

Healthwatch Highlights

July-September 2018

Our activity in numbers



117 stories received

Most common topics:
Quality of Care, Access & Choice, Communication

We were at:

Wokingham Libraries
Summer Reading Challenges

Wokingham Community
Fun Days

Children with Additional
Needs Event (Local Offer)

16 pop-ups in the
in the
community

covering
26
services



One school's experience ...

Assistant head of a secondary school got in touch after he contacted a pupil's GP (with parental permission) to ask for some support with regards mental health. Was told by the GP that it would cost £60 for him to respond by letter.

Action we took...

Healthwatch raised with CCG who confirmed the General Medical Services contract allows a practice to charge for a letter of advice to a third party. CCG acknowledges how unhelpful this is for fostering partnerships.

Healthwatch has informed school about free PPEP care training (Psychological Perspectives in Education & Primary Care).

Raised at Future in Mind meeting which focuses on system integration.

We gave information & signposting advice to

67 enquirers



Help Desk took

54 calls

Including a distressed caller who was in crisis.

Average call time 45 mins



Our next focus:

Relaunch following successful award of contract/c 19th Nov 2018

New website to be launched

Currently awarded 3 Community Investment Funds (mental health focus). Event early 2019.

8 Volunteers
35 contribute hours

Enhancing our reach

Strategic focus for 2018/19

Adult Mental Health

Our ambition is to inform the commissioning of adult mental health services (Recovery College) and to support user involvement and engagement.

Stay in touch!

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



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@HW Wokingham Borough



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