



Annual report 2019-20

Guided by you

healthwatch
Windsor, Ascot and
Maidenhead

Contents

Message from our Board	3
About us	5
Highlights from our year	7
How we've made a difference	9
Helping you find the answers	15
Our volunteers	19
Our finances	21
Our plans for next year	23
Thank you	25
Contact us	26

Message from our Board



Although Healthwatch is run by a local user-led disability charity, there is also a project board, made up of members of the public and representatives from local community and voluntary sector organisations. This helps to guide and support the direction of activity and to ensure local voices, particularly those that are seldom heard, form part of the dialogue on local services.

The priorities for 2019/20 were identified from the issues and feedback from the public and local groups in the previous 12 months, changes in local services and the publication of the NHS Long Term Plan.

A common trend that runs through the majority of feedback we receive is communication; when this is unclear or missing then problems or issues arise – from a bad discharge experience for an individual when health and social care services do not communicate well with each other to major changes in service, that impacts a whole community, when consultation and communication with the public has been minimal, which leads to concern, negative feedback and differences in service user expectation and actual service provision.

We advocate for timely, accessible information from all services particularly at times of change or where important information for individual's health and well-being is needed. We focused on distributing trusted national and, where available, local information during the early stages of the COVID-19 pandemic, particularly through our social media channels.

Although 2019/20 will be remembered mainly for the challenging end of the year due to the COVID-19 pandemic, the earlier part of the year presented us with different opportunities to engage with the public and help influence service delivery and shape the future of Frimley Health Integrated Care System's five year *Creating Healthier Communities Strategy*.

Often when we are trying to offer support we come to realise that it's not just housing that is the problem.

Working with Healthwatch helps us to have a voice that can be heard when we feel changes need to be made.'

Nick Roberts
Project Manager
Windsor Homeless
Project and
Healthwatch Board
Member

Our priorities

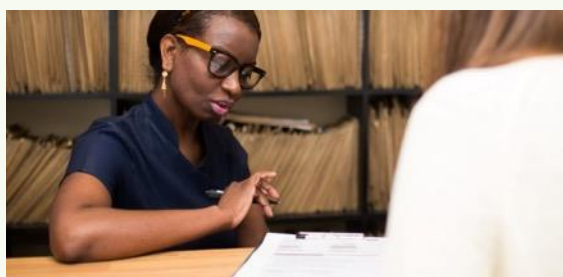
Last year people told us about the improvements they would like to see health and social care services make in 2019-20. Alongside raising awareness of Healthwatch in the local community, these were our three priorities for 2019/20 based on what you told us.



- Mental Health services



- Social Care



- Services working together



As a CCG member, I cannot stress how beneficial it has been to have the Healthwatch WAM team sitting around the table. Helping to review services and being the patient voice has helped greatly to develop the services for patients e.g. Learning Disability Screening pathways. Decision makers are made aware of the patient perspective, which is often missing.

Dr Anant Sachdev

About us

Here to make care better

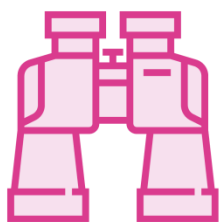
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan 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





Our vision is simple

Health and care that 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 and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchwam.co.uk

Twitter: @healthwatchWAM

Facebook: @healthwatchwam

Highlights from our year

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



Health and care that works for you



We employed

3 members of staff

who equate to 1 full time equivalent.

We received

£65,000 in funding

from our local authority in 2019-20, the same as last year.

Providing support



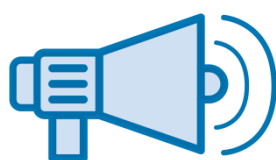
625 people

shared their health and social care story with us.

426 people

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

Reaching out



3,149 people

engaged with us through our website (based on number of sessions).

125,000+ people

Reached through social media.

Making a difference to care



110 meetings attended

making sure patient and public voice heard

22 services visited

*not all reports published due to COVID-19

3 health and care surveys

How we've made a difference



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

Take a look at how your experiences and feedback have helped make a difference to the care and support people receive in Windsor, Ascot and Maidenhead.

