

East Berkshire Advisory Group Meeting

Monday 5th July 2023, 1pm – Bracknell Office

Attendance:

Tess Scott – HW

Dermot O’Leary – AG

Jane Figg – AG

Jo Dixon – HW

Shahanaz Uddin HW

Apologies: Neil Bolton-Heaton

Agenda

1. Introductions
2. Priority setting for 2023/24 for Healthwatch East Berkshire.

Minutes

Primary Care

- Discussions over Primary Care throughout East Berkshire. What can we do and how to support.
- Communications to patients: How can we support communication to patients, to explain the process of how to access services.
- General discussions in GP websites/telephone systems. Could we involve the HW Hub in an East Berkshire review.
- RBWM is piloting a scheme to have “Community information Lead” to pass on information within the community regarding all information in health and social care/support and providers. This information is

received in a booklet, produced by the LA. Could this be done in each location.

- Discussed doing focus Groups/Interviews with targeted community groups, across all three patches, to ask questions around, GP Access, Dentistry, Mental Health and Urgent Care. Targeted groups suggested were within the refugee communities. This incorporates the main themes found from the What Matters Most reports.

Dentistry

- All dentistry information is feedback to HWE, suggested that NBH liaise with DO with current works being done with ICS Frimley regarding dentistry for East Berkshire.

Proposed Plan of Work for the next 3 months, following the Annual Report and What Matters Most results and prioritise as discussed in the meeting.

Three areas were prioritised to be work.

1. Enter and View
2. Folic Acid Project Slough
3. Focus Groups/Interviews with targeted community groups, across all three patches, to ask questions around, GP Access, Dentistry, Mental Health and Urgent Care. Targeted groups suggested were with in the refugee communities.

August

- Write report for the Big Health Chat, which HW are currently doing in East Berkshire for June/July.
- Staff annual leave occurs in this month.
- Prepare and identify Folic Acid project and focus groups in Slough.

September

- Train both DO and JF with Enter and View Trainnning.
- Agree date for first E&V and do the necessary paperwork.

- Start to look at identifying focus groups for interviews, with in the refugee communities across locations.

October

- Work will commence on Enter and View
- Work will commence of Folic Acid slough Project.

Actions

1. TS – send link of Kings Fund about the ICS reform to all AG members.
2. JD – Find out about computer migration and telephone, has been completed.
3. JD to do remaining training for Enter and View, for all staff and DO and JF, in preparation for September/October start.
4. TS to prepare the work for the Folic Acid Project Slough.
5. Agree a date in October for next AG Meeting and E&V training and implementation dates.

Meeting closed 1.30pm.