



Q2

Healthwatch West Berkshire Second Quarter Report July - September 2013

A service delivered by



Supporting families,
changing lives, building futures

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General Summary of Quarter 2

The work of Healthwatch West Berkshire has progressed on time from July to September 2013 in accordance with the previously published three phase implementation plan. All work for phase one and two is now complete and is included in the detail of the Outcomes and Impact report on page 7.

Healthwatch West Berkshire CIC formed in March 2013 was formally recognised in September by the Social Enterprise authority during the period and can now display the Social Enterprise mark. This has been a significant achievement in such a short space of time and we are pleased that the work is already being acknowledged.

During the course of the summer, Healthwatch England released a development tool with a suggested format for reporting outcomes and impact. Our report now reflects the suggested reporting format and the main body of this report is now contained in a multi-part outcome and impact information report. The document seeks to record the progress of Healthwatch West Berkshire and to inform the reader of the current strategic pathway being followed over the medium and long term to produce stated outcomes.

Highlights of quarter 2

- This quarter, local Healthwatch has continued to focus on raising the awareness of the local communities across West Berkshire of the availability of Healthwatch as an access point for people and groups to make their voices heard on all matters of health and social care. In particular, local Healthwatch has focussed on the more rural communities and children's centres. This has been achieved by taking the Healthwatch stand to Children's Centres, shopping areas and events across West Berkshire including a week long engagement exercise in West Berkshire Community Hospital. This has resulted in hours of face-to-face engagement with the public and receiving many useful written comments and suggestions.
- Healthwatch has attended many public events and have given several presentations to various boards and groups.
- The use of social networking via Facebook and Twitter, plus the interactive website which now houses an access point to NHS Online has attracted thousands of visitors and supplements the face-to-face work undertaken by the development team.
- All information gathered has been placed in a database and is now of sufficient quantity and quality for Healthwatch to begin to allow the information to drive areas of its agenda.
- There is currently just one complaint of a serious nature that Healthwatch is investigating and an overview of this complaint and its outcome will be reported after the investigative work and resolution is complete.

In order to comply with the interpretation of legislation governing local Healthwatch and as a matter of transparency, all local Healthwatch West Berkshire Board meetings will be held in public from January 2014 onwards.

A board meeting will be held in November at which Healthwatch West Berkshire will identify areas of particular focus and set strategic objectives for the short and medium term.

Marketing and Development

In the first quarter Healthwatch West Berkshire set out a comprehensive marketing and development plan. This has continued through quarter 2 and sets out objectives for quarter 3.

The focus in the second quarter was to establish outreach within rural community settings and to establish monthly base points for regular public contact.

Outreach completed in the second quarter has included:-

1 July - Newbury Tesco.

8 July - Hungerford Tesco: good engagement with community.

28 August - Outreach - Calcot, Theale & Area Children's Centre.

6 September - Outreach stand - Chieveley Children's Centre: good connections made with parents in attendance.

12 September - Outreach stand - Compton Village Hall: good conversations with community members

19 September - Outreach stand information - Downsway Primary School, Tilehurst: lots of people registered their interest in engaging with Healthwatch West Berkshire

Week commencing 24 September - Healthwatch West Berkshire had a stand at the West Berkshire Community Hospital. The stand was there all week, great engagement with patients and the community.

27th September - Launch of Healthwatch West Berkshire in Boots Pharmacy/store in Newbury. This event was publicised in the local press, published out by several groups and had a great response. Monthly outreach stations in Boots pharmacies will continue, with a view to have a monthly station to connect with people in the community. It was great being in the community and it had a positive response.

Focus for the Third Quarter

Healthwatch has made itself very visible in the local community and this has proved to be beneficial for meeting a varied and diverse cross-section of the general public. Getting the opportunity to set up a monthly station within Boots pharmacies and within the West Berkshire community hospital will be strategic in gathering feedback and views of those using services.

Further Planned Outreach Includes:-

For the 2nd quarter the focus for outreach and community engagement was rural communities and connecting with children's centres.

The planned activity for quarter 3 is focussing on building a network with other voluntary organisations and specifically targeting vulnerable people, setting up with the pharmacy network and engaging with Newbury College to enlist volunteers to become involved with the service.

