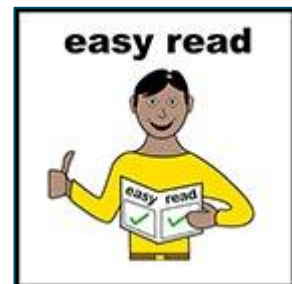




**healthwatch**  
Bracknell Forest

Annual Report 2015/2016



# This report is about the work of Healthwatch Bracknell Forest



This report is about the work we have done from April 2015 to March 2016



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

# Contents

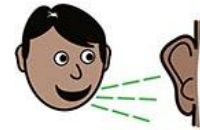
Page 3 Message from the Operational Lead



Pages 4 - 6 Who we are



Page 7 Listening to people who use health and care services



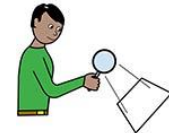
Pages 8 - 9 Giving people advice and information



Pages 10 - 13 How we have made a difference



Pages 14 - 15 Our work in focus



Page 16 Our plans for next year



Pages 17 - 19 Our people



Page 20 Our finances



Page 21 Contact us



# Message from the Operational Lead



Welcome to our annual report for 2015/2016.

We want to make sure that Healthwatch Bracknell Forest is a voice for all members of the community, so we have made our report easier to read this year.

It was a very busy year. People ask what I do as Operational Lead and the answer is - I sit in a lot of meetings.

We have also been busy visiting GP surgeries and meeting people who live and use health and care services in Bracknell Forest.

The staff have had lots of help and support from our volunteers and I would like to thank them for their time and hope they continue to work with us in the coming year.

Looking forward to next year we will finish visiting all the GP surgeries in the area and continue to represent you at the meetings we attend. We will continue to try and make the changes you tell us need to happen to make services better.

I hope you find the report interesting.

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

**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:



Every year 3 members of the public are chosen, by voting, to join them. In 2015/2016 these were:



Louise Kirkham



Susan O'Sullivan



Peter Tobin

Healthwatch Bracknell Forest is based at The Ark's offices and had 4 members of staff during the year.

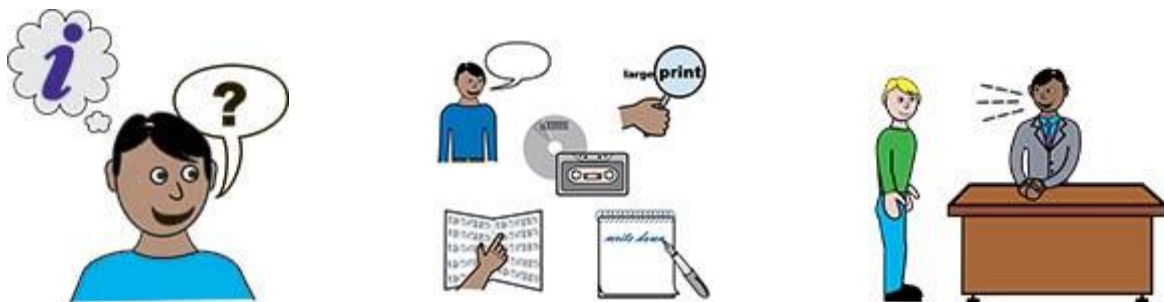
## Our purpose

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

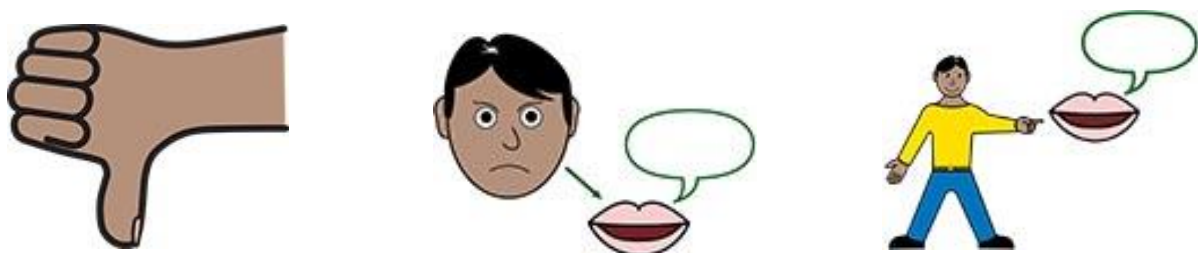
## How we do this



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



We provide information and advice about local health and 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 care services.