Putting patient voice at the centre of the Integrated Care System (ICS)

The approach of Healthwatch Windsor, Ascot and Maidenhead has always been to try and be proactive; ensuring the voice of the patient is included at every level of service design, implementation, delivery and evaluation.

There are many different meetings that Healthwatch staff attend across health and social care, where they represent the public and patient voice, but one where significant impact can be made is the ICS Quality and Performance Committee.

The meeting is chaired by an ICS Lay Member and attended by Communications, Quality and Patient Experience leads from services that form the ICS. It is also attended by senior representatives from the Care Quality Commission and NHS England.

The meeting agenda includes reviews of reports and tenders and discusses current issues within the ICS and where the system, as a whole, can improve.

Having senior representatives from all partners means decisions and agreements can be reached as to how systems, practice, training or communications need to change without the need to take back to decision

makers.

Healthwatch uses the feedback received from the public to provide further insight in the discussions. Where permission from individuals is given, their 'Patient story' about their care and treatment and their journey through the system can be used to look at where care and support given has been good or where it could have been improved. Healthwatch has even supported a family carer to present to the Committee.

Healthwatch also provides useful and productive challenge where necessary.

We actively work and collaborate with our Local Healthwatch Organisations.....We will continue to ensure that the voices of local people are captured as we move into the next phase of delivering and implementing our new strategy (Creating Healthier Communities) and we see Healthwatch as playing an important role in this.

Sharon Ward
Director of Communications and Engagement

Frimley Health and Care





Achieving better outcomes for individuals can lead to changes in the system

Healthwatch Windsor, Ascot and Maidenhead were contacted by the concerned wife of a recent patient of a local hospital. She wanted to share their experience and seek advice about how they could resolve their issue.

While moving, overnight, between Wexham Park Hospital and St Marks Hospital (both part of Frimley Health NHS Foundation Trust) her husband's dentures were lost. When they made an enquiry about who would pay to replace them, at a cost of over £900, they were told they would have to claim on their own insurance. Healthwatch Windsor, Ascot & Maidenhead believed there was a process for taking an inventory when moving between hospitals so contacted the Patient Services Manager of the trust to

confirm this.

When looking at this particular case, with the patient's permission, the trust became aware that the process of handover between the agencies involved - the hospitals and the patient transport team - was not completed correctly and the policy not clear.

The result for the individual was a new set of dentures and the change in the system was the policy was rewritten and circulated to all wards and partners of the trust.

I owe you a 'thank you' for the excellent outcome...my husband wasn't the only one in his ward to have lost his dentures but not everyone knows about Healthwatch to ask for help and advice.'



Improved triage process for Speech and Language Therapy service

A number of patients contacted us at Healthwatch Windsor, Ascot & Maidenhead to raise concerns that waiting times for Speech and Language Therapy (SALT) had risen to over 6 months. This was, in part, due to a huge back log built up due to staff vacancies and sickness. It was of particular concern to a patient recovering from a stroke and impacted by dysphagia (difficulty or discomfort when swallowing).

Healthwatch Windsor, Ascot and Maidenhead raised the issue with the East Berkshire Clinical Commissioning Group and a RIE (Rapid Improvement Event) reviewed waiting times and pathways of care which transformed the service. This has resulted in improved triage processes

to deal with new referrals being accepted into the service.

A new referral form has been created which asks for more information than previously; making it easier to identify urgent referrals.

High priority referrals for dysphagia are now seen within 2 weeks and the maximum waiting time for all patients is 12 weeks, a significant improvement.

The backlog of referrals was also cleared.

Healthwatch Windsor, Ascot and Maidenhead will continue to monitor the waiting times and patients' experiences and will follow up with East Berkshire Clinical Commissioning Group if necessary.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

Website: www.healthwatchwam.co.uk

Telephone: 01753 851 725

Email: info@healthwatchwam.co.uk

Long Term Plan

#WhatWouldYouDo

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.