Community engagement booked so far for quarter 3 & 4 includes:

Monthly stations set up for the public to talk to and engage with the Healthwatch West Berkshire team:

Boots Store and Pharmacy in Newbury

- 21st November 2013 10:30 to 1:30pm
- 23rd January 2014 10:30 to 1:30
- 20th February 2014 10:30 to 1:30
- 20th March 2014 10:30 to 1:30

West Berkshire Community Hospital Outreach s

- 25 - 29 November 2013
- 20 - 24 January 2014
- 17 - 21 March 2014
- 19 - 23 May 2014

Web / Social Media

There were 663 unique visitors to the site during the quarter and 1,109 visits. Over 56% of the visits were from returning visitors. There were 4,043 page views averaging just under 4 pages per visit. Visitors to the site averaged over 5 minutes per visit.

- Analytics showed a lot of interest in the news sections of the website. So we have now increased the news traffic to the Healthwatch site and publish regular content out on E-bulletin.

The majority of Traffic this quarter was from Search traffic (50.9%) while the remainder was split between Referral traffic (22.3%) Direct traffic (18.6%) and Campaigns (8.3%). The most popular page after the home page this quarter was Find Services while the News and Events posts were even more popular than any static page.

Social Media

Facebook: This quarter we have increased followers by 123%

Twitter: This quarter the following has increased by 29.5%

Ongoing Strategy for next 6 months

Development level - complete

Delivery levels: complete / ongoing

Continued marketing delivery July 2013 - March 2014

- Continued development of database, research and test displays for public to access information
- Website analytics: implement changes to information layout in line with web analytics (pages visited / what information is used most and more relevant etc.)
- Research, book and carry out further Community Engagement events (developed using feedback from current outreach and 'on the road' events)
- Vulnerable groups and smaller community research and outreach
- Drive of outreach programme: Champions/ Volunteers and NCVO network to establish clear contact and engagement of wider communities
- Community engagement work
- Promotion of Local Healthwatch to wider community acknowledging marketing and branding guidelines
- Continued attendance of statutory meetings
- Regular database cleansing
- Quarterly newsletter and survey/poll to keep engagement and distribution of information current (July - summer newsletter / October - Autumn news etc.)
- Carry out work relating to any needs/input required after any consultation with citizens of West Berkshire on areas being commissioned, delivered and developed in line with local agendas
- Regular information sharing

Documents sent out this quarter are included in the appendices:-

- September Newsletter & E-bulletin (two weekly)

Feedback and Recommendations

During the first and second quarter, there has been a good record of feedback, comments, issues and recommendations put forward from the public. These have been gathered and put into a new database developed over the summer.

The majority split on feedback was around 60% compliments and around 40% issues and comments on services. Taking information for such a large geographical area cannot be achieved overnight; therefore the service has been busy gathering enough feedback to construct viable, meaningful and weighted information so it can offer a structured feedback to service users, providers and commissioners in due course.

Moving forward in quarter 3

During this quarter we will be using and analysing the comments received to put together reports on 'Public Voice', and then making such reports available to service users, providers and commissioners. The focus throughout the third and fourth quarter will be 'raising the public voice' so that it is heard by those who can change and improve services, doing this in a transparent way. This is currently being achieved by:

Step 1 → bringing all the information from 'Speak Out', 'Outreaches', 'Comments and Issues' together into tables, charts and usable fields of feedback.

Step 2 → Gathering the information together to match the direction and key objectives so that it can be considered by key local West Berkshire commissioning and health groups. Making sure that any gaps in 'Public Voice' not being addressed are brought forward, those addressing items already being brought forward are put together in a constructive way.

Step 3 → Presenting this feedback to the board and discussing ways of taking the information forward appropriately.

Step 4 → Publishing the feedback and findings to service users, providers and commissioners. Making sure we keep all information transparent and outward facing. Making sure that the 'Public Voice' is actively making a difference and being heard.

Step 5 → Working with local providers in information sharing, raising the public voice to improve services, bringing forward the public voice into a structure which can influence commissioning and improvements of services.