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

### Our vision



Every voice counts, everyone matters

### Our priorities in 2015/2016

- 1 Letting people know about Healthwatch Bracknell Forest and the work it does, especially younger people and people who work in care.
- 2 Improving access to Primary Care services. Primary Care services include GPs and dentists.
- 3 Working with the patients at Broadmoor Hospital. This is a residential, high secure hospital for people with mental illness.
- 4 Improving access to hospital out-patient clinics.

# Listening to people who use health and care services

We talk to local people and organisations on social media



We have visited 17 local services and spoken to people



We have met lots of people at 53 community events



We have received 1,377 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 **348** people asked us for information and advice.



## Email bulletin

We sent people on our email mailing list health and care information every 2 weeks.

At the start of the year we had **306** people on our email mailing list. By the end of the year we had **1180**.

An excellent document yet again. Thank you!

Very helpful and provided a lot of useful information

## Website

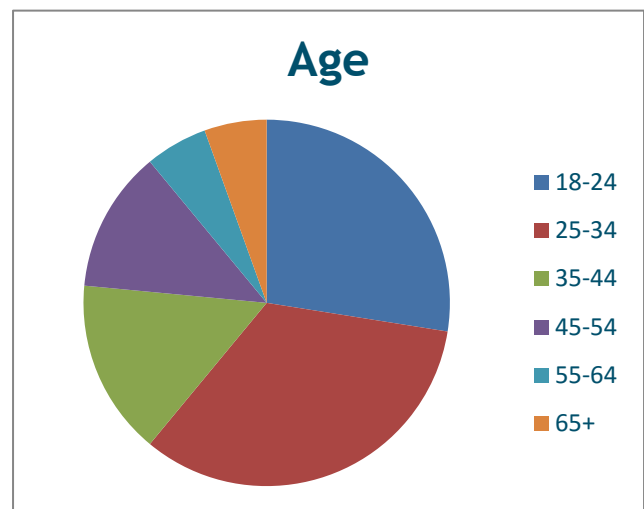
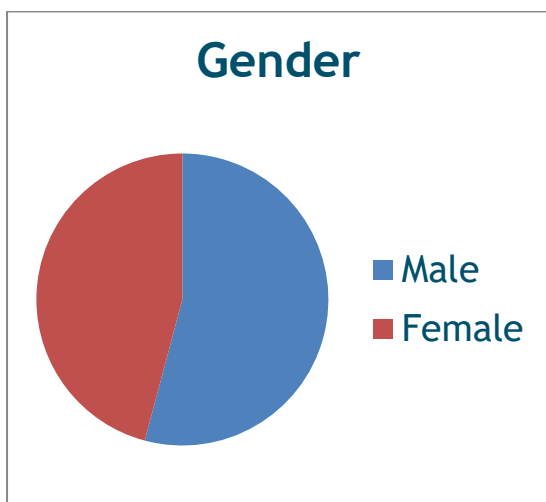
Our website has lots of information about us. It also has information about local health and care services.

We post news from other organisations such as Public Health.



8600 people looked at our website during the year. They looked at 40852 web pages of information.

Who visits the website?



## Social Media

We 'tweeted' and 'posted' 412 times in the year

We interacted with 2011 people

We reached almost 35000 people



Interacted means people got involved. They might have re-tweeted to their followers, asked a question or started a conversation with us.

Reached means the amount of people who saw our posts.

# How we have made a difference

## Our reports and recommendations



After we have done an ‘Enter and View’ visit 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 **15** 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 care services, good and bad.

Some of the meetings we attend representing the public are:

- **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.
- **Better Futures for All**  
People from hospitals, the fire service, 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.

- **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.

129 **129 meetings attended this year!**

### Working with other organisations



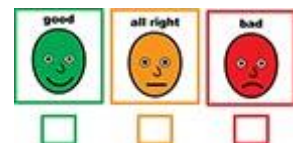
#### Bracknell and Ascot Clinical Commissioning Group (BACCG)

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

#### 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 health and care services they provide and we also send out health messages on behalf of the Public Health team. We are a voting member of the Health and Wellbeing Board.

## Other local healthwatch and Healthwatch England

There are 150 local healthwatch organisations in 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 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 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. If you need to make a complaint to the NHS they can help and support you. We share information with each other to highlight problems with local services.





