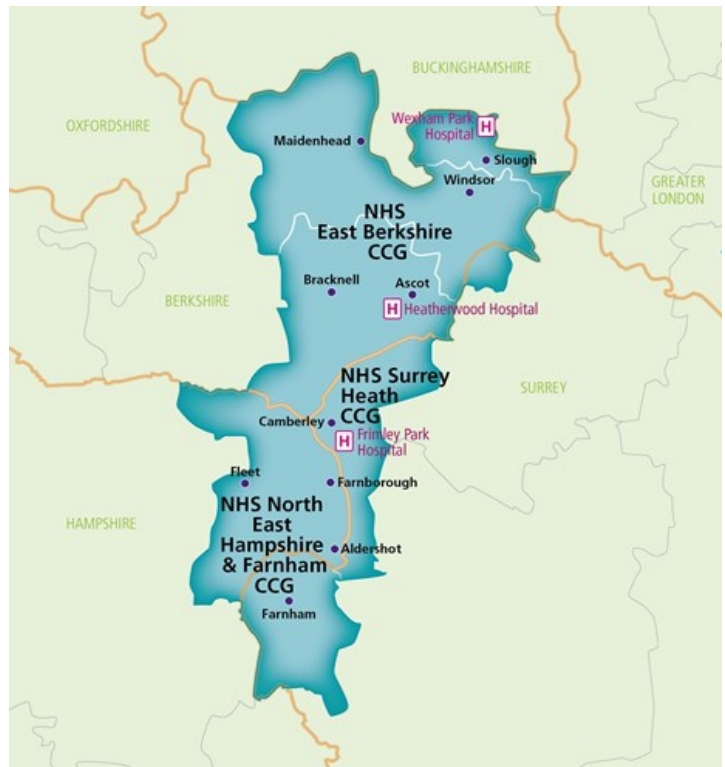
Highlights



More than 40,000 people shared their views nationally with Healthwatch.

15,10 survey responses.

130 were responses from Slough.



NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities. Here's a summary of our joint work and what we found.

The top three barriers people identified that prevented them from leading a healthy lifestyle were:

- A lack of time
- Conflicting advice and information about healthy lifestyle
- A lack of support from GPs and health professionals

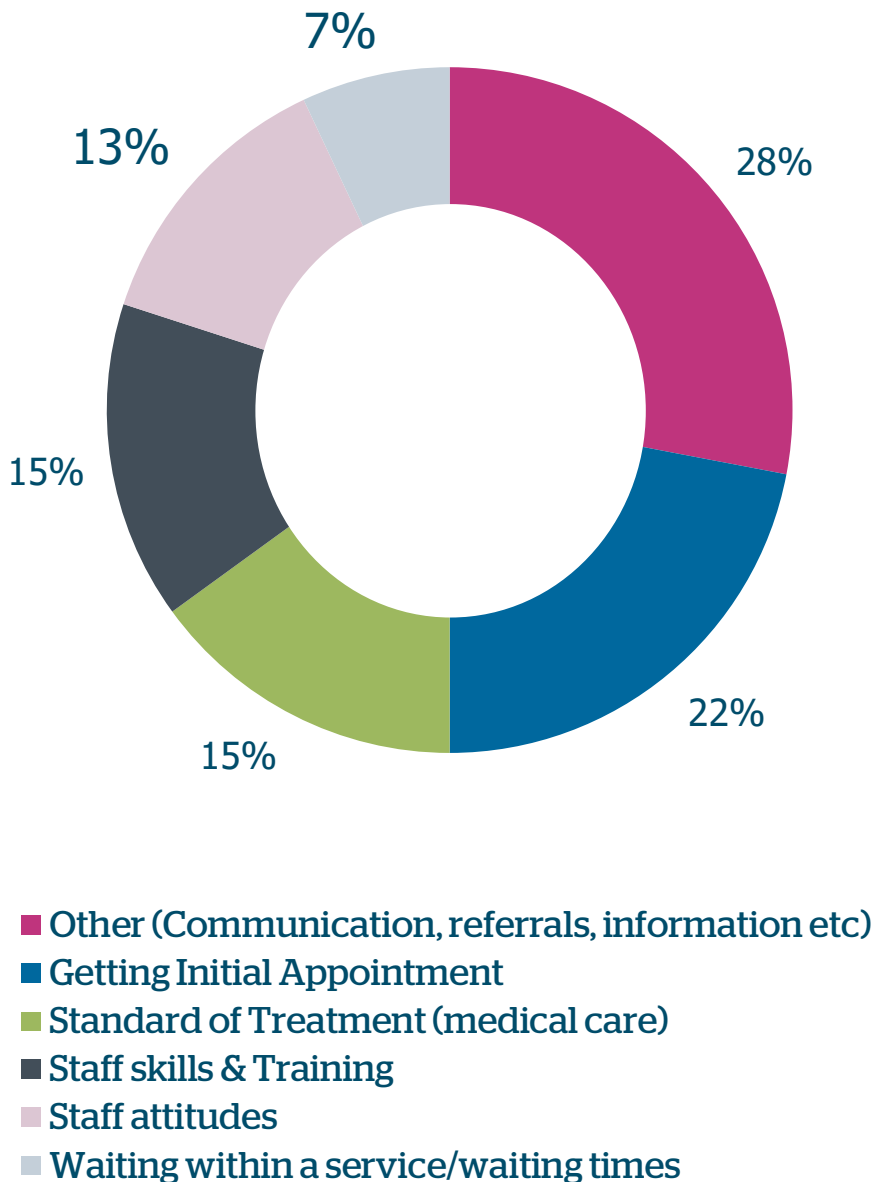
In addition to the jointly produced on-line survey a number of focus groups and attendance at community events were held in Slough to facilitate input from the local population,. This provided us with a great deal of insight into local views and opinions. The results of this work is now being used by Frimley Health ICS to help shape strategy for the next five years.

Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year, we helped people get the advice and information they need by:

- Providing advice and information articles on our website
- Answering 223 queries from people about services over the phone, by email, or online.

Here are some of the areas that people gave feedback about.



Volunteers

A special thank you to our volunteers Aruna, Mary, Misbah, Sheila, Zhora, Jaspal and Dolly.



At Healthwatch Slough we are supported by 7 volunteers who help us talk with as many people in the community as possible to find out what services are working well and where improvements could be made.

This year our volunteers:

- Undertook surveys at all 17 GP practices in Slough and 10 Dental Surgeries as part of our on-going investigation on how accessible our town is
- Conducted interviews with mothers from BAME communities on their experience of maternity services at Wexham Park Hospital
- Participated in Enter and View training and then visits to a local care home
- Participated in activities at Slough Libraries for Obesity Awareness Week
- Held regular pop ups at Shelter and Wexham Park Hospital
- Supported staff on engagement for the Long Term Plan
- Conducted place assessments at West Berkshire Community Hospital, Wokingham Community Hospital, Prospect Park Hospital, Saint Marks Hospital and Upton Park Hospital.

My most enjoyable experience is working at Wexham. I get to help sign-post people in the right direction, and I've seen how our feedback has made a difference in the wards with their elderly patients - Zhora



Volunteer team at Salt Hill Park

I enjoy talking to different people and collecting their experiences and concerns. It is very satisfying guiding them and helping to solve their problems - Misbah

I loved participating in the children's obesity awareness week at Slough Libraries. I was able to interact with parents and children and really develop a sense of community - Sheila



Sheila and Zhora at Britwell Library



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Slough.

Website: www.healthwatchslough.co.uk

Telephone: 01753 325 333

Email: enquiries@healthwatchslough.co.uk

Meet a few of our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Zhora Jefferies,

I have enjoyed being a Healthwatch volunteer since the beginning eight years ago. I love talking to people at Wexham Park Hospital. I feel I have made a positive contribution by providing feedback to the wards e.g. suggesting different colour food trays to colour code for patients who can't feed themselves etc. I volunteer because I want to make a difference to the community and be the voice for vulnerable people. Winner of Volunteer of the Year (Slough Voluntary Sector Award)



Sheila Akinlabi,

I've always been interested to see how Health & Social Care impacts local communities so was keen to talk to the public about their experiences when using services. I wanted to get involved with an organisation which was able to collect these stories and use them to make a direct impact through different initiatives. I feel very proud to be involved with HWS. Through my involvement, I've been able to meet new people, learn more about the local initiatives, and share my experiences with others. Even though my aim was to give back to the community, I've received so much more in return. It's been so rewarding, and I'm reminded that we're all in this together.