Working with Healthwatch Bracknell Forest, Healthwatch Hampshire, Healthwatch Slough and Healthwatch Surrey, who all operate in our Integrated Care System Frimley Health and Care, a bespoke survey was developed focusing on two areas:

- Health and wellbeing
- Use of local services

1,477 responses for the survey were collected across the area.

Healthwatch WAM promoted the Long Term Plan and the survey by attending community

events, local carer and disability groups, providing outreach to the wider community through the mobile information bus and local libraries and through promotion on social media.

Some of the findings:

- 21% of people identified themselves as unpaid carers (family, friends)
- The top 3 barriers preventing people from living a healthy lifestyle were: a lack of time, conflicting advice and information about healthy lifestyles and a lack of support from GPs and health professionals.
- The top 3 things people identified would help them live a healthier lifestyle were: easier/better access to GPs and primary care, affordable/free gym and leisure facilities and more time.

The full report can be accessed on our website or on Frimley Health and Care ICS website



269 people from Windsor, Ascot & Maidenhead completed the survey.

We, Frimley Health and Care ICS, actively work and collaborate with our Local Healthwatch organisations. Over the past few years we have established a Healthwatch Leads Network which brings together our Healthwatch partners. Our quarterly meetings allow us to share updates and priorities, explore opportunities for collaborative working and to take action on issues raised by participants.

The results of the survey have been used to help shape our 'Creating Healthier Communities Strategy'

Sharon Ward

Director of Communications & Engagement
Frimley Health and Care ICS

Helping you find the answers



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 people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Taking our mobile information bus out into the community
- A regular eBulletin
- Promoting services and information that can help people on our social media.

Here are the top 4 areas that people asked about.



How to make a complaint about a health or social care service. 30% of these were about GP surgeries



Care and support available for people living with mental health conditions and their carers. This includes dementia and is about social care support and also that available from the community and voluntary sector



Eligibility queries and referrals to advocacy services



Care and support available for people in the community and their carers. People usually sought information and advice after a diagnosis or discharge from hospital. This information included queries about Continuing Health Care.

Case study: Everyone deserves good care

The local authority has a significant number of residents who are self-funding; they arrange and pay for their own social care and support.

Healthwatch, who are a member of the local safeguarding board, agreed to be part of a communication, engagement and prevention sub-group to promote existing information and advice aimed at people arranging their own care.

The posters, leaflets and printed information were co-designed and Healthwatch volunteers with sensory and/or cognitive disabilities also provided their feedback on accessibility.

EVERYONE DESERVES GOOD CARE

Your local Safeguarding Adults Board wants you to know what to expect from **GOOD CARE** – whether it's from a care home or from someone coming into your home. All of these organisations can help.

Support at home:
Where to find
information and
help

Organising home care

Which

Residential care homes

Care Quality Commission

Independent Age

Black to Black

Care homes:
Where to find
support
and information

Booklets, leaflets & information are available from each organisation's website. Alternatively you can receive the Independent Age Booklets and the Care Quality Commission leaflets by contacting your local Healthwatch:

enquiries@healthwatchbracknellforest.co.uk or 01344 266899
info@healthwatchwam.co.uk or 01753 851725



Bracknell Forest and Windsor & Maidenhead
Safeguarding Adults Board

www.cqc.org.uk
www.independentage.org
www.which.co.uk

A man with short brown hair and black-rimmed glasses is shown in profile, sitting in a room with several blue chairs. He is holding and reading a green booklet. The background is slightly blurred, showing a bright, indoor setting with large windows.

CARBON MONOXIDE (CO) POISONING



Carbon Monoxide poisoning awareness

A member of Healthwatch staff attended training with the Gas Safe Charity about the causes and symptoms of Carbon Monoxide poisoning. This learning has been shared with the whole team and we are able to signpost to online training and resources to charity and social care staff who support people in their own homes and the wider community.



Raising awareness of dementia and providing information

During Dementia Action Week and Alzheimer's Awareness month we joined up with our local Dementia Action Alliance to take our information bus out into the community. Our aim was to raise awareness of dementia in the wider community and also to provide information and signposting to local support services for people living with dementia and their carers.



