

# Update On Healthwatch Bracknell Forest

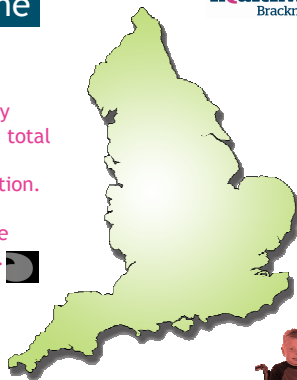


# Have your say on health and social care in Bracknell Forest



## Setting the scene

Each Local and Unitary Authority area, 152 in total has it's own Local Healthwatch organisation. Together, we form the Healthwatch network.



## Local Healthwatch

Your Healthwatch is a consortium of local organisations working together....



to deliver Healthwatch Bracknell Forest

## Our values

### Inclusive

- We start with people first
- We work with children, young people and adults
- We work across health and social care



## Representing You

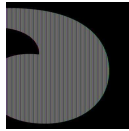
### Peoples views enable us to

- Shape our work programmes
- Influence the Health and Wellbeing Board's priorities
- Make recommendations to Providers and Commissioners

## What we have done since October



- Sit on Health and Well Being Board
- Official observer on Health Overview and Scrutiny
- Attend CCG Governing Body meetings
- Sit on Better Care Fund board
- Memorandum of understandings
- Delivered 7000 leaflets
- Met with Wexham Park Hospital
- Sit on Wexham Park improvement board



## What we have done since October



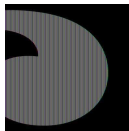
- Helped with Urgent Care Centre
- Attended more than 20 community events
- Sit on CCG community partnership forum
- Self Care week with Bracknell Forest Council
- A and E overnight visit at Wexham (RBH and Frimley planned)
- Dealt with enquiries from public
- Public meeting and elections
- Met with SCAS re complaints



## What we are working on



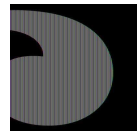
- Wexham Park paediatric unit with teenagers
- Signage and letters for Heatherwood and Wexham
- A and E improvements at Wexham Park
- Food quality at Wexham Park
- Facilitating a new patients assembly for CCG
- GP's surgeries to improve "service side"
- Quality accounts for 6 local health providers



## What we are working on



- Enter and view training
- Commissioning panels and consultations
- CQC reports and acting upon where concerns
- Attend East Berks Quality meetings and act upon
- 111 service and ambulance increase
- PLACE assessments for local trust
- Day to day public interaction



### CQC 2013 Inpatients Survey

Key findings for England

Results show that there have been improvements for many questions, including questions asking about:

- information provision.
- communication with staff.
- cleanliness of hospital wards and bathrooms

<http://www.cqc.org.uk/surveys/inpatient/h>



### Areas of Concern at First Glance

#### Frimley Park

- Patients Views 2.6 / 10 for being asked to give their views about the quality of the care they received in hospital
- Information about complaints 2.4 / 10 for seeing, or being given, any information explaining how to complain to the hospital about care received



Areas of Concern at First Glance

Heatherwood and Wexham Park

•Food 4.2/10

•Patients' views 1.7/10

for being asked to give their views about the quality of the care they received in hospital

•Information about complaints 1.9/10

for seeing, or being given, any information explaining how to complain to the hospital about care received



Areas of Concern at First Glance

Royal Berkshire Hospital

•Patients' views 1.7/10

for being asked to give their views about the quality of the care they received in hospital

•Information about complaints 2.5/10

for seeing, or being given, any information explaining how to complain to the hospital about care received



Your Help

Spread the word and help to raise awareness



Like us on Facebook

[facebook.com/HealthwatchBF](https://www.facebook.com/HealthwatchBF)



Follow us on Twitter

@HealthwatchBF



Time for Change



Contacting Us

Healthwatch Bracknell Forest  
20-21 Market Street  
Bracknell  
Berkshire  
RG12 1JG

Tel: 01344 266  
911

Email: [enquiries@healthwatchbracknellforest.co.uk](mailto:enquiries@healthwatchbracknellforest.co.uk)

Website:

<http://www.healthwatchbracknellforest.co.uk>

Youtube: <https://www.youtube.com/user/healthwatchBF>

Facebook: [facebook.com/healthwatchBF](https://www.facebook.com/healthwatchBF)

Twitter: @healthwatchBF

Questions ?

