



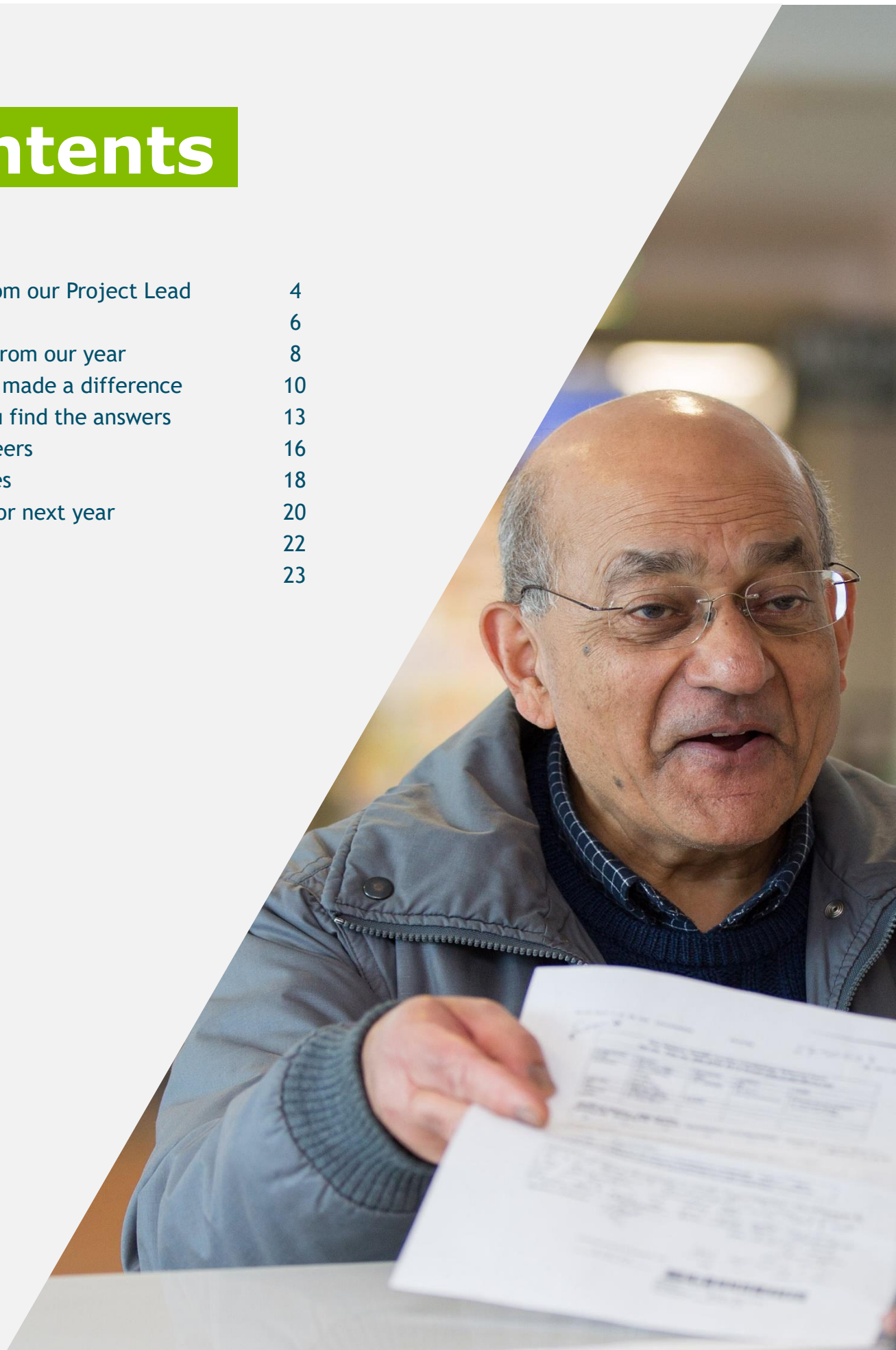
Healthwatch Windsor, Ascot & Maidenhead

Annual Report 2018-19



Contents

Message from our Project Lead	4
About us	6
Highlights from our year	8
How we've made a difference	10
Helping you find the answers	13
Our volunteers	16
Our finances	18
Our plans for next year	20
Thank you	22
Contact us	23



Message from our Project Lead

Welcome to our annual report for the year ending 31st March 2019.