Misbah Latif,

I've been a volunteer since December 2016. I have gained knowledge and experience and I enjoy providing information and support to the people who use health and care services. Within last year I have managed to speak to people at GP's surgeries dentists surgeries care homes and been involved in the maternity project.



Dolly Bhaskaran, Board Member

I've been with Healthwatch since the beginning. What I like most is feeling like I am making a difference in my community. I enjoy speaking to service users and getting feedback and ideas on how to improve health and care services in Slough. Winner of Inspire Award for supporting Diabetes (Diabetes UK) and Volunteer of the Year (Slough Voluntary Sector Award)



Yarun Nessa,

I first heard about Healthwatch via a leaflet at a community library. I got involved because I wanted to learn and experience something new after being a housewife and Mother for so many years. Volunteering for Healthwatch has empowered me and given me courage. I learned how to comfortably approach strangers and speak to them. I feel nourished when we have meet ups with the team and I've learned so much participating in the Maternity project.



Mary Abraham,

I have been involved with Healthwatch Slough from inception. Last year I participated with the Dentist Accessibility Survey, The Maternity Project, Enter and View and Slough Libraries Obesity awareness week. I have always been interested in the health and education issues in our community, especially BAME community as our voices are often not due to cultural and language barriers. I believe in Service Above Self and giving back to the community by sharing my knowledge, skills and experiences. I enjoy meeting new people, listening to their stories and supporting them to resolve their problems.



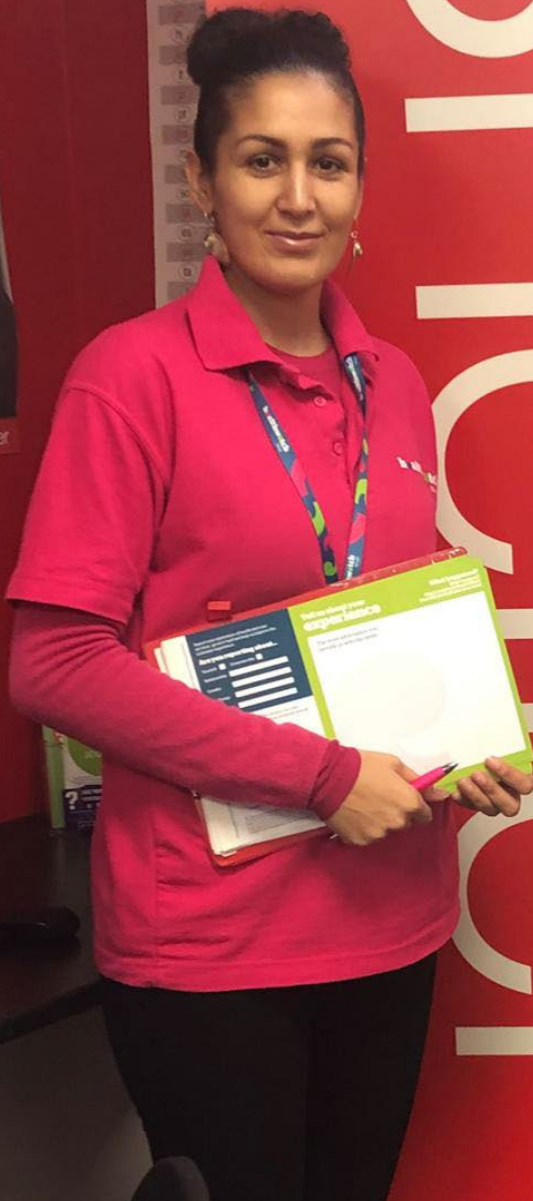
Man Mohan, Board Member

I am proud to be representing Healthwatch Slough. I am passionate about ensuring that health and social care meet the needs of all the diverse communities, and this is the fundamental reason why I joined the Healthwatch.

What people told us

I had chemotherapy done at Wexham Park Hospital. I didn't loose my hair, I was very fortunate I was on fairly new drugs. Follow up and monitoring has been very good. I'm very happy with services and the staff.

