

## Notice of Meeting

### Health and Wellbeing Board

Councillor Dale Birch (Chairman)  
Fiona Slevin-Brown, Frimley Clinical Commissioning Group (Vice-Chairman)  
Councillor Dr Gareth Barnard  
Philip Bell, Involve  
Annabel Buxton, Clinical Lead (Bracknell Forest) Frimley CCG  
Alex Gild, Berkshire Healthcare NHS Foundation Trust  
Jane Hogg, Frimley Health NHS Foundation Trust  
Andrew Hunter, Bracknell Forest Council (Place, Planning and Regeneration)  
Sonia Johnson, Bracknell Forest Council (Children's Social Care)  
Stuart Lines, East Berkshire Public Health  
Rafal Nowotynski, Healthwatch  
Melanie O'Rourke, Bracknell Forest Council (Adult Social Care)  
Dave Phillips, Bracknell Forest Safeguarding Board  
Jonathan Picken, Bracknell Forest Safeguarding Board  
David Radbourne, South Central Sub Region NHS  
Grainne Siggins, Bracknell Forest Council (People)  
Heema Shukla, Bracknell Forest Council (Public Health)  
Fidelma Tinneney, Berkshire Care Association  
Timothy Wheadon, Bracknell Forest Council (Chief Executive)



**Wednesday 8 September 2021, 2.00 - 4.00 pm**  
**Online Only - Zoom**

### Agenda

Item	Description	Page
1.	<b>Apologies</b>	
	To receive apologies for absence and to note the attendance of any substitute members. <b>Reporting: ALL</b>	
2.	<b>Declarations of Interest</b>	
	Members are asked to declare any disclosable pecuniary or affected interests in respect of any matter to be considered at this meeting.  Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.  Any Member with an affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.	

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	<b>Reporting:</b> ALL	
3.	<b>Urgent Items of Business</b>	
	Any other items which the chairman decides are urgent. <b>Reporting:</b> ALL	
4.	<b>Minutes from Previous Meeting</b>	5 - 10
	To approve as a correct record the minutes of the meeting of the Board held on 8 June 2021. <b>Reporting:</b> Hannah Harding	
5.	<b>Matters Arising</b> <b>Reporting:</b> ALL	
6.	<b>Public Participation</b>	
	<b>QUESTIONS:</b> If you would like to ask a question you must arrive 15 minutes before the start of the meeting to provide the clerk with your name, address and the question you would like to ask. Alternatively, you can provide this information by email to the clerk at <a href="mailto:committee@bracknell-forest.gov.uk">committee@bracknell-forest.gov.uk</a> at least two hours ahead of a meeting. The subject matter of questions must relate to an item on the Board's agenda for that particular meeting. The clerk can provide advice on this where requested.  <b>PETITIONS:</b> A petition must be submitted a minimum of seven working days before a Board meeting and must be given to the clerk by this deadline. There must be a minimum of ten signatures for a petition to be submitted to the Board. The subject matter of a petition must be about something that is within the Board's responsibilities. This includes matters of interest to the Board as a key stakeholder in improving the health and wellbeing of communities.  <b>Reporting:</b> Hannah Harding	
7.	<b>Actions taken between meetings</b>	
	Board members are asked to report any action taken between meetings of interest to the Board. <b>Reporting:</b> ALL	
8.	<b>Healthwatch survey results</b> <b>Reporting:</b> Rafal Nowotynski, Neil Bolton-Heaton	11 - 42
9.	<b>Berkshire Suicide Prevention Strategy</b> <b>Reporting:</b> Heema Shukla, Karen Buckley	Verbal Report
10.	<b>Health and Wellbeing Strategy Update</b> <b>Reporting:</b> Heema Shukla	To Be Tabled

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11.	<b>Joint Strategic Needs Assessment Briefing</b> <b>Reporting:</b> Heema Shukla	To Be Tabled
12.	<b>COVID update</b> <b>Reporting:</b> Stuart Lines	To Be Tabled
13.	<b>Winter Planning</b> <b>Reporting:</b> Fiona Slevin-Brown	To Be Tabled
14.	<b>Frimley ICS update</b> <b>Reporting:</b> Jane Hogg	Verbal Report
15.	<b>Agency Updates</b> <b>Reporting:</b> ALL	-

Sound recording, photographing, filming and use of social media is permitted. Please contact Lizzie Rich, 01344 352253, [lizzie.rich@bracknell-forest.gov.uk](mailto:lizzie.rich@bracknell-forest.gov.uk), so that any special arrangements can be made.

Published: 27 August 2021

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**HEALTH AND WELLBEING BOARD  
8 JUNE 2021  
2.00 - 3.38 PM**

**Present:**

Fiona Slevin-Brown, Frimley Clinical Commissioning Group (Vice-Chairman, in the Chair)  
Councillor Dr Gareth Barnard  
Philip Bell, Involve  
Alex Gild, Berkshire Healthcare NHS Foundation Trust  
Jane Hogg, Frimley Health NHS Foundation Trust  
Andrew Hunter, Bracknell Forest Council (Place, Planning and Regeneration)  
Sonia Johnson, Bracknell Forest Council (Children's Social Care)  
Dr Martin Kittel, Primary Care Networks  
Rafal Nowotynski, Healthwatch  
Melanie O'Rourke, Bracknell Forest Council (Adult Social Care)  
Charlotte Pavitt, Bracknell Forest Council (Public Health)  
Jonathan Picken, Bracknell Forest Safeguarding Board  
Grainne Siggins, Bracknell Forest Council (People)  
Heema Shukla, Bracknell Forest Council (Public Health)  
Timothy Wheadon, Bracknell Forest Council

**Apologies for absence were received from:**

Councillor Dale Birch

**Also Present:**

Sam Morrison, Bracknell Forest Council (Commissioning)

**1. Election of Chairman**

**RESOLVED** that Councillor Birch be elected Chairman of the Health and Wellbeing Board for the municipal year 2021/22.

**2. Appointment of Vice-Chairman**

**RESOLVED** that Fiona Slevin-Brown be elected Vice-Chairman of the Health and Wellbeing Board for the municipal year 2021/22.

**3. Declarations of Interest**

There were no declarations of interest.

**4. Urgent Items of Business**

There were no urgent items of business.

**5. Minutes from Previous Meeting**

The minutes of the meeting held on 25 February 2021 were approved as a correct record.

**6. Matters Arising**

There were no matters arising on the minutes.

7. **Public Participation**

There were no items of public participation.

8. **Better Care Fund 2021/22**

Board members considered the Better Care Fund Year End Report 2021/22.

The Better Care Fund had to be approved annually, on a formal structure. Partners recognised that the Fund had presented opportunities to accelerate joint working locally. Some work through the Fund had been put on hold for COVID, and much of the budget planning had been rolled over from the previous financial year.

Officers had continued to monitor key metrics locally, which had indicated good performance across non-elective admissions, permanent admissions to residential homes and effectiveness of reablement. Work on the delayed transfer of care had been paused during COVID.

There had been lots of work done on discharge to assess provision, and the joint work had been supported by the hospital discharge fund. The additional hospital discharge funding for the first 6 weeks post-discharge would continue until the end of June 2021, and funding for up to 4 weeks post-discharge would continue until September 2021.

Locality Access Points had been a focus of the past year under the Better Care Fund.

The priorities going forward would be based on national guidance which was not yet available. Sam commented that Board members would be informed of the future priorities as pertinent guidance was released.

Sam commented that the High Impact Change Model was continuing, and a new Better Care Fund Delivery Board had been established to look at new opportunities.

Having considered the matter, it was **RECOMMENDED** that the Chief Executive:

- 1 approve the Year End Report for the Bracknell Forest Better Care Fund 2020/21.
- 2 note the emerging priorities for the 2021/22 Better Care Fund.

9. **Voluntary Sector Investment**

Melanie O'Rourke, Assistant Director: Adult Social Care presented the proposed Voluntary Sector Investment.

Bracknell Forest Council would be investing £250k as a one-off payment into the Voluntary and Community Sector to support mental health and wellbeing. It was clarified that this payment would not replace statutory services but aimed to address issues arising from the Resident Survey and the Overview & Scrutiny Panel on Social Isolation and Loneliness.

Involve would be administering the fund on behalf of the Council, and would be allocating grants of up to £5k and £20k for groups to reinvest in the community, or to

start new support groups. £35k of the fund had been allocated to Involve to fund the administration and management of the grant.

It was noted that the bidding process would be held on a monthly basis, and all the money needed to be spent by the end of the financial year.

Arising from discussion, the following points were noted:

- Board members supported the work, and commented that it would be useful to get feedback about the type of applications being submitted.
- The Health and Wellbeing Board would be kept informed of the work through regular reporting.
- The mapping of existing groups would make progress on work already done. It was acknowledged that while the Council and Involve had a good awareness of the voluntary and community sector groups in the area, there may be some which were not yet known to services.
- The fund aimed to support older children to adults.
- Board members recognised the excellent voluntary and community sector groups already in existence in Bracknell Forest.
- While the fund and bidding process could not be too prescriptive around its remit, officers were mindful of the social isolation priority from the Health and Wellbeing strategy.

#### 10. **Health and Wellbeing Strategy Update**

Heema Shukla presented an update on the Health and Wellbeing Strategy.

The Health and Wellbeing Board had held a workshop in March 2021 to discuss the strategy and agree sponsors for the priorities, and Heema had met with Involve to agree voluntary community sector sponsors for each priority. All sponsors and representatives had met to discuss the next steps. Task groups had been established, and initial meetings had been held.