The health and social care sector is vast, interlinked and ever-changing. Healthwatch Windsor, Ascot & Maidenhead's approach to representation of the patient and public voice is to have a member of staff who attends the Health & Wellbeing Board and other strategic boards and committees. They then have a complete overview of services; how they are linked and the impact decisions in one area have in another.

Although this approach ensures the patient and public voice is heard at all levels and stages of the decision process to commission and evaluate services, it isn't always obvious and visible to the public. This annual report gives us an opportunity to highlight some of the impact we have and the hard work of the staff and volunteers.

This year we saw the Frimley Integrated Care System really take shape. That, along with the introduction of Primary Care Network plans later in the year, means patient engagement will become even more necessary in the future to ensure localism and equality across all areas, for all residents .

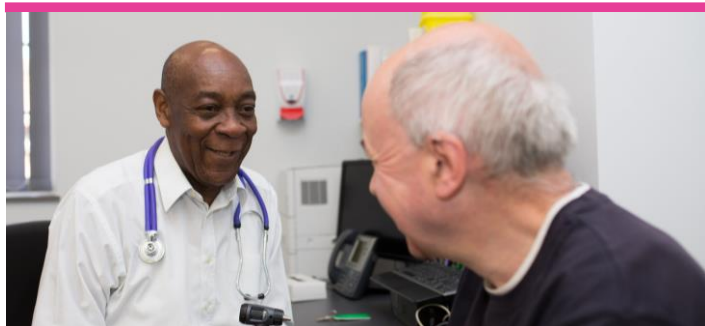
We will continue to ensure pathways and changes that are planned have patient and public involvement moving forward.



'Patient voice must be at the heart of the Integrated Care System'

Changes you want to see

Last year we heard from local people and community organisations about their experiences in a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Make it easier to see a doctor or nurse quickly



+ Equitable access and treatment



+ Affordable, high quality, safe domiciliary care



+ Increase the support for unpaid carers including access to affordable respite care



+ Better communication between services, especially around hospital discharge for people with support needs



+ Services should provide information so that people can make informed decisions about their care

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Windsor, Ascot & Maidenhead, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, appearing to read 'Robert Francis', written in a cursive style.

Sir Robert Francis QC
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 that 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.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. 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

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





Highlights from

our year

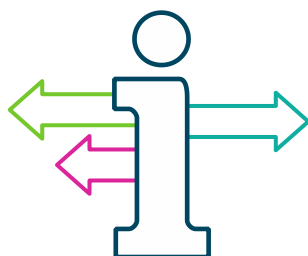
Highlights of how we have engaged and supported people in 2018-19.



325 people shared their health and social care story with us.



We have represented the public at 132 meetings including the Health & Wellbeing Board



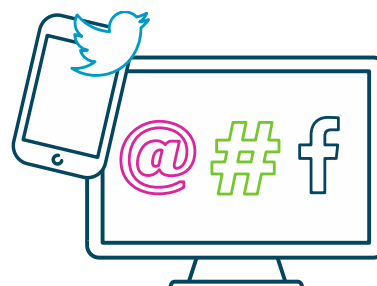
447 people accessed Healthwatch advice and information online, received our regular information bulletin or contacted us with questions about local support.



We visited 62 community organisations and events to understand people's experiences of care and collected and delivered 116 hours of outreach on our information bus.



386 people shared their views on services by taking part in our surveys



Our social media posts have had a reach of 79,500 and visitors have had 3,099 sessions on our website.



How we've made

a difference

Improving the quality and safety of social care

By becoming a member of the Care Governance Board we have been able to share intelligence and work together to improve the quality and safety of social care provision.

The Care Governance Board, which comprises senior local authority officers, Optalis staff and representation from the East Berkshire Clinical Commissioning Group, monitors the quality of the social care provision commissioned by the local authority. The board can enforce action on providers to improve quality, prevent further placements at underperforming providers and liaises with other agencies, such as the Care Quality Commission, to ensure social care provision is safe and effective.



In November 2017 Healthwatch Windsor, Ascot & Maidenhead were invited to join the board to bring independent evidence and a different insight into these discussions and decisions.

We had received feedback about domiciliary care from the local community including concerns about flexibility, length of time of care visits and communication.

This feedback was shared at the board and the local authority/Optalis shared concerns about the largest provider of domiciliary care in the borough, Carewatch.

We carried out an independent survey with people who used Carewatch services and with their families/unpaid carers.



