



healthwatch

Healthwatch Bracknell Forest
Annual Report 2016 / 2017



This report is about the work of Healthwatch Bracknell Forest



This report is about the work we have done from April 2016 to March 2017



This report will tell you about what we will be doing next year



This report is for people that live in, use, or provide health and care services in Bracknell Forest

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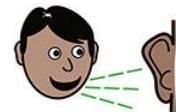
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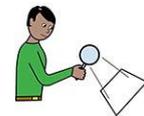
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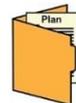
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Message from the Operational Lead

Welcome to our annual report for 2016/2017.

This year there have been some changes especially with the formation of STPs (Sustainability and Transformation Partnerships). All health and social care organisations are working to make sure all local services are joined up and working together.

One of the main ways we can influence services is by attending meetings as a public and patient representative - using your feedback. This year alone we have attended 199 as well as other community events.

We are the first healthwatch in the country to start working in a secure hospital (Broadmoor) and over the coming year we will be publishing reports on our progress.

The staff and volunteers have all been really busy again meeting and talking to local people and gathering their views - in the real world and increasingly online. I thank them all for their time and hard work.

Next year will be challenging as we will be receiving 35% less funding from the local authority. Other cuts and changes in funding in the community and voluntary sector have meant we have lost consortium partners and we must recruit new organisations to ensure we are representative of all in our local community.

I hope you find the report interesting.



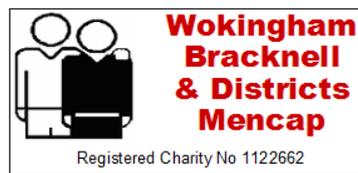
Mark Sanders



Who we are

Every local authority in England has a local healthwatch. In Bracknell Forest your healthwatch is made up of local groups and members of the public - a consortium.

Groups in the consortium during the year:



These 3 organisations have left during the year - due to the loss of contracts/funding to support people in the area.

3 members of the public were also members of the board in 2016/17:



Louise Kirkham



Susan O'Sullivan

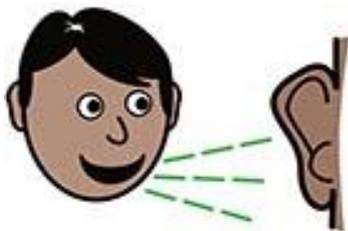


Mike Butcher

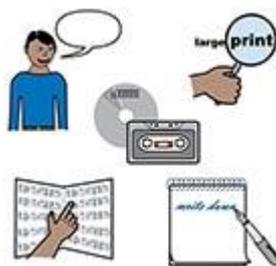
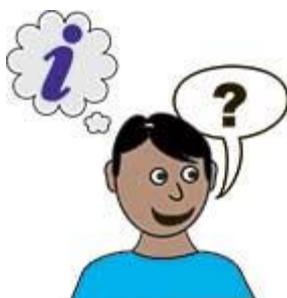
Our purpose

To make health and social care services work for the people who use them.

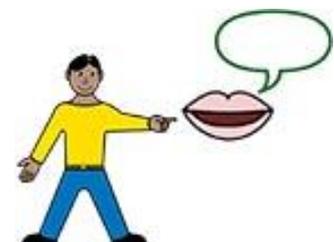
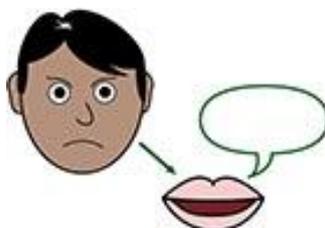
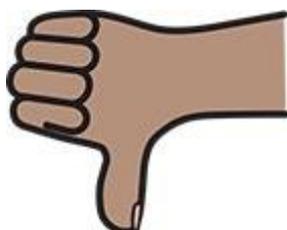
How we do it



We listen to people who use health and social care services, we tell the organisations that provide these services what people are saying and we represent the public at meetings about health and social care services.



We provide information and advice about local health and social care services to the public.



When things go wrong we can tell you how to make a complaint and, if you want or need support, refer you to local advocacy services.



We can ask for information from providers of health and social care services.



We can visit health and social care services. This is called an **Enter and View** visit.