Helping young people access advocacy so they can make proactive choices about health

We were approached by a social care professional about help available for a young adult to access Children and Adolescent Mental Health Services. After checking that it was about access, rather than a complaint, we were able to identify the correct advocacy service and confirmed the professional was able to make a referral on the young person's behalf.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Telephone: 01753 851 725

Email: info@healthwatchwam.co.uk

Volunteers



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.



Marian

I volunteered as I am increasingly concerned about health and social services and the inequality of care and access to care. I saw Healthwatch as an organisation which is trying to correct the problems and almost act as a champion for people. As a volunteer I have been involved in one care home visit and several GP surgery visits as well as being able to attend several meetings and training sessions. I have met some very interesting people and I've learnt a lot more about how health services work and I appreciate that there are people now who are working very hard to try to make improvements.



Julian

The provision of an effective health service affects us all and the demands on the NHS, with an ageing population, are ever increasing. My mother, who I care for, has Alzheimer's therefore I have a particular interest in the provision of care for those with dementia and poor mental health. As a volunteer I have undergone training to be an authorised representative and I have joined Enter and View visits of local GP surgeries collecting people's views and making observations. Volunteering enables me to share and learn new information with others and enables me to put something back in to the community.



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 Windsor, Ascot and Maidenhead.

Website: www.healthwatchwam.co.uk

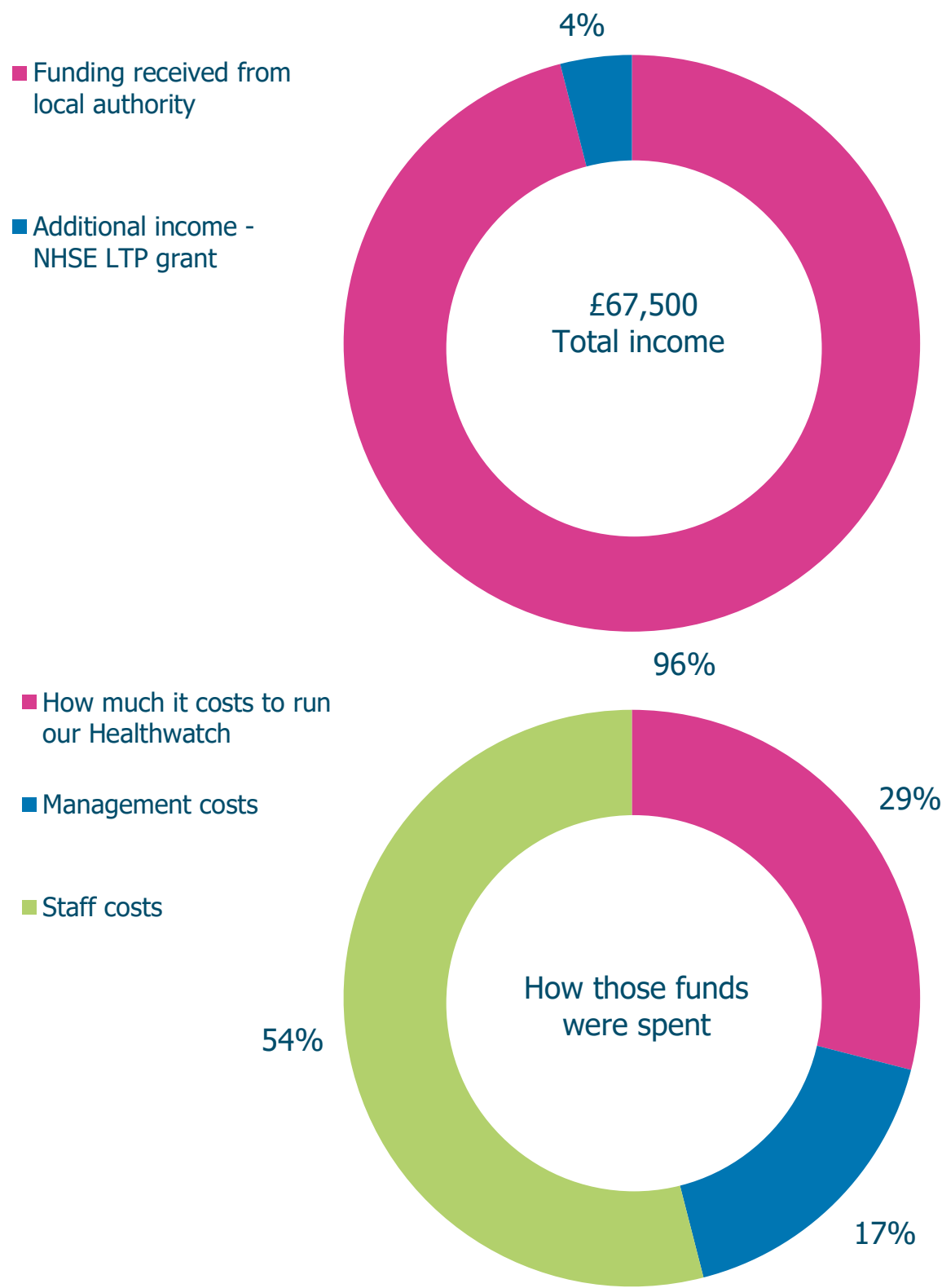
Telephone: 01753 851 725

Email: info@healthwatchwam.co.uk

Finances



We are funded by our local authority under the Health and Social Care Act (2012).



Our plans for next year



COVID-19 has had a massive impact on the way Healthwatch Windsor, Ascot and Maidenhead operates. With no engagement taking place in the community, health and care meetings cancelled or being held virtually and staff working in different locations the focus has changed to digital engagement and communication.

During Lockdown the focus will be on providing a trusted source of information for the public, assisting with COVID-19 support to those in need in the locality of our office and working with health and social care organisations to ensure people can still access the care and treatment they need.