Heema reminded partners about the Health and Wellbeing framework, including its vision cross-cutting themes and priority areas. The task groups had come up with focuses for their priority areas.

Stakeholder workshops were being planned, which aimed to develop a shared understanding of the nature and impact of COVID-19, discuss the health inequalities, map the current local offer, agree outcomes for the strategy and agree measurements for success.

Board members discussed the oversight, accountability and progress reporting on the Health and Wellbeing Strategy.

Arising from discussion, the following points were noted:

- Each workshop would use evidence packs of factual data to inform discussions.
- Priority sponsors agreed to bring updates on their areas to future Health and Wellbeing Board meetings.
- Members recognised the timeliness of the Safeguarding Board's memorandum of understanding which would link in with the Health and Wellbeing strategy's priorities.

#### 11. **COVID update**

Charlotte Pavitt, Consultant in Public Health presented an update on the COVID situation locally.

Since the last meeting where local rates of COVID had been low and declining, the rate had increased and continued to increase. At the time of the meeting, Bracknell Forest had 94.7 cases per 100k people, which represented a 360% increase on the previous week. However, cases amongst the over 60s remained stable at 4.1 per 100k which demonstrated that the vaccine was working amongst those with two doses.

The community transition was coming from the secondary school population and spreading to other age groups within households. Schools had done everything they could to prevent the spread.

Members noted that the rates of severe illness and death had not significantly increased, and mortality was lower than the 5 year average. However, health services were seeing an increase in demand around primary care and hospitals.

The vaccine programme was continuing successfully; however it was noted that there was still work to do to get 95% of the population double-vaccinated and Bracknell Forest was below the England average in this regard.

Bracknell Forest Council had entered into discussion with government and Public Health England around the sharp incline in cases, and a range of measures were being discussed to prevent further transmission.

Arising from discussion, the following points were noted:

- 95% of the population needed to be vaccinated to achieve herd immunity, and this had always been the target for vaccination coverage.
- Board members thanked school staff for their work, and were glad to note that routine testing was now a normal part of the school day.
- Partners noted that infection prevention and control needed to remain a priority.
- It was noted that the increase in demand for hospital care was not COVID related.
- It was noted that there remained several thousand people in the priority vaccination groups who had not taken up their vaccines.
- The Public Protection Partnership was responsible for supporting local businesses in their risk assessment work, along with business support and enforcement around COVID security measures.

## 12. **Frimley ICS Boundary discussion**

Jane Hogg, Transformation Director at Frimley Integrated Care System updated members on the ICS boundary review.

The regional team were reviewing the proposed boundaries, and would be providing a report to the Secretary of State for Health via the Minister for Health and NHS England. A decision was expected about the boundary of the Frimley ICS at the end of June or early July. The report from the regional team supported the status quo of the Frimley ICS in recognition of the benefits of partnership working locally. Local politicians had also submitted representation to the Secretary of State to support the status quo.

Arising from discussion, the following points were noted:

- It was noted that the local politicians had made representation on the basis of quality of care for patients rather than any political grounds.
- Partners recognised that Frimley ICS was one of the highest performing systems in the country, and all partners had made significant investment into getting good working relationships across the system.
- 29 GPs had also signed a petition to the Secretary of State to support the Frimley ICS. It was noted that the existing system would face significant restructure if the boundary was to change.
- It was suggested that the Chairman of the Health and Wellbeing Board write to the Secretary of State for Health to reiterate the Board's support for the Frimley ICS.

### 13. **Access to GP services**

Katerina Nash, Associate Director for Primary and Community Care, Frimley CCG and Dr Martin Kittel presented an update on Primary Care services.

Katerina highlighted the ambitions and priorities for Bracknell Forest's primary care services.

Bracknell Forest had a population of 119,358 spread across 10 GP practices organised into three primary care networks. During the pandemic, the capacity of primary care appointments significantly reduced but had since improved to normal.

The Big Conversation had been held pre-pandemic to consult residents on the transformation of urgent care services. Residents had reported that they felt confused by the multiple entry points to access NHS services, and by the variation in existing services. Recent feedback since the pandemic had been that residents experienced long waiting times on GP phone lines, a lack of clarity around which services were open, and a lack of clarity around the variation in services.

During COVID, local services had been reviewed and developed to build on changes implemented during the pandemic including an Integrated Urgent Care Pathway, 111 integration with local services, additional appointment capacity for urgent and routine care at primary care. Communication and engagement had improved to be clear where residents should access services. Work to understand patient feedback with Healthwatch was ongoing.

Prevention and self-care was a key area of messaging, for residents to understand how to look after themselves and how to navigate services. The five access points were care at home, pharmacy, NHS 111, GP surgery, or Emergency Department (999).

In response to questions, the following points were noted:

- The integrated urgent care pathway offered support from 8am to 8pm, and used redeployed staff from the urgent care centre. If a patient had a phone call with a GP which required a same day assessment, they would be referred to this clinic.
- It was commented that the urgent care pathway was a different service to that previously offered at Brants Bridge, so the data was not comparable. Partners requested to see the data behind urgent care access points.
- It was clarified that the minor injuries unit at Brants Bridge was open on an appointment basis, rather than walk in.

- The infographic 'where to go when you're feeling unwell' had been cascaded through all practice websites, along with the Bracknell Forest and CCG websites.
- It was noted that the 111 phone service had changed to include a clinical assessment from a GP and health professionals. Partners raised concerns around misdiagnoses or safeguarding matters being missed over the phone, but were reassured that the process had been reinforced.
- Partners commented on the improved offer for early help and holistic support, particularly for people who were feeling anxious.

**CHAIRMAN**



<sup>11</sup>  
**What Matters Most?**  
Bracknell Forest

# What Matters Most: Aims

We wanted to develop our foundation of knowledge about the local community, including their health and social care needs, opinions and experiences

## We asked residents about:

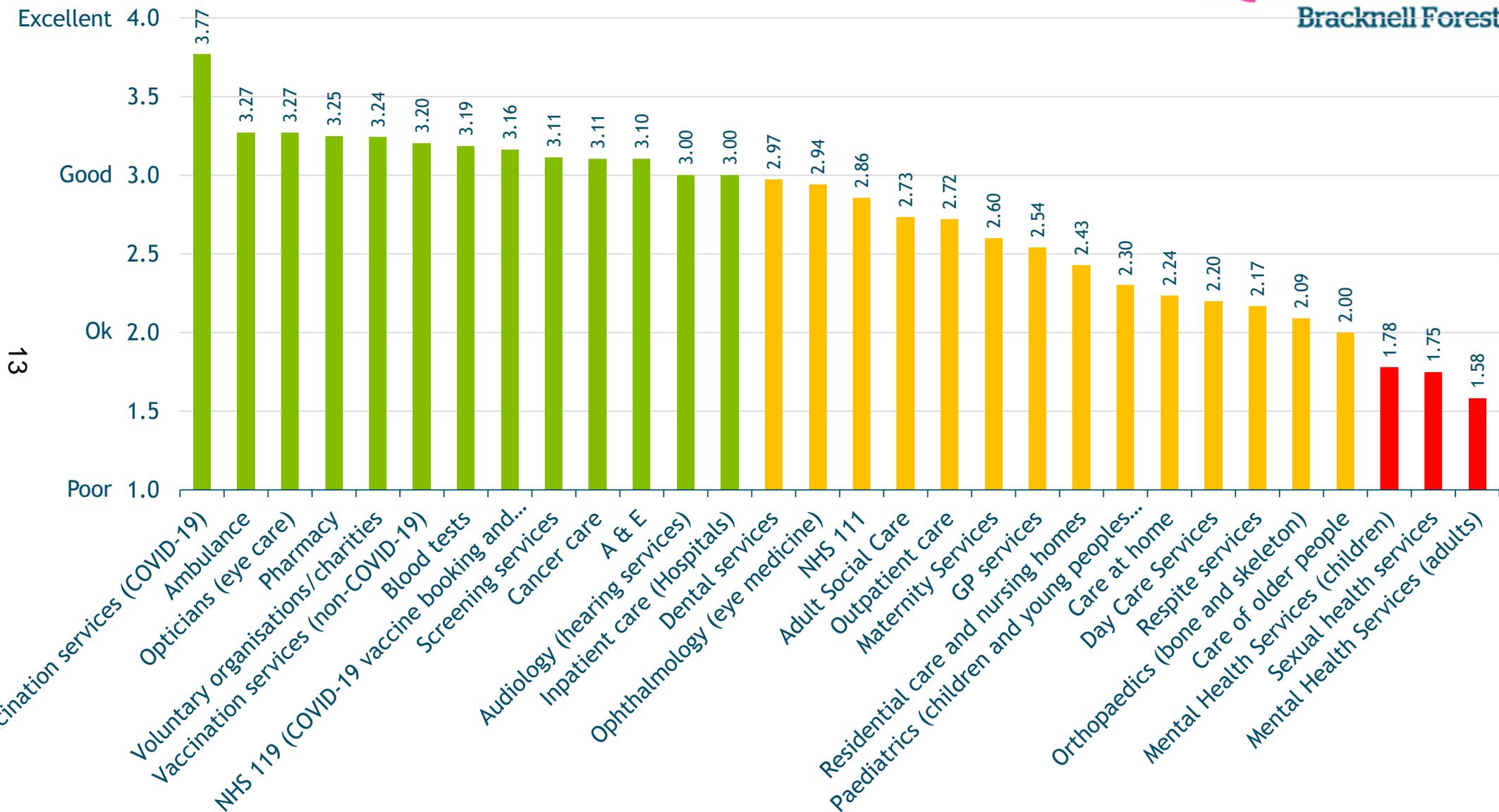
- Health and social care services they had used in the past 12 months
- Positive and/or negative experiences with health and social care services
- How easy, normal or difficult they found accessing the services
- Health and wellbeing support used in the past 12 months
- Individual health and wellbeing goals for the next 12 months