Concerns raised in the survey report included:

- + Lack of personalised support including knowledge of individual's health and support needs
- + Lack of staff continuity
- + Relatives/unpaid carers feeling unsupported by the care team
- + Issues with visits including lateness, inflexibility, missed calls
- + Communication issues especially with the office
- + Lack of response to complaints
- + Missing care plans and incomplete medication records

The survey results were shared with the Care Governance Board and the Care Quality Commission (CQC).

Since our survey Carewatch has been inspected by the CQC and has had a subsequent follow up visit, which has shown some improvement although the service, overall, still has a rating of "Requires improvement".

We will carry out a further survey in 2019/20 with people who use the service and their families - to see if there is any impact or improvement on their experience of the care delivered.

Access to primary care services for the homeless and rough sleepers

Working to ensure equitable access to health services for marginalised groups.



From the relationships developed from the delivery of primary care to the homeless community in Bracknell Forest (The Ark Trust holds the local Healthwatch provision contract in both areas) we have worked to extend the service delivery to Windsor.



We have worked with Windsor Homeless Project (WHP) for the last year; they are a member of our Project Support Board. They have shared the issues facing the people they support and we have helped assist this work by providing access to our online training for their staff and

volunteers: - Safeguarding, the Mental Capacity Act, Data Protection etc. We have also provided mini First Aid kits for distribution at WHP.

Although from early next year the clients of WHP will have access to primary care weekly, they still face health inequalities and we will continue to work with WHP, service providers and other organisations supporting the homeless community in the borough.



'Berkshire Primary Care has a close and very valued working relationship with Healthwatch. Through introductions and support from the team at Healthwatch, we were able to set up a much needed outreach service for the local homeless population. The commitment and knowledge shared by the team at Healthwatch has helped these projects to progress and we are now looking to extend this to include supporting other marginalised communities.'

