

Healthwatch Highlights

October-December 2017

Our activity in numbers



83 stories received

Most common topics:
Communication, Quality of Care & Staffing

We were at:

Wokingham Winter Carnival

Woodley Extravaganza

Wokingham Cricket Club

Our bus toured the Borough for Brighter Berkshire & World Mental Health Day

3 pop-ups in the in the community

covering **28** services



One carer's experience ...

A resident spoke to us at the 'Local Offer Event' for Children With Additional Needs. Her daughter is wheelchair bound. As she has grown it's become more difficult for the family to give their daughter full access the community, doing the things they would like to do as a family.

The family aren't able to purchase a powered wheelchair. When they spoke to Clinical Commissioning Group they were told that Local Authority provide powered wheelchairs. Local Authority said it wasn't their responsibility. No signposting to other services were provided.

Action we took ...

We contacted the Local Authority, Disability UK & the NHS for clarity on disability rights regarding access to wheelchairs and signposting policy.

We gave information & signposting advice to

35 enquirers



How dementia friendly is your environment?

Suffolk Lodge care home kindly offered to road test our new tool. See our website for details



Our next focus:

Revamping website to make as accessible as possible

Consultation on the joint commissioning of Reading & Wokingham Healthwatches in

6 Volunteers contribute 38 hours

Enhancing our reach

Help Desk took

45 calls

Including a distressed caller who was in crisis.

Average call time 45 mins

Wellbeing in Wokingham event highlighted the need for holistic mental health care.

We've asked commissioners to review "Recovery College" model providing a more integrated approach for

Stay in touch!

Help improve health & care services - tell us your experiences.



enquiries@healthwatchwokingham.co.uk



@HW Wokingham Borough



0118 418 1 418



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