We heard from **155 residents** from Bracknell Forest

This included **206 Positive Experiences** and **133 Negative Experiences**



# Health and Social Care Service Ratings in Bracknell Forest



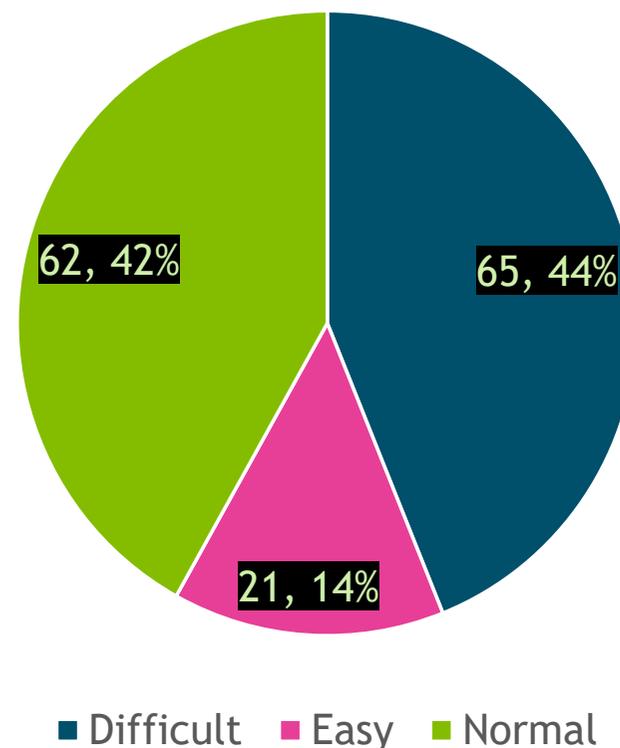
# Accessing Services

## Factors which made it easy to access:

- Helpful and friendly staff
- 'Simple' booking system
- Receiving a quick response to enquiries
- Variation of appointment methods available

## Factors which made it difficult to access:

- Long waiting lists for appointments
- Reception teams acting as a "barrier"
- Lack of face-to-face appointments; often replaced with telephone or virtual appointments
- Prolonged time waiting on the telephone



# Positive Experiences

Most frequently mentioned services were:

1. COVID-19 Vaccination and Testing Services (64 mentions)
2. GP Services (28 mentions)
3. Testing and Screening Services (25 mentions)
4. Pharmacy Services (13 mentions)
5. Opticians (12 mentions)

N.B. Not all experiences specified the service type or name of the service provider.

People valued health and social care services which had:

- Efficient and well organised service
- Professional, helpful, and friendly staff/volunteers
- Easy to book appointments
- Variety of appointment types offered
- Short waiting times upon arrival
- Clear information and communication

# Negative Experiences

Most frequently mentioned services were:

1. GP Services (55 mentions)
2. Mental Health Services (6 mentions)
3. Testing and Screening (6 mentions)

Factors which contributed to poor experiences:

- Difficulties making appointments
- Negative and unhelpful staff attitudes
- Lack of follow up care
- Poor communication with patients
- Heavy reliance on technology
- Expensive car parking charges

N.B. Not all experiences specified the service type or name of the service provider.

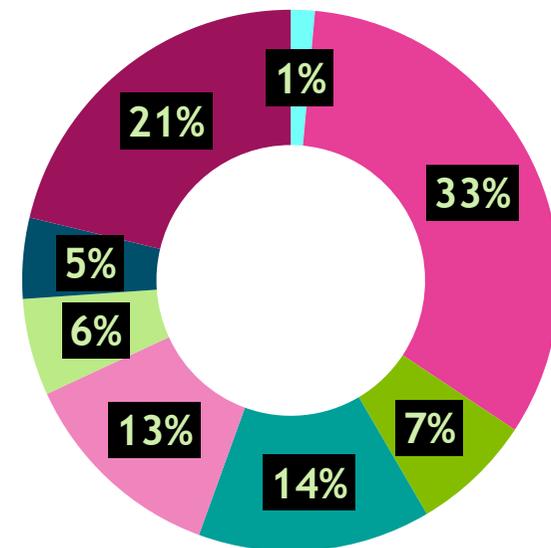
# Looking Back and Looking Forward

## Biggest support in the past 12 months

1. Being Outdoors
2. Video/Zoom calling friends and family
3. Seeing friends and family (within support bubbles)
4. Using technology for medical appointments and needs
5. Having routine

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## Goals for the next 12 months



- Diet
- Exercise/Fitness
- Manage/Maintain Health
- Mental Health
- NHS Services
- Other
- Social
- Weight related

# Healthwatch Bracknell Forest Priorities

## Services to focus on:

1. GP Services (36%)
2. Mental Health Services (21%)
3. Elderly Care (5%)
4. Dental Care (3%)

“Care from GP including a more multidisciplinary approach (including pharmacists, practice nurses and Physios as first contact), which would give high quality and cost effective care.”

## Themes to focus on:

1. Access to Services (19%)
2. Provision of Services (17%)
3. Post-COVID (12%)

“Mental health following Covid. A particular concern is treating those with eating disorders. The service here was not very good before the pandemic, but anecdotally is now even worse..”

“Making it easier for the elderly to get services they need taking into account that they may not be tech savvy and are more comfortable with a face-to-face appointment.”

# Next Steps

## This report has:

- Highlighted common themes, findings, and opinions from Bracknell Forest residents
- Provided Healthwatch Bracknell Forest with a better foundation of information about their local community, including what their focus should be in the future

## How this report will be used:

- Share findings with relevant service providers, and other external stakeholders
- Support local health and social care services in providing improved care to its users
- Conduct further analyses of the data collected
- Set our annual work priorities based on what residents have told us

Read the full report [here](#)

# Contact Us

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# What Matters Most?

Your feedback and experiences of health and social care services in Bracknell Forest.

Spring 2021

**What Matters Most?**

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## What Matters Most?

### At a Glance

#### Summary



We heard from **155 residents** in Bracknell Forest

We asked what they thought of their local services:

**206 positive experiences**

**133 negative experiences**

#### Service Ratings



We asked residents to rate their local services:

**COVID-19 Vaccinations** was the highest rated service

**Adult Mental Health Services** was the lowest rated service

**44%** of residents found it **difficult to access** services

#### Health and Wellbeing



We heard that:

**Being outdoors** was the biggest support to residents in the past 12 months

**Exercise and fitness** related goals were the most desired for the next 12 months

#### Healthwatch Bracknell Forest Priorities



We asked what Healthwatch Bracknell Forest's future focus should be:

**36%** said we should focus on **GP Services**

**21%** said we should focus on **Mental Health Services**

**19%** said to improve **Access to Services**

## What Matters Most?

### Introduction

#### About Healthwatch

Local Healthwatch organisations are independent champions for people who use health and social care services. We are here to find out what matters to people and help make sure their views shape the support they receive.

#### Project Background

In March 2021, the three local Healthwatch organisations across East Berkshire (Bracknell Forest, Slough, and Windsor, Ascot, and Maidenhead) worked together to develop their foundation of knowledge about the local communities, including their health and social care needs. The survey ran until May 2021 and collected people's opinions, concerns, and experiences of using, and accessing, health and social care services.



The responses we received focused on a variety of NHS services, ranging from GP surgeries to blood tests, and hospitals to COVID vaccination sites. Responses also gave an insight into the biggest health and wellbeing support across the past 12 months, and health and wellbeing goals for the next 12 months. The same survey was asked across the three Healthwatch localities; this report focuses solely on the responses received from residents in Bracknell Forest.

#### About the Survey

We asked Bracknell Forest residents about:

- Health and social care services they had used in the past 12 months
- Any positive or negative experiences with health and social care services
- How easy/difficult they found accessing the services
- Health and wellbeing support used in the past 12 months
- Individual health and wellbeing goals for the next 12 months

Participants were able to tell us their views anonymously via an online survey. This could be accessed privately, via the Healthwatch Hub, and during forum meetings. We engaged with local community forums such as the Bracknell Forest Young Health Champions, and the Bracknell Forest Place Committee. The survey was also promoted by a range of stakeholders such as the local councils, voluntary sector organisations and NHS trusts. This was via newsletters, announcements (text, emails, and virtual meetings) and on social media sites.

The total number of responses received for Bracknell Forest was 155; this does not include any partial responses as these were excluded from analysis.