Our vision



Every voice counts, everyone matters

Our priorities in 2016/2017 included:

- 1 Improving access to Primary Care services. Primary Care services include GPs and dentists.
- 2 Working with the patients at Broadmoor Hospital. This is a residential, high secure hospital for people with mental illness.
- 3 Working with our neighbouring healthwatch services on discharge from hospital.
- 4 Care Act advocacy services
- 5 Improving access to and collecting patients' experiences of local mental health services.

Listening to people who use health and care services

We talk to local people and organisations on social media



We have visited 12 local services and spoken to people



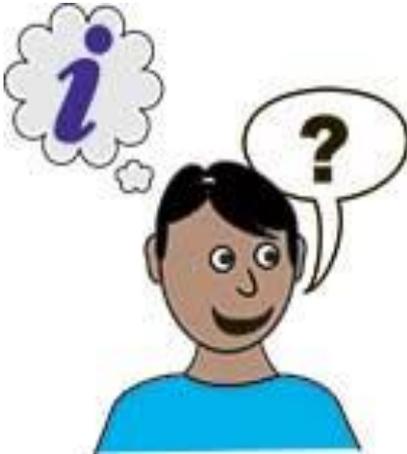
We have met lots of people at 27 community events



We have received 912 pieces of feedback about services



Giving people advice and information



You can ask us for information and advice by:

- Visiting the office
- Talking to us at an event
- Telephone
- Email
- Visiting the website
- Letter
- Social media

During the year **386** people asked us for information and advice.

Email bulletin



We sent people on our email mailing list health and social care information.

At the start of the year we had **1,180** people on our email mailing list. By the end of the year we had **1,283**.

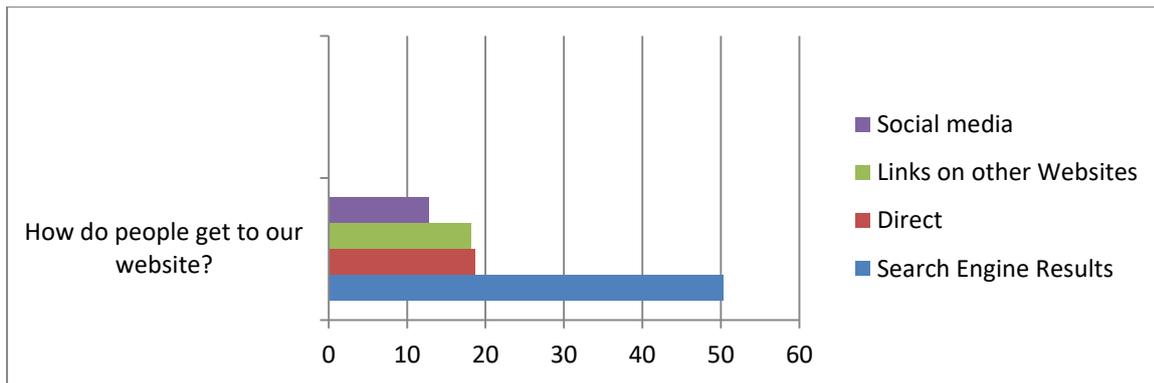
Website

Our website has lots of information about us. It also has information about local health and social care services.

We post news from other organisations such as Public Health.

5,088 people looked at our website during the year. They looked at **15,538** web pages of information.





Social Media

We ‘tweeted’ and ‘posted’ 615 times in the year

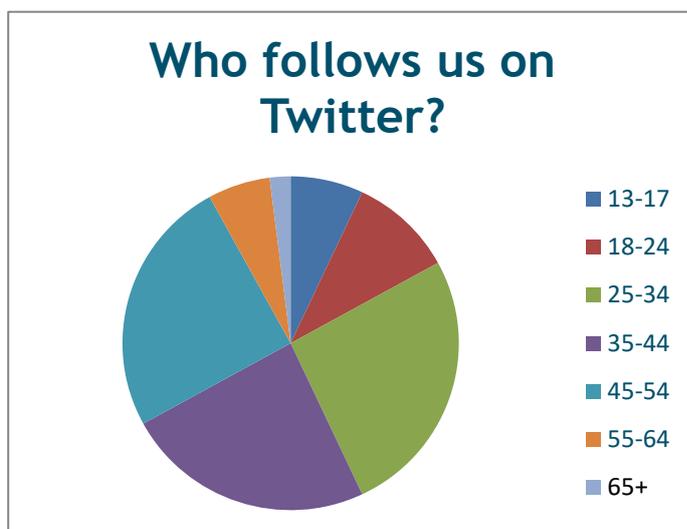
We reached 116,385 people

Reached means the amount of people who saw our posts.