Helen Snowden
 Director of Operations
 Berkshire Primary Care Ltd



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchwam.co.uk

t: 01753 851725

e: info@healthwatchwam.co.uk



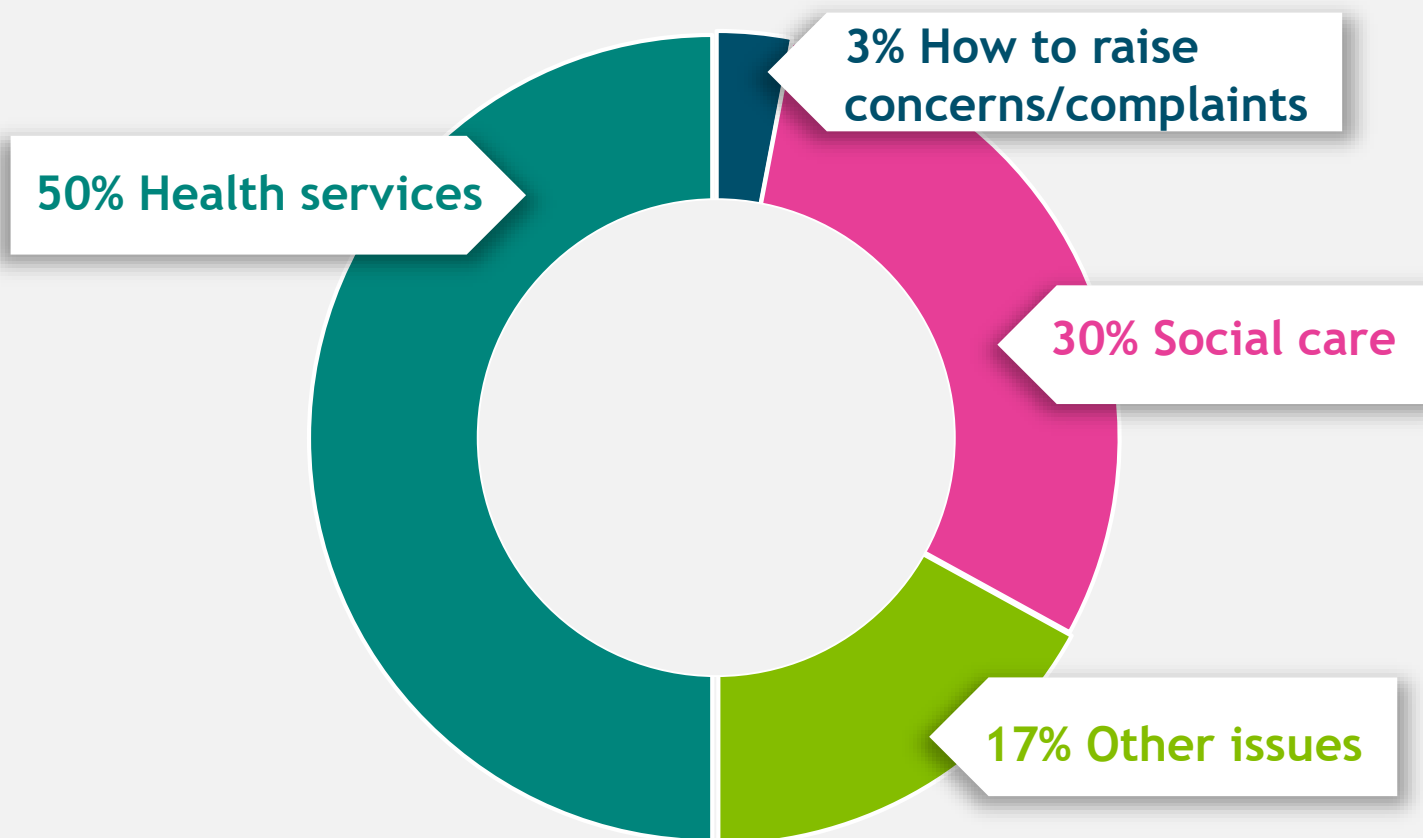
Helping you find

the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 447 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Email bulletins
- + Our contact us form
- + Visiting our website
- + At community events and on our information bus
- + Promoting helpful information and services across our social media channels
- + Over the phone
- + By email



C contacted us, concerned about her parents. Mum was living with dementia and Dad was the main carer. As Mum's condition was declining Dad was becoming increasingly socially isolated.

We advised that due to the change in circumstances, they could ask the Local Authority to review Mum's Care Needs Assessment and we also provided the family with information on local groups, activities and support for people living with dementia and their carers.



Are you looking for help?

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.

w: www.healthwatchwam.co.uk

t: 01753 851725

e: info@healthwatchwam.co.uk



Our volunteers



How do our volunteers help us?

At Healthwatch Windsor, Ascot & Maidenhead we couldn't make all of these improvements without the support of our volunteers that work with us to help make care better for their communities.

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



The Information Bus in Windsor during Dementia Awareness Week

Volunteers support Healthwatch staff to gather feedback on services around the borough

Gathering the stories and views of all members of our diverse community is an essential part of our work. Volunteers provide valuable support to Healthwatch staff in this task.

With their own experiences of living, working or using services in the borough, our volunteers are a valuable resource in engaging with the wider community.

Having volunteers on the information bus, attending community groups, meetings and events allows us to capture more health and social care stories.

We encourage anyone to volunteer and provide training and additional support if required e.g. transport, communication support etc.

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch.



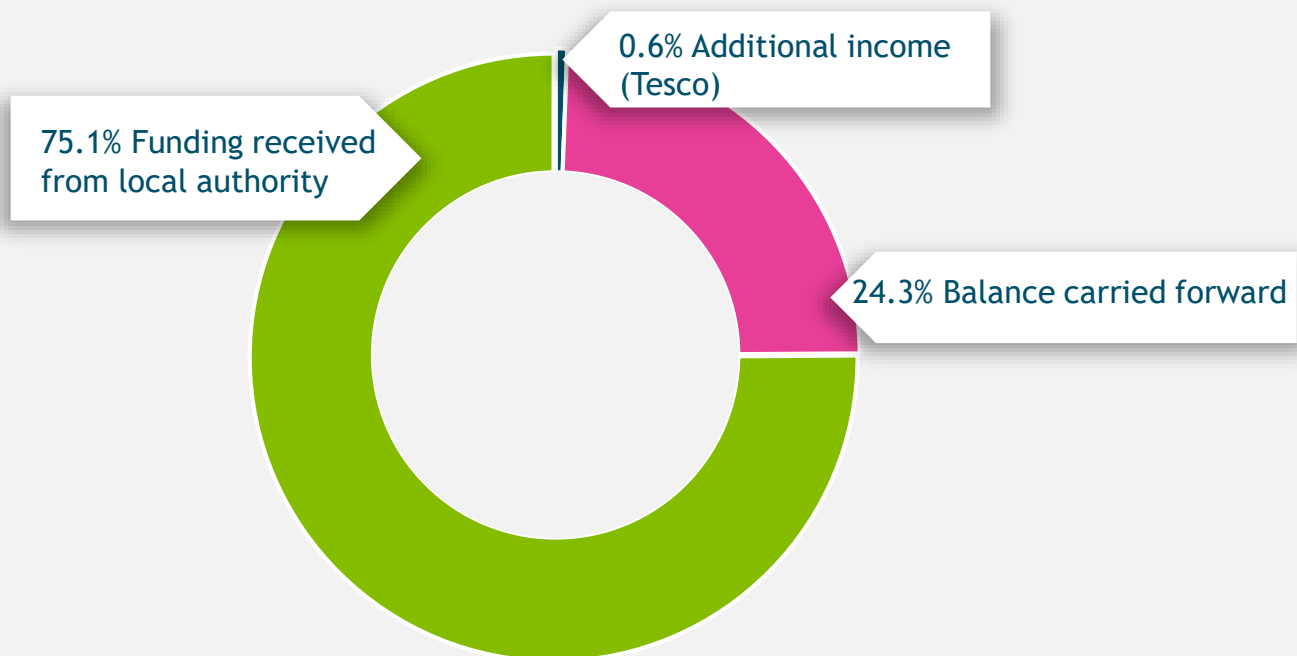
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we received £65,000.