## What Matters Most?

### Services used in the past year

Participants were asked to select the health and social care services which they had used in the past year and rate these services as 'Excellent', 'Good', 'Ok', or 'Poor'. The number of responses for each service ranged from 4 (Sexual Health Services) to 131 (GP Services). The most used health and social care services used by the participants in the past year were:

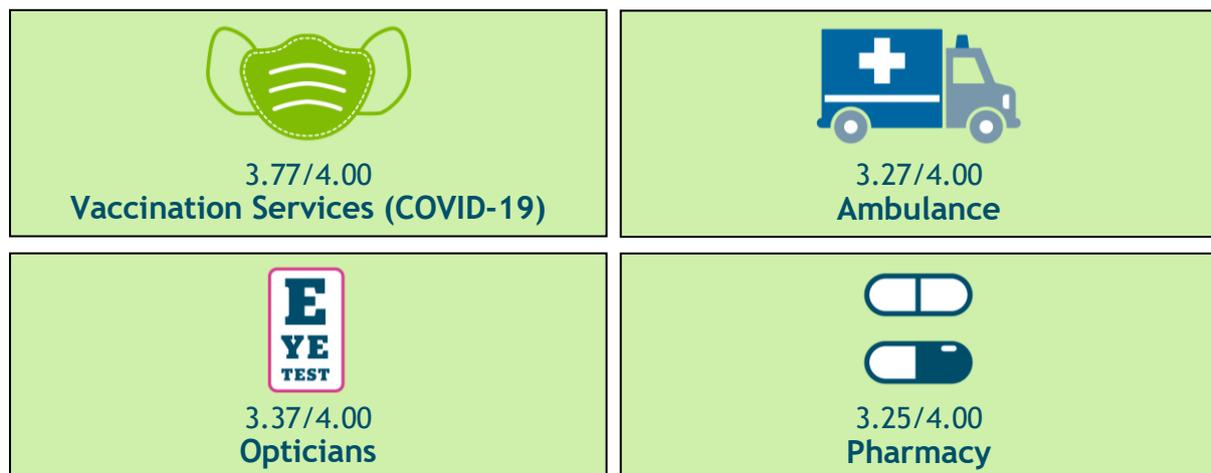
- GP Services - 131 responses
- Vaccination Services (COVID-19) - 121 responses
- Pharmacy - 117 responses
- Blood Tests - 86 responses
- Dental Services - 74 responses

### Service Ratings

The ratings for each service were coded to find the average rating, so that the number of responses would be taken into consideration. 'Excellent' was coded as 4, 'Good' as 3, 'Ok' as 2, 'Poor' as 1; this meant the highest average rating a service could achieve is 4, and the lowest rating could be 1. All the service ratings are shown in the graph on page 6.

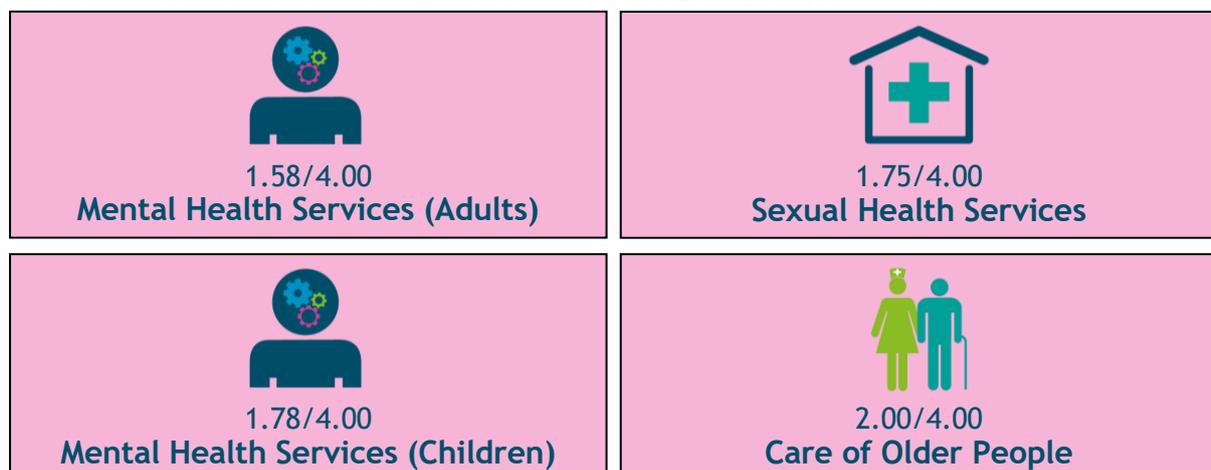
### Highest-rated Services

The highest rated health and social care services in Bracknell Forest are:



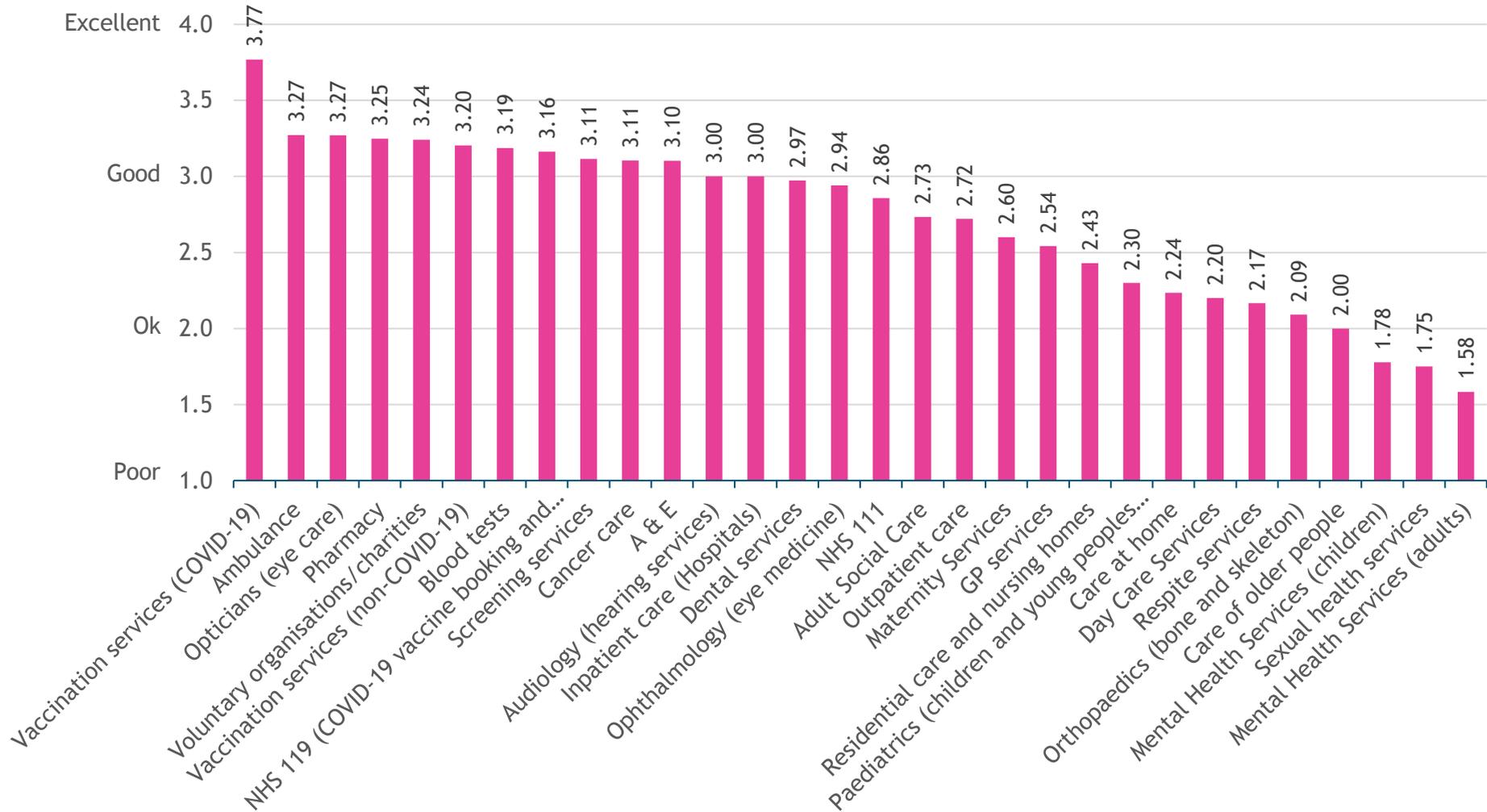
### Lowest-rated Services

The lowest rated health and social care services in Bracknell Forest are:



**What Matters Most?**

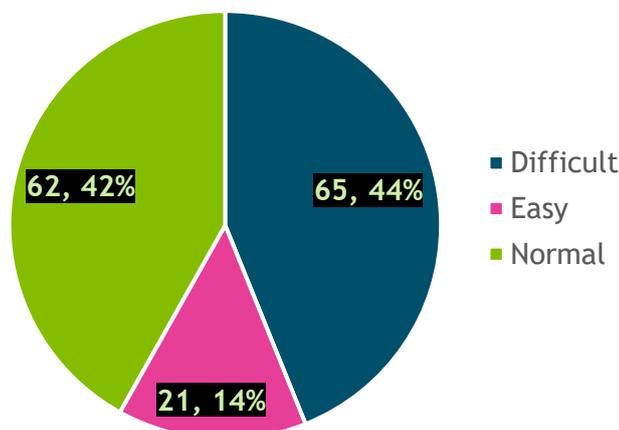
Health and Social Care Service Ratings in Bracknell Forest



## What Matters Most?

### Access to Services

Participants were asked how easy or difficult they found accessing health and social care services within the past 12 months. There were options of ‘Easy’, ‘Normal’, or ‘Difficult’. The findings are in the graph below, showing number of participants who selected each option.