**Involve and local community groups**  
Involve help to support the hundreds of community sector groups in our area. During the year we ran two ‘Healthwatch Voices’ events together for groups. One was on Safeguarding Adults and the other on services available for unpaid carers.

Involve and Healthwatch Bracknell Forest have also been funded by BACCG to develop an online, interactive map of all the groups in the area. This should be available to the public later in 2016.



### **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. All staff and volunteers of Healthwatch Bracknell Forest have to undergo Safeguarding Adults training.

### **Self-Care Week**



Self-care is all about people looking after themselves. In Bracknell the first Self-Care Week was in 2012. We are one of the project partners and a member of the Prevention and Self-Care Board. We help with planning the week and putting on the events.

Throughout the year we send out information about how people can look after themselves and manage long-term health conditions.

# Our work in focus

## 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 in Bracknell Forest have been saying about the hospital and their experiences of being a patient or as a friend/relative of a patient.

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

- The café and restaurant can now accept payment by debit card
- A change machine will be available
- There are signs in Nepalese in 3 important areas
- Visiting hours are now more flexible
- Family members can now book to see a doctor to discuss their relative's condition on ward G3 (this is a ward for people recovering from a stroke)

We are also working with Frimley Health on the bigger issues of discharge from hospital, **DBS checks** and Safeguarding Training.

**DBS checks** are checks made with the Disclosure and Barring Service. These checks can tell employers if someone has been in trouble with the police. There are different levels; some only include current criminal convictions, others cover anything that has happened in the past.



NHS Policy about who should have the checks, how often and at what level is unclear.

## Working with GP Surgeries

One of our priorities for 2015/2016 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. Many people have problems making an appointment with a GP when they need one.

Other issues people have told us about GP surgeries:

- Trouble getting through to the surgery by telephone
- Having to tell receptionists what the problem is
- Not knowing where to find information about health conditions like diabetes and high blood pressure
- Difficulties accessing the surgery if you use a wheelchair or walking stick
- Not being able to see the GP they want
- Privacy at reception



In the year we visited 10 of the 19 surgeries in our area. We then wrote a report and gave recommendations for each surgery. Some of the changes that have already been made include:

- Layout of waiting rooms to make them accessible
- Providing background noise
- Changes to appointment booking system
- Accessible reception desks no longer used for storage
- Changes to websites to make them 'user-friendly'
- Responses to patient feedback

We will be visiting the other 9 surgeries in 2016/2017.



# Our plans for next year

At our big public meeting in April 2016 we agreed our priorities for 2016/2017

- 1 Mental Health services
- 2 Dental care
- 3 Care homes
- 4 Care Act Advocacy

We will also continue to let people in the community know about Healthwatch Bracknell Forest and get their feedback on local health and care services.

We have a **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. It is now 3 years old so this year we will be looking at it - in case we need to make any changes.



## Accessible Information Standard

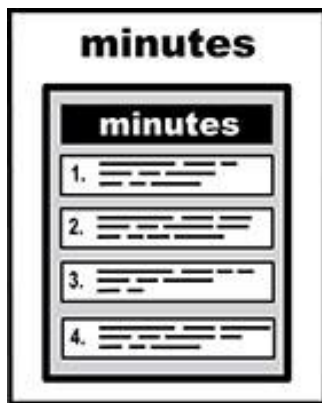
We will be working towards this during 2016/2017.

It means we will provide information in the ways that people have told us they need. This could be easy read, larger print or audio/visual.

# Our people

## Decision making

Every month members of the consortium, the 3 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.

Our priorities are based on what **YOU** say.

## Volunteers

At the end of the year we had 27 volunteers.

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



Put your name forward for the elections for Public Board members that takes place every April.



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.

On the next page you can see some photos of the team in action.....



# Our finances

Income	£
Funding from Bracknell Forest Council to deliver local Healthwatch	100,122
Additional income from BACCG	29,526
<b>Total income</b>	<b>129,648</b>
<b>Expenditure</b>	
Operational costs	28,153
Staffing costs (including training)	63,136
Office costs	8,463
BACCG project costs	29,526
<b>Total expenditure</b>	<b>129,278</b>
Balance brought forward	370

**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

# Contact us



## Registered Office address:

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



## Phone number:

01344266911



## Email:

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



## Website:

[www.healthwatchbracknellforest.co.uk](http://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.

Thanks to  for the use of their image bank © LYPFT



© Copyright Healthwatch Bracknell Forest 2016