Air nurse team kept me out of hospital again! I got an infection and they visited me at home immediately. Very thorough in their checking and questioning. They returned to visit every few days until I was well and off antibiotics and steroids. Great service.



I visited my GP for the first time in many years because of hormonal problems. I was surprised at the thoroughness of his investigation, that not only looked at how my peri-menopausal symptoms were affecting me physically, but also the impact it was having on my mental and emotional well-being. I was pleasantly surprised to have such a wholistic approach by someone in the medical profession. He also signposted me to support services in the community.

Finances

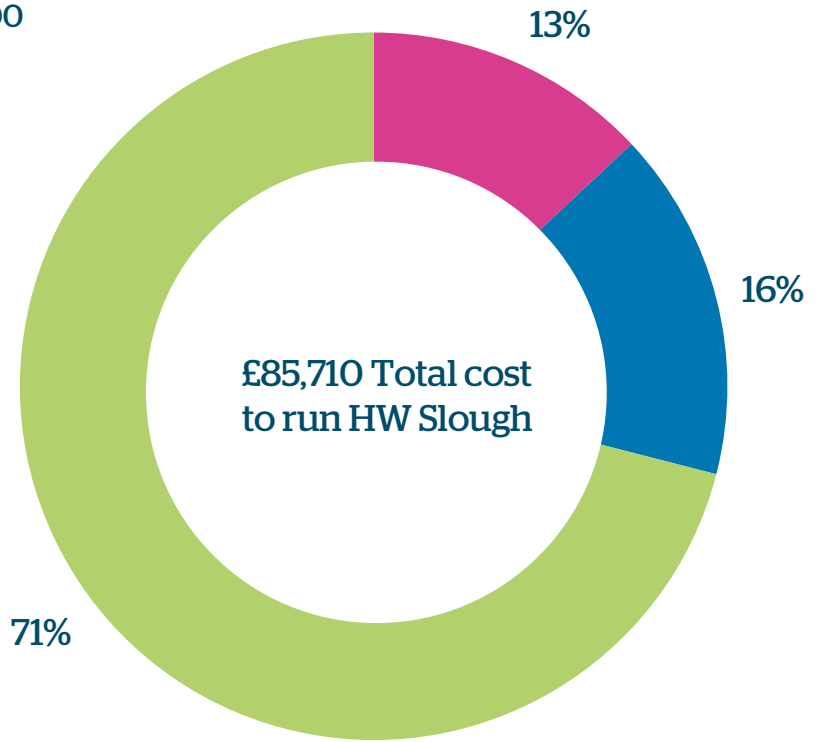
I highly appreciate and value the work done by Healthwatch Slough in representing ordinary people in improving services offered by the NHS and Social Care providers. I decided to help HWS achieve their mission by offering my expertise in finance and admin matters.

- Shahid Latif , Treasurer

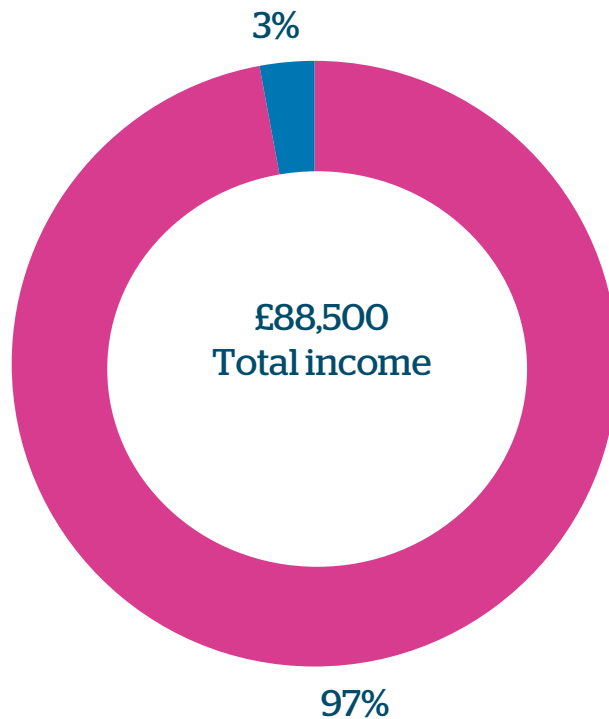


We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £85,710.