### Easy to Access

Services which were described as ‘Easy’ to access and get help from:

- Binfield Surgery
- Bracknell Forest Council (Customer Services)
- Frimley Park Hospital (Ophthalmology)
- Gainsborough Practice
- Sorelle Support

Factors which made the services easier to access included:

- Helpful and friendly staff
- ‘Simple’ booking system with appointments running on time
- Receiving a quick response to enquiries about booking appointments, and receiving prescriptions
- Variation of appointments available from the services:
  - Face-to-face when requiring an examination, rather than relying on technology
  - eConsultations and askmyGP online systems
  - Telephone or video appointments for those unable to travel to the service location

### Normal to Access

Some who selected ‘Normal’ described a mixed review of services (some easy to access, some difficult), some stated that the services were “as expected”, and some said the services have always been “poor” so therefore still performing at the “pre-pandemic” standard.

Services which were described as ‘Normal’ to access and get help from:

- Birch Hill Medical Centre
- Great Hollands Health Centre
- Heatherwood Hospital (Phlebotomy)
- NHS 111 and A&E Departments
- Roundhill House Dental Practice
- Skimped Hill Health Centre
- Social Care Services (for adults and children)
- The Waterfield Practice

## What Matters Most?

### Difficult to Access

Services which were described as 'Difficult' to access and get help from:

- Adult Social Care (out of hours)
- Bracknell Forest CMHT
- CAMHS and Adult Mental Health
- Children Social Care and SEN department
- Sandhurst Group Practice
- Forest Health Surgery
- Talking Therapies
- Ringmead Medical Practice

Factors which made the services more difficult to access:

- Long waiting times/delays for patients to be examined and treated
- Reception teams acting as a barrier between the patients and the doctors
- Lack of face-to-face appointments; replaced with virtual and telephone appointments
  - Patients restricted due to limited technology skills and confidence
  - Mobile 'apps' described as not fit for purpose
- Telephone waiting times with long recorded messages and no update of position in the queue

## Positive Experiences from Bracknell Forest Residents

We heard **206** positive experiences of using health and social care services

### Summary

COVID-19 services (vaccinations and testing), and other vaccinations services, were mentioned most frequently with 64 people commending the services: specifically at Bracknell Waitrose, Wexham Park Hospital, and local GP surgeries.

Some responses stated the factors which contributed to their positive experience but omitted the name of the service provider. Of the responses which did mention the service provider, Bracknell Waitrose appeared most frequently (31 responses), followed by Frimley Park Hospital (14 responses), and Heatherwood Hospital (11 responses).

People valued health and social care services which had:

- Efficient and well organised service
- Professional, helpful, and friendly staff/volunteers
- Easy to book appointments
- Variety of appointment types offered
- Short waiting times upon arrival
- Clear information and communication

### GP Services

28 positive experiences concerned GP services; some service providers were not mentioned by name.

Positive feedback was given to surgeries who were prompt at answering patient queries and providing a diagnosis/treatment. Several responses commended the use of technology, specifically eConsultations, for appointments, or as a screening stage to book appointments. Helpful and understanding staff who accommodate patients' individual needs play a large role in providing a positive experience to the patients.

## What Matters Most?

The GP Services mentioned in response to this question were:

- Sandhurst Group Practice (3 mentions)
- Forest Health Group (2 mentions)
- Great Hollands Medical Practice (2 mentions)
- Ringmead Medical Practice (2 mentions)
- Ascot Medical Centre
- Binfield Surgery
- Evergreen Practice
- Finchampstead Surgery, Wokingham
- New Wokingham Road Surgery
- The Gainsborough Practice

## Testing and Screening Services

Testing and Screening Services include phlebotomy, ultrasounds, x-rays, MRI scans, and cancer screening. 25 positive responses mentioned using this service with phlebotomy as the most frequent. Being able to book these appointments was noted as a key reason for improvements of the services, especially at Heatherwood Hospital. People noted that the service was run more efficiently with less waiting times due to the allotted times. Service providers mentioned in the positive responses included:

- Heatherwood Hospital (9 mentions)
- Brants Bridge (2 mentions)
- Evergreen Practice
- Forest Health Group
- St Mark's Hospital
- Wexham Park Hospital

“Blood test booked on line on day on time and very efficient no waiting just in and out what a difference from pre COVID which was a wait if 45 mins or so.”

“Blood test at Heatherwood are quicker and more efficient now that you book..”

## Pharmacy Services

There were 13 positive mentions of Pharmacy Services which consisted of gratitude towards the staff for efficiently fulfilling prescription requests and offering advice and guidance. There was also praise for the ‘ECHO’ prescription delivery service and collection services. There were specific pharmacies mentioned:

- H.A.MacParland Chemist (2 mentions)
- Birch Hill Pharmacy
- Lloyd's Pharmacy
- Sandhurst Group Practice
- Tesco (The Meadows)
- Tesco (Warfield)

“Using the Echo service run by Lloyds Pharmacy to order and deliver prescription drugs from my GP surgery has been a boon.”

“Mcparland pharmacy have been extremely efficient and helpful during the lockdown when arranging to collect medicine for my dad”

## What Matters Most?

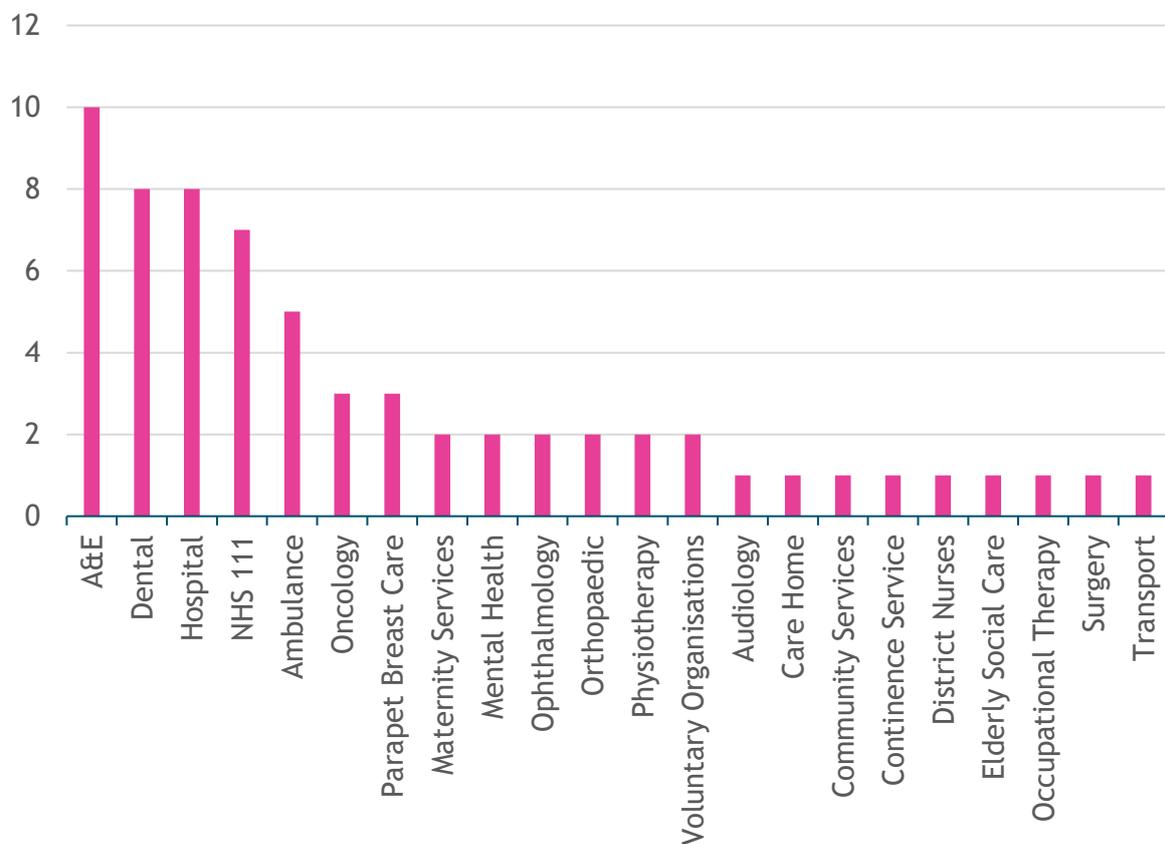
### Opticians

Half of the 12 positive experiences with Opticians did not specify the service location, but they were able to highlight factors which are important in providing a positive experience. Residents valued feeling safe with COVID-19 measures in place, clear communication, and detailed explanation of options for follow up care. The specific Opticians mentioned were:

- Specsavers (3 mentions)
- Boots (no specific branch named)
- Norman Prince (2 mentions)

### Other

There were other positive experiences which mentioned other health and social care services, but these were not mentioned as frequently as the above services. The additional services have been included in the graph below.



## What Matters Most?

### Negative Experiences from Bracknell Forest Residents

We heard **133** negative experiences of using health and social care services

#### Summary

Some comments were made by those who felt they had received poor care. 75 of the comments did not specify the exact service location but did provide details about what made the experience poor. Factors which contributed to poor experiences with health and social care services:

- Difficulties making appointments
- Waiting times upon arrival at service
- Negative and unhelpful staff attitudes
- Long waiting lists to get an appointment
- Lack of follow up care
- Poor communication with patients
- Heavy reliance on technology
- Expensive parking charges

#### GP Services

55 of the negative experiences concerned GP Services, 27 of these omitted the service provider's name. However, from these 27 responses we can see that people's experiences were perceived as poor if there is a poor method of booking appointments, delays to receive a referral or prescription, and difficulty seeing a doctor (whether that is because of reception teams acting as "barriers", or there are long waiting lists).

