

Healthwatch
Bracknell Forest
Annual Public
Meeting
12 April 2016



Welcome

- Introductions
- In the event of a fire alarm...
- What is Healthwatch?
- Funding
 - Local Authority and Clinical Commissioning Group
- Ratify Public Members for PMB

 Helping you get the best out of health and social care services 



The Project Management Board



- Met monthly
- Discuss feedback from public and board organisations
- Monitor and agree Healthwatch BF actions
- Advise and attend community events
- Represent Healthwatch BF at Local Authority meetings
- New Membership



Community Events



- Attended more than 40 community events
- Assisted with self care week planning and delivery in November 2015
- Attend community partnership forum
- Worked with Bracknell and Wokingham College to collect feedback and had Students on placement



Information and Signposting



1,352 - People supported and individual feedback collected

Facebook
170 likes

Website

8,600 Unique Visitors
11,881 Sessions
28,340 Page Views
70% new visitors

Twitter

1303 followers
282 people saw our posts per day (average)



Meetings where we represent you



- East Berkshire quality committee
- Health and Well Being Board
- Better futures for all
- GP Council
- Better care fund programme board
- Prevention and self care board
- Primary care strategy board
- Berkshire Healthcare NHS Foundation Trust



Meetings where we represent you



- Frimley health patient involvement group
- BACCG Innovation panel
- Dementia Action Alliance
- Health overview and scrutiny
- Community Partnership Forum
- And many more for consultation events, tendering and feedback.



Working with the CCG



Not just about meetings we attend

- Facilitate patient assembly
- Worked with 14-21 for specific feedback
- Looking at co-commissioning now and full commissioning in the future
- Liaise with lay member
- Influence before services started
- Work with Involve - Community Mapping



Working with NHS Trusts



Frimley Health

- Co-ordinate for 7 local Healthwatch
- Changes made from public feedback -
Signs in different languages (A&E,
pharmacy, PALS), debit card machines in
café and restaurant at Frimley site,
consultant appointment times for carers
on G3



Working with NHS Trusts



Berkshire Healthcare Foundation Trust

- Quarterly meetings
- Patient Experience Report
- Patient Feedback - Friends and family test and deep dives
- Learning from Serious Incidents
- Current complaints
- Service Managers invited
- CQC

Royal Berkshire NHS Trust

- Feedback is shared via Healthwatch Reading



Working with NHS Trusts



West London Mental Health Trust

- PLACE Assessments Broadmoor (made a difference last year with terrace area)
- Attend patient forum now
- Protocol agreed to start work
- Feedback on new building and bedrooms
- Attended CQC summit



Social Care



- Consortium members on partnership boards
- Feedback from members
- Self care week
- Better care fund
- Focus in 2016/2017 on joint working and co-commissioning with health



Other Healthwatch



Healthwatch England

- Share feedback and intelligence -
Lobbying
- Share good practice
- Discuss issues in Thames Valley
- Share resources (PPG good practice)
- Advice and guidance



Community and voluntary sector



- Facilitate Healthwatch Voices
- Collate feedback
- Signpost to new Carers service
- Attend community events



Monitoring and Annual Report



- Monitoring carried out quarterly
- Useful for future work and measuring against other local Healthwatch
- Annual report due June 2016



Enter and View



- Recruited and trained 13 enter and view representatives
- Started on our GP practices
- 13 Surgeries Visited
- 8 reports published
- 6 Surgeries still to visit
- Bigger piece of work to follow all visits
 - GP appointment hours and good practice we have found



Questions ?



Moving Forward



- Continue gathering and representing peoples views
- Continue raising awareness of our service
- Enter and View - Dental services? Care Homes?
Mental Health?
- Care Act Advocacy



Contact US

Email: enquiries@healthwatchbracknellforest.co.uk



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