- Management costs: £10,800
- Operational costs: £13,822
- Staff costs £61,088



- £86,000 funding received from Slough Borough Council
- £2,500 Additional income from other projects



Our plans for next year



From the manager

Healthwatch Slough have always been a very small team of part-time workers but in 2019-20 we were particularly thin on the ground due to staff changes, recruitment and restructuring. I am so deeply grateful to our team of volunteers who really stepped up to deliver on a number of exciting projects as well as ensuring we were represented at key stakeholder meetings and that our regular community pop ups at GP surgeries, Shelter and Wexham Park Hospital were covered.

We conducted an assessment of 17 GP practices and 10 Dental Surgeries in Slough and were able to identify some simple 'quick fixes' to environments that would go a long way in creating a more enhanced experience for people with disabilities.

Healthwatch Slough's contribution to the Maternity Project ensured there was substantial input by local BAME communities into this workstream. I would particularly like to thank Slough Refugee Support, Slough Integration Service, Muslim Women's Group, and Mama's Café for their enthusiastic support and hosting of our engagements on this topic and to the women who spoke so openly to us on sensitive issues such as FGM.

We continued with our annual working with Slough Libraries to challenge negative body image in children over National Obesity Week. We do this by exploring positive healthy approaches to exercise and nutrition and boosting self-confidence using tools such as story-telling, play, and arts and crafts, and at the same time engaging with the parents present about their experience of local services.

Last year we began working on a strategy with Care Home Providers and The Co-Production Network (comprising of local carers and service users) to develop an approach to 'enter and view' visits into local care homes. The purpose of these 'Community Visits' was to gauge resident satisfaction, highlight good practice and to feed back any possible areas for improvement.



Arunjot being presented with a Mayor's Award in recognition of raising awareness of issues surrounding health and care.

We piloted one care home but just as we began to implement the strategy with the remainder, lockdown happened due to the current pandemic. So rather than put this work on hold or wait for things to normalise, we began to create an alternative and virtual approach instead, as a way to collect feedback and intelligence. This has included managing communication with families and maintaining close relationships with staff. Our intention now is to work with the remaining care homes in Slough over the next year to build upon this innovative approach and to further strengthen the voice of care home residents and family members.

Innovation, spontaneity and creativity are our major strengths at Healthwatch Slough. We look forward now, in spite of the current uncertainties, to continue representing the people of Slough in determining how Health and Social Care is developed and provided.

Arunjot Mushiana
Healthwatch Slough
Manager

Thank you

Thank you to everyone that is helping us put people at the heart of Health and Social Care, including:

- Members of the public who generously shared their personal views and experience with us.
- All our amazing staff and volunteers.
- Slough Community & Voluntary Organisations including Slough Council for Voluntary Service, Slough Refugee Support, Slough Integration Service, Muslim Women's Group, and Mama's Café
- Cippenham Carers Group & The Asian Carers Group, Living in Harmony.
- Partner organisations including Slough Borough Council, Wexham Park Hospital, Berkshire Healthcare Foundation Trust.
- Help and Care for providing us with infrastructure, back up and support.
- Healthwatch Wokingham for being such supportive neighbours.



Cippenham Carers

Contact us

Healthwatch Slough Community Interest Company

Registered Company no. 08686075 (the organisation holding the local Healthwatch contract as of 31/03/2019)

Postal address: c/o The Pokesdown Centre, 896 Christchurch Road, Bournemouth BH7 6DL

Contact number
01753 325 333

Email address:
enquiries@healthwatchslough.co.uk

Social media:
[facebook.com/HealthwatchSlough](https://www.facebook.com/HealthwatchSlough)
twitter.com/HWSlough
[instagram.com/healthwatchslough](https://www.instagram.com/healthwatchslough)

Website: www.healthwatchslough.co.uk

Our partner organisation (sub-contractor) as of 31/03/2020

Help & Care

Registered Address: The Pokesdown Centre, 896 Christchurch Road. Bournemouth BH7 6DL

If you require this publication in an alternative format please contact us.

Healthwatch Slough
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