The GP Services receiving negative responses in this question were:

- Sandhurst Group Practice (11 mentions)
- Forest Health Group (7 mentions)
- Ringmead Medical Practice (2 mentions)
- Ascot Medical Centre
- Binfield Surgery
- Birch Hill Medical Centre
- Boundary House Surgery
- Easthampstead Surgery
- The Gainsborough Practice
- Waterside Medical Practice

"The booking system for GPs is unbelievable, calling at 8am on the day even for not urgent appointments make 0 sense. Depending who you speak to at the practice, some staff are helpful, others are plain rude!"

"Not easy to contact GP services, all digital which don't find easy to use, long wait times. Stressful."

"I have had one poor experience of finding it very difficult to get through to the surgery and gave up after 50 minutes (not at a peak time) when having got to number 1 from number 15 in the queue, the phone cut off and I gave up."

## What Matters Most?

### Mental Health Services

Mental Health Services were negatively mentioned 6 times. The following service providers were mentioned:

- Talking Therapies (3 mentions)
- Bracknell Forest CMHT

There were several concerns about the availability of Mental Health services, and the communication offered to patients. Even though some responses described themselves in a “crisis situation”, these residents still experienced delays before receiving advice and guidance. Other comments concerned the provision of care not meeting expectations, thus not helping the patient. There was a common theme that service users felt that staff members were following process steps and not spending time to listen to the patients’ needs.

“Talking Therapies - clinician was unhelpful when I was upset about something they said. Instead of being understanding, they made me feel to blame for them not understanding.”

“Bracknell CMHT, due to Covid, the communication side could do with a review an improvement”

“My mental health problems are 100 times worse and they offer no help at all.”

### Testing and Screening Services

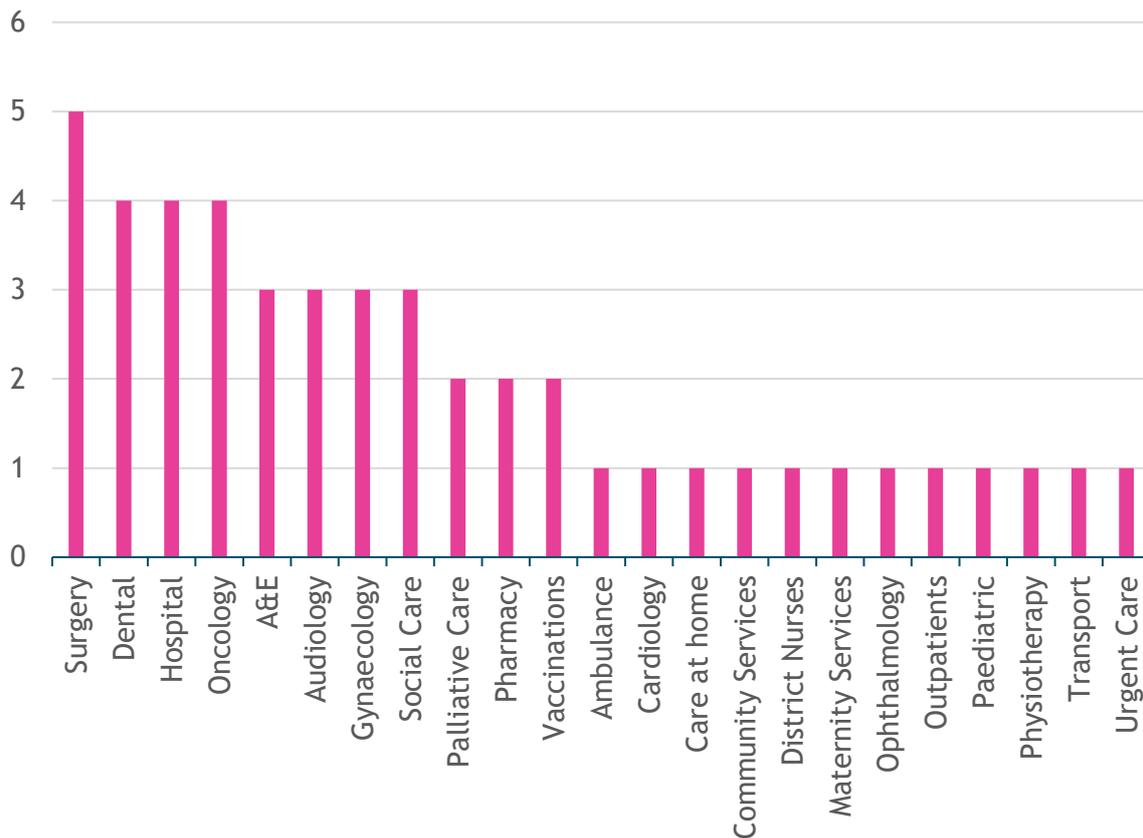
There were 6 negative responses concerning Testing and Screening services, specifically phlebotomy, CT scans, and EKG scans. Heatherwood Hospital was the only location mentioned; 4 responses did not name a location. The main factor which led to patients describing their experience as poor included prolonged waiting times upon arrival, or for their results. Another reason was that there were no local locations offering the service, so the patients had to travel out of area.

“I don't understand why I can't get a blood test from my surgery and get sent elsewhere for one yet other patients from different surgery are sent to my surgery no problem.”

## What Matters Most?

### Other

There were other negative experiences which mentioned other health and social care services, but these were not mentioned as frequently as the above services. The additional services have been included in the graph below.



## What Matters Most?

### Health and Wellbeing

#### Looking Back

We asked participants what they felt the biggest support to their health and wellbeing was during the past 12 months.



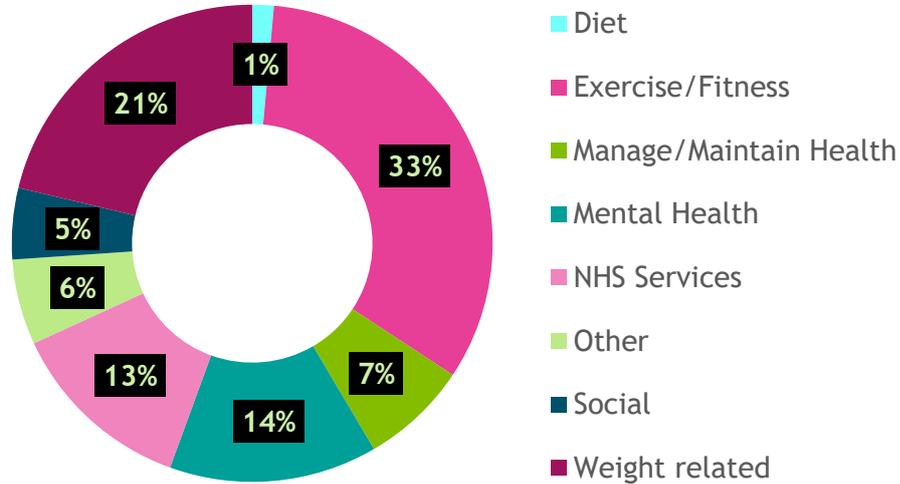
'Other' answers included: support from friends, family, neighbours and pets, exercise (such as cycling, walking, running, and swimming), hobbies (such as reading, gardening, logic puzzles, and crafting), religion and religious services, volunteering, and keeping busy with work.

Some organisations which were mentioned include: Talking Therapies, Bracknell Forest U3A, Macmillan nurses, Parenting Special Children charity, Jolly Dollies for Widows, Berkshire Family History Society, and Bracknell Camera Club.

## What Matters Most?

### Looking Forward

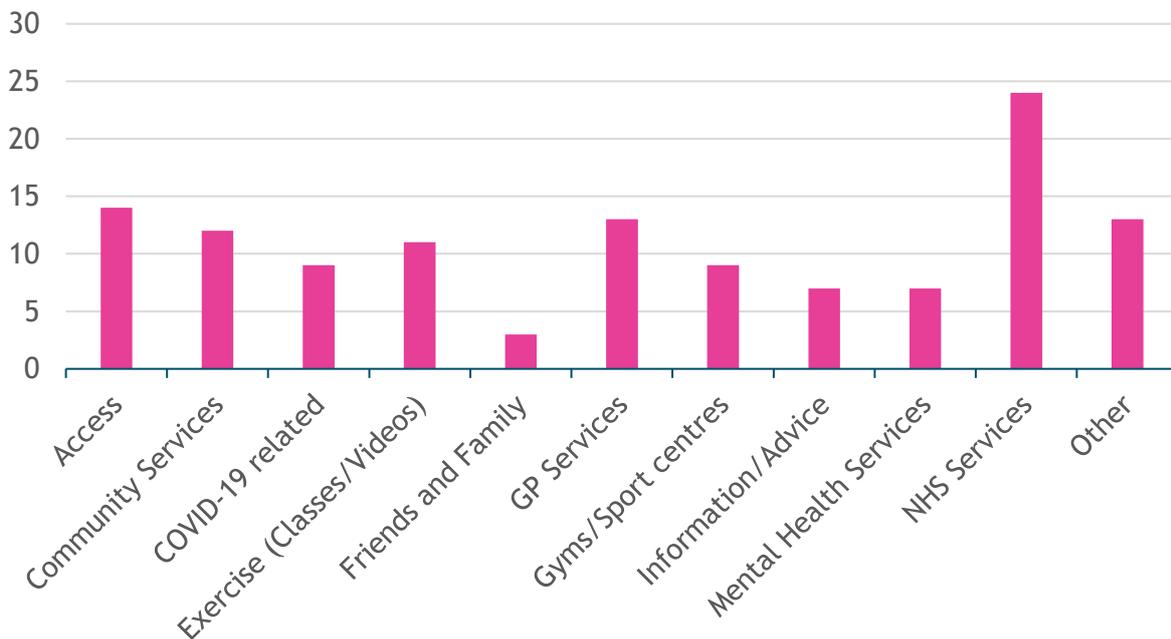
We then asked participants what health and wellbeing goals they have for the next 12 months.