As we enter the post-pandemic recovery phase and services plan for the 'new normal', our priority will be to make sure all patients and members of the community are listened to. We have always tried to champion the voice of those seldom heard but we can do more. In particular, we need to play our part in understanding why COVID-19 continues to have such a devastating impact on our Black, Asian and Minority Ethnic communities. Therefore the over-arching priority for our work this year will be health and care inequalities.

Even before COVID-19 the local authority were undertaking budget savings due to their financial position. The situation is now much more serious and there is a risk that many services will be reduced or cut due to the severe financial restraints required to ensure financial resilience of the local authority. Any cuts to care services should involve consultation with the wider community and the involvement of Healthwatch Windsor, Ascot and Maidenhead to ensure negative impacts on the community are minimised whilst the necessary financial savings are achieved.

Financial savings also have an impact on Healthwatch; for the last 2 years our level of funding has seen us as one of the lowest funded Healthwatch services in the country.



Mark Sanders, Project Lead

We have been able to maximise our staff and resources as we also provide a neighbouring Healthwatch service that comes under the same Clinical Commissioning Group - meaning one member of staff can represent both services for some of the meetings attended.

During 2019/20 the tendering for a new service, covering the whole of East Berkshire, began. This is currently suspended and the contract extended.

In these uncertain times I would like to thank the staff of Healthwatch and the staff of the Ark Trust who provide administrative support and, of course, the volunteers, who all continue to work hard to deliver the best service they can.

A handwritten signature in black ink, appearing to read 'Mark Sanders'.

Mark Sanders

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 shared their views and experiences with us.
- All of our amazing staff and volunteers.
- Our neighbouring local Healthwatch services.
- The voluntary organisations that have contributed to our work.

Take five minutes to share your views and make care better for you and the people you love.

#SpeakUp
2020

healthwatch

Contact us

Healthwatch Windsor, Ascot & Maidenhead

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North Ascot
Berkshire
SL5 8JW

01753 851 725

info@healthwatchwam.co.uk

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Twitter: @healthwatchWAM

Facebook: @healthwatchwam

Holders of the local Healthwatch contract on 31/03/2020.

The Ark Trust
TRAX, Mill Ride (off Fernbank Road), North Ascot, Berkshire, SL5 8JW

01344 266899
info@theark.org.uk

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.

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Company No: 04504955
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