Thank you to those that retweeted our messages which increases the number of people who see our posts.

During the year, the most popular messages that were viewed, retweeted and interacted with related to Self Care (Twitter) and local community groups and services (Facebook).



At the start of the year we had 285 followers on twitter. By the end of the year we had 1,591.

By the end of the year 195 people had liked our page on Facebook.

How we have made a difference

Our reports, recommendations and meetings attended



After we have done an ‘Enter and View’ visit or other types of research and surveys, we write a report. This tells people about what we saw and what patients or people using the service have told us. We make recommendations (ideas) about how the **provider** of the service could make changes to make the service better for the people who use it.

Providers are the people or organisations responsible for the service. This could be a GP Practice, an NHS Trust, a company running a care home or the local authority.

We have written/co-produced **9** reports and recommendations.



We also attend lots of meetings with **providers** and are able to give our recommendations to improve their services. This is why it is important for you to tell us about your experiences of health and social care services, good and bad.

Some of the meetings we attend representing the public are:

Frimley Health NHS Foundation Trust

Frimley Health runs three hospitals - Wexham Park, Heatherwood and Frimley Park. The majority of people in Bracknell (70%) use Frimley Park. Our Operational Lead, Mark Sanders, meets every month with Claire Marshall, Head of Patient Experience for Frimley Health.

At the monthly meetings we can tell Frimley Health what people have been saying about the hospitals and their experiences of being a patient or as a friend/relative of a patient.

Healthwatch Bracknell Forest have been key in providing further feedback and acting as the link for other local healthwatch groups in projects such as understanding our patients' experience of discharge.

Claire Marshall

Better Futures for All (Now called Primary Care Strategy Delivery)

People from hospitals, the local authority, GPs, the Clinical Commissioning Group (who pay for local health services), Healthwatch Bracknell Forest and patient representatives meet every month to talk about plans for new local services and how well other services are doing.

129 **199 meetings attended this year!**

Working with other organisations

Bracknell and Ascot Clinical Commissioning Group (BACCG)

As well as going to meetings where we represent the voice of the public, we are also paid extra money to help the Bracknell and Ascot Patient Assembly. We arrange their meetings, take their minutes and help them plan events.

Healthwatch Bracknell Forest actively participate in key strategic planning, monitoring and action groups within the CCG bringing the concerns and issues of local people to influence key pieces of work.

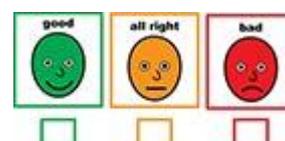
The CCG contracted Healthwatch Bracknell Forest to chair and run its patient assembly; helping it to evolve, develop and mature.

Sarah Bellars, Director of Nursing & Quality (East Berkshire CCGs)

Health Trusts

We work with Frimley Health NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust and West London Mental Health NHS Trust. As well as meetings we also read and comment on their **Quality Accounts** every year based on what the public has told us.

A **Quality Account** is a report about the quality of services by an NHS healthcare provider.





Local Authority

We give the local authority the public's feedback on the social care services they provide and we also send out messages on behalf of the Public Health team. We are a voting member of the Health and Wellbeing Board.

Learning Disability Partnership Board

One of the Healthwatch consortium partners, Wokingham, Bracknell and Districts Mencap, are a member of this Board. They meet every 3 months and work with the local council and other local groups to make services and activities for people with learning disabilities in Bracknell Forest better.

Other local healthwatch and Healthwatch England

There are local healthwatch organisations all over England. We share information and work together and form a **network**.