‘Other’ answers included: improving sleep patterns, increasing transport options (individual mobility and driving), normalise hormone levels, going on holiday, and education goals. Some answered “all” to the examples given, and some answered that they have no goals. There was also a suggestion for health professional to take part in patient forums, and to have a constant individual at GP surgeries who understand individuals’ needs.

‘NHS Services’ answers included managing existing health conditions, catching up with postponed treatments and surgeries, getting help and advice from specific services (GP Services, Audiology, Cardiology, and Orthopaedics), and to find more local services which can offer help/advice to avoid travelling too far.

To achieve these health and wellbeing goals, participants asked for the following help and support shown in the graph below. Some responded that they were unsure of what help or support they would need, and some stated that they did not require any help or support.



## What Matters Most?

'NHS Services' answers excluded GP services, as this was mentioned enough to warrant its own category. This category included general NHS Services improvements (such as better accessibility and customer service), audiology services, oncology services, cardiology services, being able to have surgeries completed, and providing regular wellbeing check-ups.

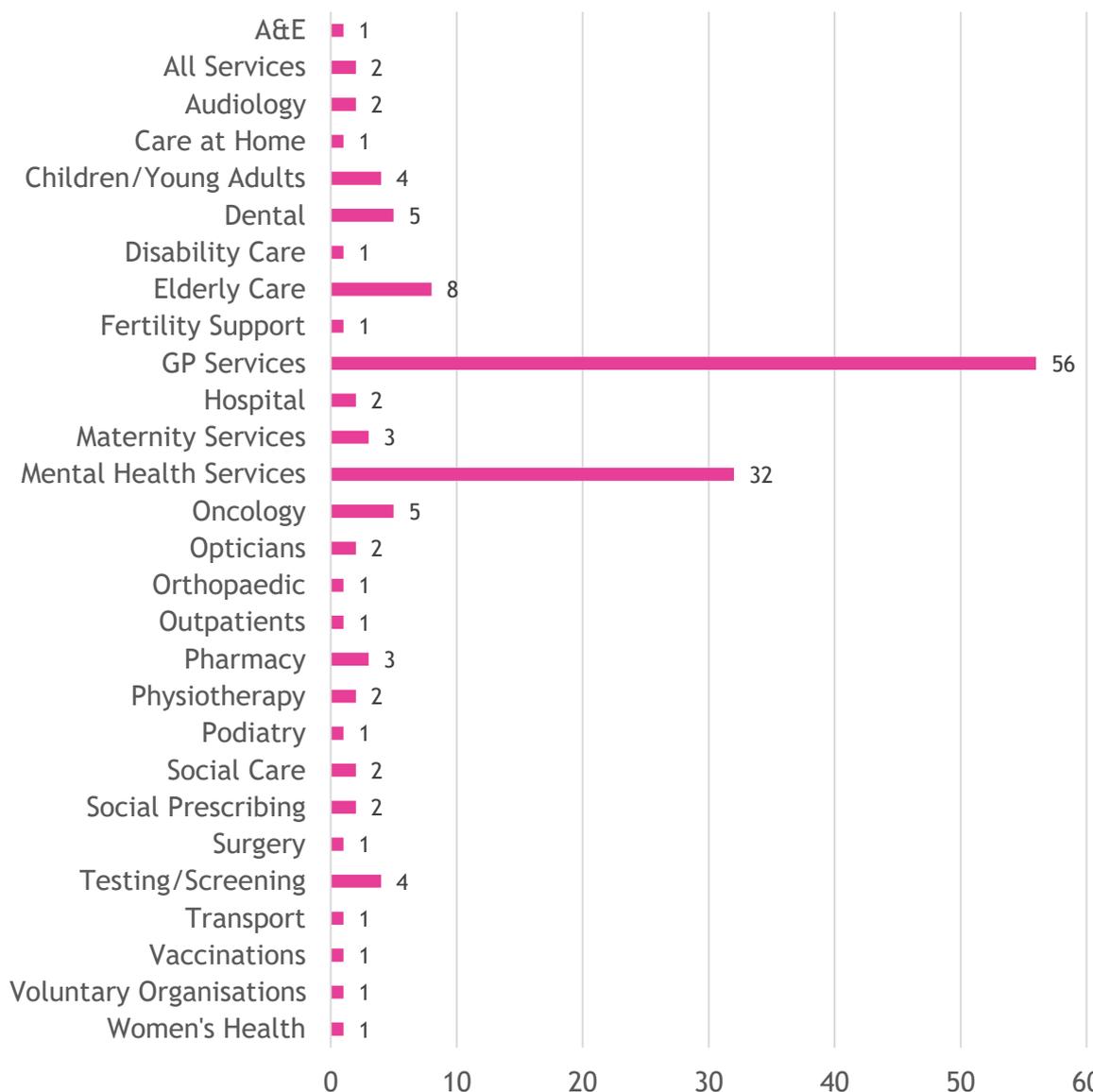
## Healthwatch Priorities

### Services

We asked participants what they think Healthwatch Bracknell Forest's priority should be for the next 12 months. The services with the most mentions were:

1. GP Services
2. Mental Health Services
3. Elderly Care
4. Dental Care

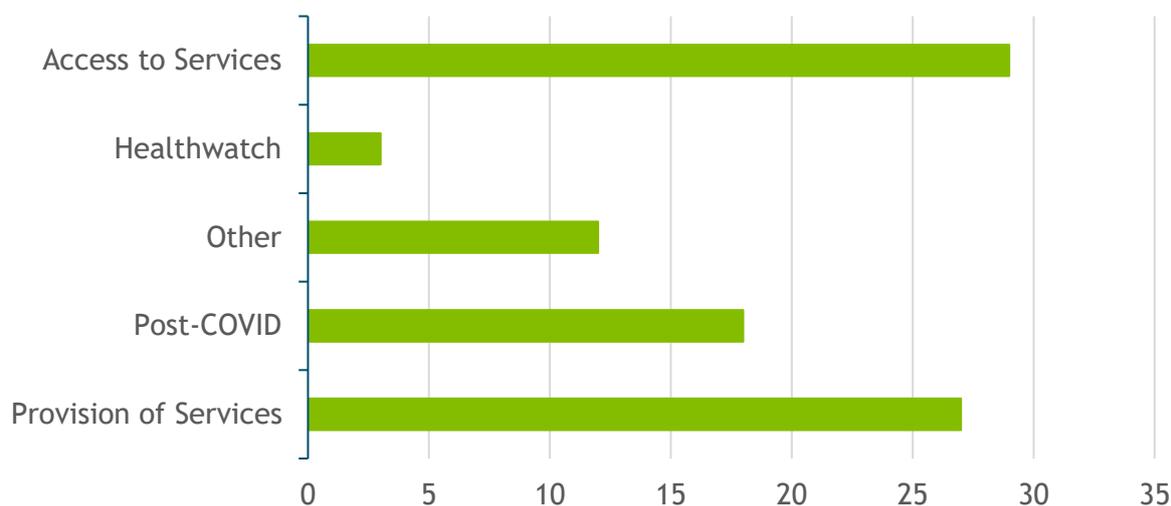
Services for Healthwatch Bracknell Forest to prioritise



## What Matters Most?

### Themes

Residents also asked Healthwatch Bracknell Forest to focus on certain themes such as: improving their access to the services, preparing the services for after the COVID-19 pandemic, and improving the provision of services.



There were suggestions made for Healthwatch Bracknell Forest: to continue Healthwatch visits to health and social care services, to make our presence better known within the local community, and to challenge CCGs to make patient pathways, and their options, clearer and more transparent.

The 'Other' responses included: relieve pressure on unpaid carers, make services more user friendly (specifically for individuals with autism), increase awareness of PANDAS condition, and support vulnerable people on the streets. PANDAS is short for Paediatric Autoimmune Neuropsychiatric Disorders Associated with Streptococcal Infections. There were suggestions for clarity around which medical options and pathways are most appropriate for individuals, and to encourage more use of technology.

Residents want us to ensure health and social care services have the capacity for the local population, which is ageing but also increasing due to new housing developments. And finally to show medical and ancillary staff that the work they undertake is appreciated.

### Access to Services

The most common theme suggested for Healthwatch Bracknell Forest to focus on is improving patients' access to health and social care services, specifically Mental Health Services, GP Services, Physiotherapy, and Orthopaedics. There were a few factors surrounding accessing services which appeared more frequently:

- Increase number of local services to reduce travel times and increase appointment availability
- Range of contact methods and appointment options available:
  - Those unconfident with technology would prefer face-to-face rather than online
  - Encourage technology for those comfortable to relieve pressure on services

## What Matters Most?

There was an agreement amongst participants that contacting services, especially GP Services, needs to be improved. This was due to prolonged time spent on the phone waiting to contact a service and waiting times for appointments. Bookable appointments, especially the system for phlebotomy services, was described as good practice and to continue with this method. Another access issue described was administrative staff acting as a “barrier” between the patient and receiving care, and insufficient measures in place for patients with a diagnosis of Autism.

