

Healthwatch Highlights

healthwatch
Wokingham Borough

January-March 2017

**Our activity
in numbers**



88 stories received

covering
21
services



For our full quarterly intelligence report, visit
www.healthwatchwokingham.co.uk

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Resident's story

I am Deaf, I told my GP Surgery that I would need a lip speaker for appointments.

The receptionist said lip speakers had to be booked 10 days in advance, so the appointment was booked.

I arrived at the surgery only to find the lip seaker had not been booked. I went ahead with the consultation but did not really understand what the GP had said.

What we did

Healthwatch & Deaf Positives undertook a mystery shop of care and health services locally.

We published a report providing 6 recommendations to improve the experience of a Deaf customer. The Council, NHS & services are looking into the implementation.

We gave information & signposting advice to

32 enquirers



Our next focus:

How Extra Care settings accommodate people's intellectual needs

...get in touch!



Help Desk took

53 calls

from residents across the Borough

Average call time 40 mins

Volunteers contributed

55 hours

to support us



Stay in touch!

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



enquiries@healthwatchwokingham.co.uk



@HW Wokingham Borough



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