We work very closely with our neighbouring healthwatch organisations and meet regularly. Berkshire has 6 healthwatch organisations, so we share some of the work. Healthwatch Bracknell Forest leads on the work with Frimley Health NHS Foundation Trust; other healthwatch pass on any patient feedback to us. Healthwatch Reading takes the leading role on work with Royal Berkshire NHS Foundation Trust.

We all share information with Healthwatch England so they can report on health and social care services for the whole country. Healthwatch England also provides us with help and support.

Care Quality Commission (CQC)

The CQC is an independent organisation that checks people get good, safe health and social care and it meets the rules set by Government. If a provider is not meeting the rules the CQC can take action against them to make them improve or, if necessary, close the service to keep people safe.

We provide the CQC with the feedback we have about services before they go and check them.



SEAP

This organisation provides the NHS Complaints Advocacy Service and during 2016/2017 were awarded the contract to provide Care Act advocacy too. We share information with each other to highlight problems with local services.



SIGNAL Carers support service

SIGNAL provides information, advice and support to unpaid carers in Bracknell Forest. It is run by The Ark Trust Ltd (who also lead and host Healthwatch Bracknell Forest) Carers provide valuable feedback on services to SIGNAL - who share the trends with Healthwatch Bracknell Forest.



Bracknell Forest Safeguarding Adults Partnership Board

Safeguarding is everyone's business. As a member of the board we can alert our partners of potential problems in the community. We helped develop the Community & Voluntary sector Safeguarding Audit tool and raised the issue of safer recruitment within the social care sector. All staff and volunteers of Healthwatch Bracknell Forest have to undergo Safeguarding Adults training.

Our work in focus

Berkshire Healthcare NHS Foundation Trust Patient Experience and Engagement Group (PEEG)

Heads of Service (community services, mental health, district nursing) meet with Healthwatch Bracknell Forest and other patient representatives to talk about what has been working well for patients and to try to make things better when it has not worked so well. It meets every 3 months.



These are some of the **outcomes** (results) of these meetings:

- Improved cleanliness and maintenance in buildings and GP surgeries managed by the trust.
- Healthwatch Bracknell Forest became a member of the Mental Health Partnership Board. This is very important due to Rethink no longer delivering activities or services in Bracknell Forest and the board are looking at new ways to provide services.
- The trust agreed to cover the costs of a venue for a new independent Mental Health Forum. This will launch in 2017/18.

Working with GP Surgeries

One of our priorities for 2016/2017 was:

Improving access to Primary Care services. Primary Care services include GPs and dentists.

This is a priority because of the amount of feedback we have had from the public.

In the year we visited 9 of the 19 surgeries in our area.



Berkshire Primary Care Ltd (BPC) is the local GP Federation for Bracknell and Ascot Practices and were commissioned to set up and run a new Extended Hours GP service for the local population; ideally targeted at carers and working age people who struggle to access primary care within usual GP hours.

Healthwatch Bracknell Forest were instrumental in the setting up of the new service, providing guidance and valuable feedback and helping to make sure the design and delivery of the new service was appropriate and fit for purpose. We continue to work closely with Healthwatch Bracknell Forest which enables us to hear the local voices of the local population who use the service.

Helen Snowden, Business Manager & Director of Operations, BPC

The top 3 topics about GP primary care we received feedback about, good and bad were:

Appointments

368 pieces of feedback

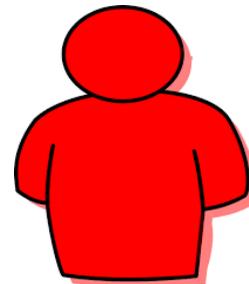


Easy to get appointments
for children

Phone up on the day -
easy to get an appointment

Phone consultations are good

Online booking is good



Wait too long for appointments

Can't get an appointment

System makes it hard

Improve information when
running late

Told I would be called back -
didn't happen

Staff Attitudes

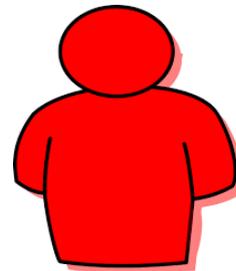
180 pieces of feedback



GPs: patient with us, good, fantastic, good bedside manner

Nurses: lovely, helpful, concise, top notch, good manners

Receptionists: try their best, good, very friendly, very busy but still helpful



Receptionists are grumpy

GP Practices need to be more welcoming

GP attitude is rude

Staff don't look at you

I have to argue with reception to get an appointment

Dignity and Respect

108 pieces of feedback



People generally felt they were listened to and their views were respected

Only 10 comments were negative and were mainly about privacy in the waiting area / reception