### Provision of Services

This theme reemphasised the factors valued by patients within their health and social care services:

- Clear communication and information
  - Update service websites with most relevant and accurate information
  - Between different health and social care services when concerning a patient referral
  - Information about reasons for delays or difficulties to book appointments
  - Keep the patient informed of appointments, progress, and treatment plans
  - Keep the patient’s family informed if they’re unable to visit the patient
- Administrative staff to provide a more caring service to patients
- Better follow up care after appointments, procedures, and treatments
- Medical staff to listen more to patients and be open to further investigations
- Improvement to patient pathways
  - Provided with a choice of locations for required service
  - Not needing to explain the same situation to several members of staff

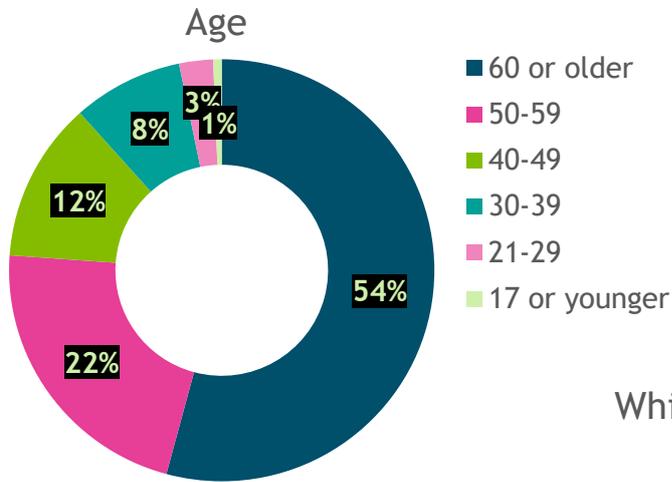
### Post-COVID

Responses regarding health and social care services following the COVID-19 pandemic included:

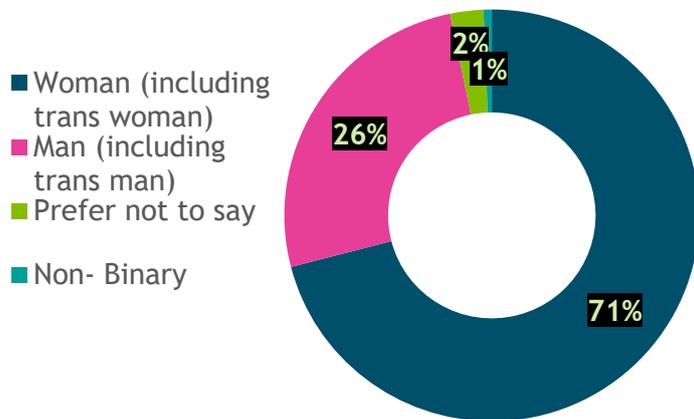
- Catching up on the backlog of screening and treatments which were cancelled
- Offer supporting those with long-covid, especially residents unable to return to work as a result
- Offer increased Mental Health support, especially to those who had lack of contact and are diagnosed with eating disorders
- Continuing with the COVID-19 vaccine programme and to provide accurate information
- Promote patient self-care and information sources
- Encourage community groups for socialising, when appropriate

## What Matters Most?

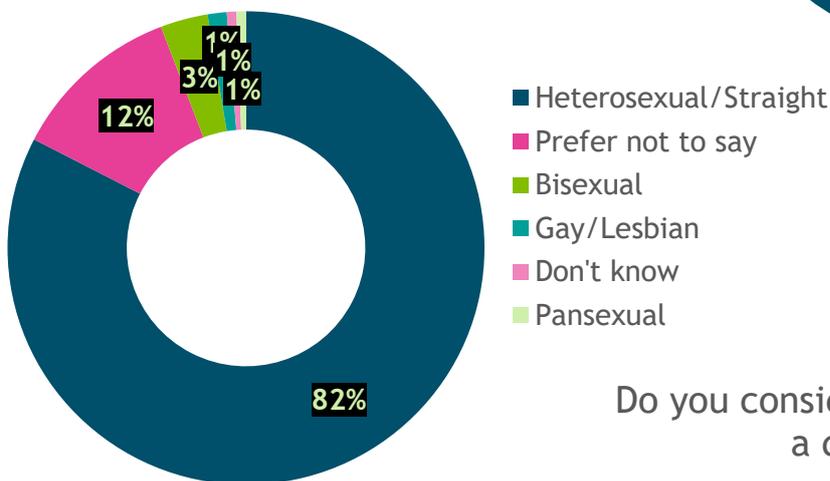
### Survey Demographics



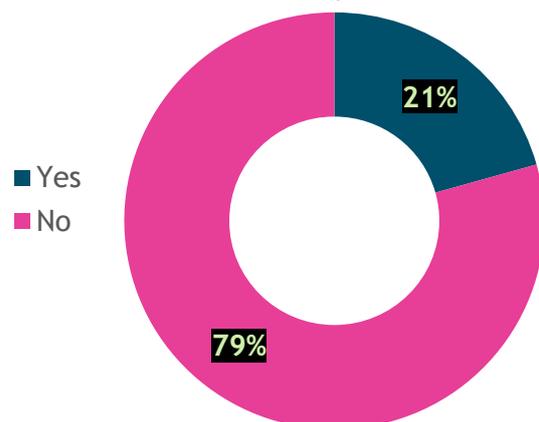
### Which gender do you identify as?



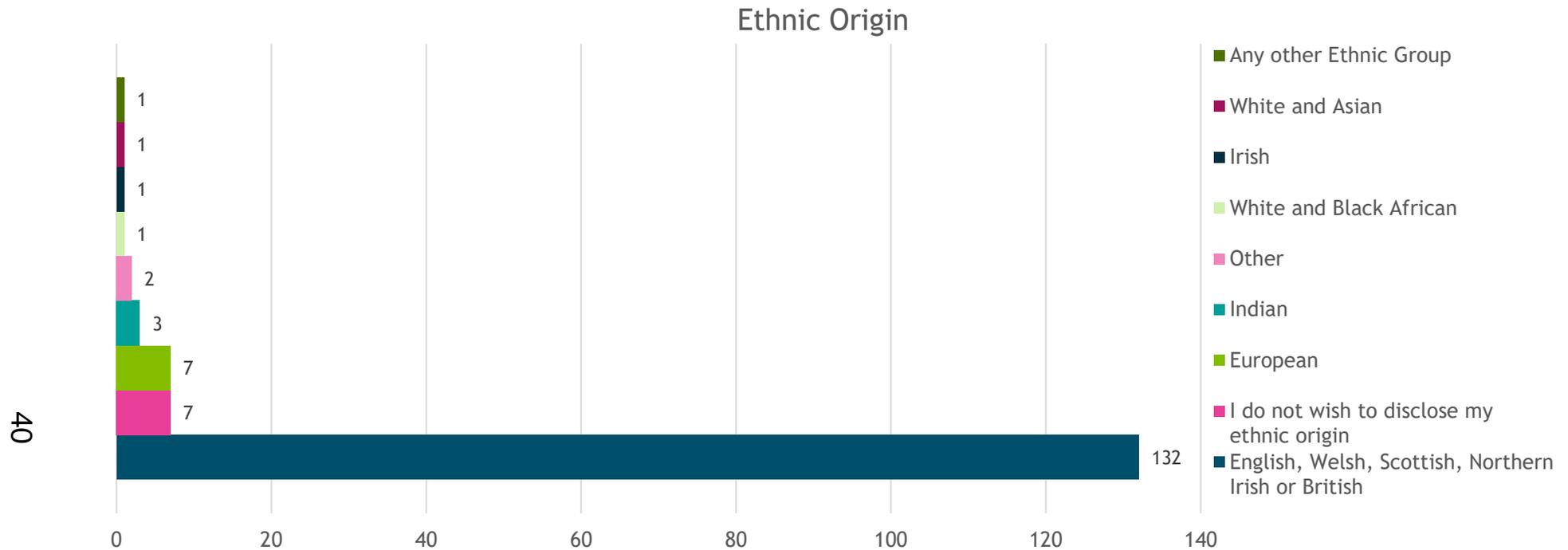
### Sexual Orientation



### Do you consider yourself to have a disability?



## What Matters Most?



Additional answer options were given for all five demographic questions, as well as an ‘Other’ option. Only the options which were selected by participants were included in the graphs above. The ethnic diversity from this campaign is an adequate reflection of Bracknell Forest’s population (as stated by ONS Census, 2011).

### Thank you

Healthwatch Bracknell Forest would like to thank all 155 participants who took the time to complete the survey and tell us about their experiences. A big thank you to all our partner organisations who helped with the promotion of our survey.

We would also like to thank:

- Bracknell Forest Council for promoting the survey on their social media and within their newsletter
- Healthwatch Volunteers for supporting the promotion of this survey across Bracknell Forest

## What Matters Most?

### Talk to us

If you have questions about the content of this report, please either call 0300 012 0184 or email [megan.horwood@healthwatchbracknellforest.co.uk](mailto:megan.horwood@healthwatchbracknellforest.co.uk).

### How will this report be used?

This report summarises 155 responses from the What Matters Most survey to highlight common themes, findings, and opinions. This provides the Healthwatch organisations across East Berkshire with a better foundation of information about their local communities, including what their focus should be in the future.

The report will be shared with the relevant service providers, and other external stakeholders, to support local health and social care services in providing improved care to its users. Healthwatch will also conduct further analyses of the data.

## ADVICE AND INFORMATION

We are here to help, advise, give information, and listen to your experiences

Healthwatch are the independent champion for people who use health and social care services. We're here to find out what matters to people and to help make sure their views are heard.

We also help people find the information they need about health and social care services or support in East Berkshire.

Here to help you on the next step of your health and social care journey.

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.



Contact Us: 0300 012 0184



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