We also received £500 additional income from Tesco ‘Bags of Help’ and £21,000 carried forward from 17/18





Our plans for

next year

At the start of the year we had identified our top priorities:

- + Delivery of the Community Engagement Plan
- + Mental Health services
- + Social Care
- + Services working together particularly around hospital discharge

We have made progress in all areas although we have only, to date, focused on dementia within mental health services.

We will continue working on these priorities but will also look at Primary Care, including access for marginalised groups, and, along with other local Healthwatch services, the first quarter of the year will also now be focused on a joint project with the Frimley Integrated Care System -engaging on the NHS England Long Term Plan and what it means for local people. This work will provide useful input and insight for local planning.

Unfortunately this work (which has a completion date set by Healthwatch England and the ICS) alongside the period of Purdah in the run up to the local elections, will cause a delay in the planned Primary Care Enter & View programme; we will aim to focus on this in quarter 2.

As one of the smaller local Healthwatch services nationally, with a limited budget, we will always have issues with capacity; there is always more work to do than the resources available to do it. However with the merger of the 3 Clinical Commissioning Groups last year we are able to share staff resource with Healthwatch Bracknell Forest e.g. when attending meetings, developing relationships with organisations etc.

Budget and resource constraints make recruiting volunteers a top priority for us and we will continue to deliver the Community Engagement plan; exploring all options to reach different members of the community.

Healthwatch staff member Sharon meeting a guide dog at a community event.



We are so very grateful to you and Healthwatch as an independent organisation guiding us to shape, plan, implement and review health and wellbeing services that primary care delivers. In my humble opinion, Healthwatch are the “Soul of Primary Care” by sharing the patients voice to do what is important to them. They exist to hear the patient - improving services today and shaping them for the future.

Personally, I feel that Healthwatch members have worked very proactively and positively, with practices and teams locally, and have been a very active and vocal Partner at CCG meetings. There have been many projects that the local Healthwatch opinion has played a big role in - ranging from patient opinions, practice service development, pathway processes, sign-posting of services, to practice merges and HNS changes - for which we are eternally grateful

*Dr A Sachdev
TVCA & CRUK GP Clinical Cancer Lead*

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 experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Windsor Homeless Project - members of the Project Support Board

‘The CCG values the contribution that Healthwatch makes to a number of our meetings, their unique contribution offers local intelligence, critical challenge and support. We have a good working relationship that means that if they have a query from an individual member of the public or groups we can work with them to resolve issues very quickly. They are a trusted partner that we are able to share sensitive information with that allows us to work together in the best interest of our local communities.’

Sarah Bellars
 Director of Nursing and Quality
 NHS East Berkshire CCG



Contact us

- + 01753 851725
- + info@healthwatchwam.co.uk
- + tw: @HealthwatchWAM
- + fb: [facebook.com/healthwatchwam](https://www.facebook.com/healthwatchwam)
- + www.healthwatchwam.co.uk

The contract to provide Healthwatch Windsor, Ascot & Maidenhead is held by The Ark Trust Ltd

20/21 Market Street
Bracknell
Berkshire
RG12 1JG

- + 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.

If you need this in an alternative format please contact us.

Reg. Charity No: 1098204

Healthwatch Windsor, Ascot & Maidenhead
20/21 Market Street
Bracknell
Berkshire
RG12 1JG

w: www.healthwatchwam.co.uk
t: 01753 851725
e: info@healthwatchwam.co.uk
tw: @HealthwatchWAM
fb: facebook.com/healthwatchwam