Our plans for next year

Our priorities for 2017/2018

- 1 Mental Health services
- 2 Dental care
- 3 An adaptable, flexible work plan that can focus on priorities influenced by feedback from the public and the local health and social care economy
- 4 Internal development

Internal development

Reviewing the membership of the **Project Management Board** and recruiting new consortium partners and public members.

Reviewing our **Communications and Engagement Plan**. That looks at how we let people in the community know about Healthwatch Bracknell Forest and how we talk to them.

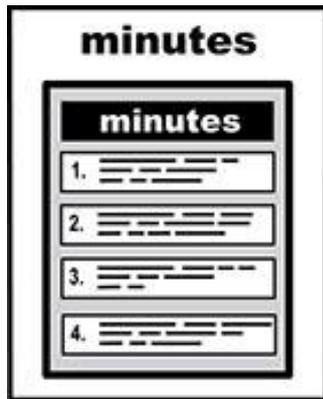
Reviewing our **Volunteer Recruitment** policy.

From 1st April 2017 The Ark Trust Ltd has also been the lead and host organisation for Healthwatch WAM. We need to review our **operational plan** to ensure each local healthwatch retains its own unique identity whilst operating efficiently in the challenging economic climate.

Our people

Decision making

Every month* members of the consortium, public members and Healthwatch staff meet. This is called the Project Management Board.



They talk about what the staff and groups have done, what feedback has been received from the public and members of their groups.

They make decisions about the work Healthwatch Bracknell Forest will do.

Members of the public can come to listen to the meeting and can read the minutes (notes) of the meeting on our website.

* Every 2 months in 2017/2018

Our priorities are based on what YOU say.

Volunteers

At the end of the year we had 20 volunteers.

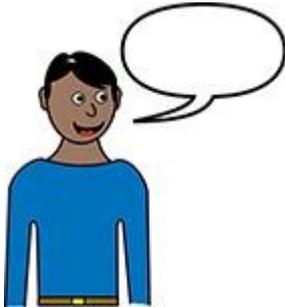
There are lots of ways that people can volunteer for Healthwatch Bracknell Forest:



Put your name forward to become a Public Board member.



Become an Enter and View representative.



Become a Community Champion and help us tell people about Healthwatch Bracknell Forest.



All of our volunteers receive training. This training is done in a way that suits you and is accessible.

Contact us if you would like more information about becoming a member of the Healthwatch Bracknell Forest Team.



Our finances

Income	£
Funding from Bracknell Forest Council to deliver local healthwatch	100,122
Additional income from BACCG	15,211
Balance brought forward	370
Total income	115,703
Expenditure	
Operational / office costs	30,867
Staffing costs (including training)	59,394
2016/17 expenditure committed to: Payment falls in 2017/2018	10,000
BACCG project costs	15,211
Total expenditure	115,472
Balance brought forward	231

Income is the money that we received to fund our work

Expenditure is the money we spent doing our work

Balance brought forward is money we can spend next year

Final thought

If we could only make one recommendation this year to all services it would be.....

COMMUNICATION!

Staff → Staff

Service → Service

Service → Patient

Contact us



Registered Office address:

The Space, 20-21 Market Street, Bracknell, Berkshire,
RG12 1JG



Phone number:

01344 266911



Email:

enquiries@healthwatchbracknellforest.co.uk



Website:

www.healthwatchbracknellforest.co.uk

This annual report is available on our website and has been sent to Healthwatch England, CQC, NHS England, BACCG and Bracknell Forest Council.

We confirm that we use the Healthwatch Trademark (which covers the logo and Healthwatch brand) when carrying out our work as covered by the licence agreement.

If you require this report in a different format please contact us.

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