Key marketing objectives of the next Quarter

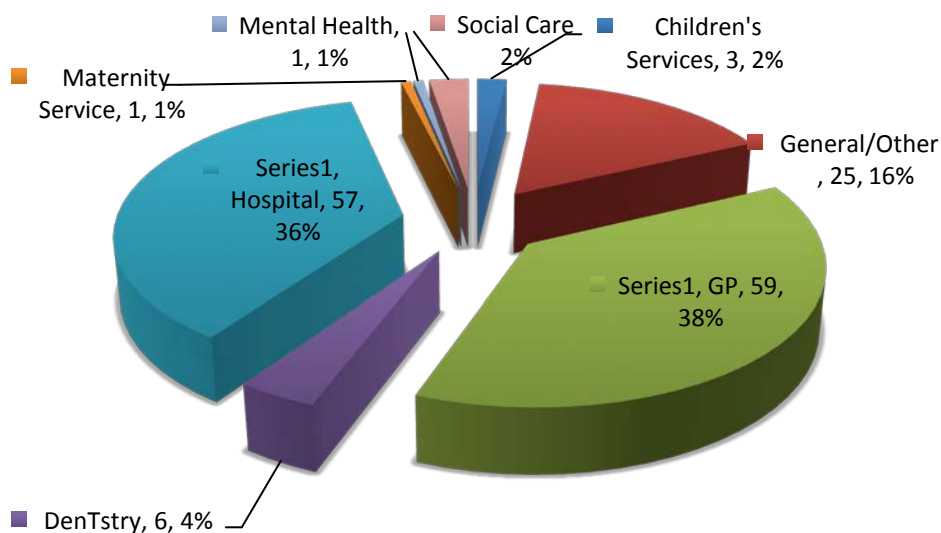
- Bringing the 'Public Voice' to the tables of those who can issue, implement and commission change!
- Making public voices heard and making sure the communities know they are making a difference: where, how and when.

The Healthwatch West Berkshire Team
September 2013

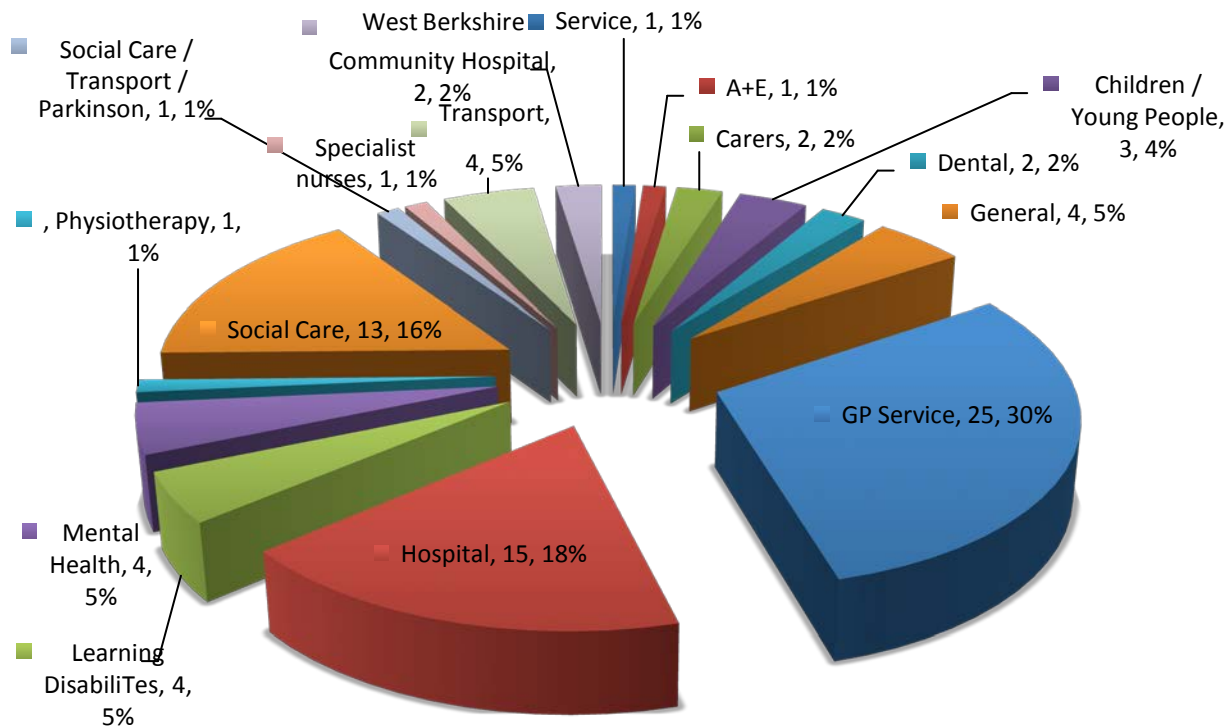
Breakdown of areas of comments, issues and feedback received

Breakdown of Feedback received

Second quarter:



First quarter:



Section 1 - Accounts

Healthwatch West Berkshire Income and Expenditure

	Annual Budget	Actual to date	Budget Quarter 2	Actual Quarter 2	Difference
Income					
Setup cost	6000	5997	0	0	0
Annual commissioned service	108000	53400	26700	26700	0
External grants obtained	4000	4320	0	320	320
Total Income	118000	63717	26700	27020	320
Expenditure					
Staff support costs					
Lead Officer	10000	5000	2500	2500	0
Development personnel	24000	12000	3000	2998	-2
Marketing and development team	18000	9000	4500	4500	0
Finance support and audit team	4000	2000	1000	1000	0
Web and IT support team	12000	6399	3000	3399	399
Administrative support team	12000	6000	3000	3000	0
Training and development LHW team	20000	9650	5000	4650	-350
Overheads					
Office and event space rental	8500	4250	2225	2220	-5
Printing stationery	6000	3704	1500	1604	104
Postage	3500	980	875	105	-770
Total Expenditure	118000	58983	26600	25976	-624
Profit (loss)	0	4734	100	1044	944

Notes to the accounts: The accounts show an adherence to budget and supplementing of contract income from external grants. There are no onerous matters to note in the accounts.

Section 3 - Events & Meetings in Quarter 2

Events & Meetings attended				
Event	Date	Who attended	Comments and notes	Overview / outcomes / summary to include in reports and newsletter.
Newbury Tesco	1 st July	Heather Hunter / Jo Stringer	Talked to people and collected their views on health and social care issues	Speak out forms filed, feedback logged onto Comments & Issues spreadsheet for further analysis.
Hungerford Tesco	8 th July	Heather Hunter / Jo Stringer	Talked to people and collected their views on health and social care issues	Speak out forms filed, feedback logged onto Comments & Issues spreadsheet for further analysis.
Newbury & District CCG Board Meeting	11th July, 2-5pm	Adrian Barker	Attendance	<p>A representative from NHS England talked about the assurance process they will use for assessing CCGs. There was regular presentation of a quality scorecard for local providers (available on the website as Paper 8).</p> <p>They agreed a process for commissioning 'Community Enhanced Services' and went on to agree such a service from GPs for diabetic patients.</p> <p>There was an update on the 'Pioneer Bid' for integrating health and social care. The bid has been submitted by all the authorities in the old Berkshire West area, i.e. West Berkshire, Reading and Wokingham. There have been 110 bids nationally for only 10 places on this government scheme. However, the scheme doesn't offer any money, just advice and support, and the local partners have said they will continue to pursue this even if not successful. £200,000 has been budgeted locally to kick start the work.</p>
Royal Berks Hospital Annual Meeting	11th July, 6.15-9pm		<p>Anyone can be a member of the Trust. This Trust has 23k members against the average of 13k for Trusts as a</p>	<p>The Chief Executive Ed Donald gave an outline of the Trust's work and many of its successes during the year. They have had an 'electronic patient record' since June 2012, but it will take five years to fully get going. They are starting to share records with GPs</p>

Events & Meetings attended				
Event	Date	Who attended	Comments and notes	Overview / outcomes / summary to include in reports and newsletter.
			whole. This annual meeting was an exhibition and conference where information was provided about various aspects of the Trust.	Long delays for ophthalmology have been brought right down. There was an interesting talk about A&E from one of the doctors. They saw a 6% increase in admissions last year with more complex cases - where people had multiple medical problems. The peak for attendances has shifted from late afternoon to the evening. At times, the hospital has been so full there has been nowhere to put patients, but it was one of only two trusts in the region to meet the 4 hour target. Various improvements have been made, such as patients now seeing a senior clinician on arrival. They have been improving the way they work with other departments in the hospital. Children's A&E is now separate and they are creating an urgent care floor so that all the relevant services can be brought together.
Report of the quarterly Q1 report to Jo Johns commissioning officer	15th July 2013	Heather Hunter	Quarterly review of work	This meeting included the presentation of the first quarterly report for Healthwatch West Berkshire. All first quarter targets met and a copy included into the dropbox which is an abbreviated public version (full copy will be available at next board meeting).
West Berkshire Council's Adult Social Care Provider Forum	16th July 2013	Adrian Barker	A group of mainly small, voluntary providers of social care	There were presentations on: <ul style="list-style-type: none"> • The Care and Support Bill • 'Sector Update' - recent work in adult social by the Contracts, Commissioning and Care Quality group. • Adult safeguarding • CCG work on long term conditions and joint commissioning • Healthwatch West Berkshire • SEAP and complaints advocacy
The Patient Panel Meeting	18th July, 7.30pm	Adrian Barker		<ul style="list-style-type: none"> • Various of the surgeries appear to conduct surveys, some annual • There were various items of news about the operation of specific surgeries (e.g. issues over premises, use of IT etc.) • John Holt reported on the CCG's Long Term Conditions

Events & Meetings attended				
Event	Date	Who attended	Comments and notes	Overview / outcomes / summary to include in reports and newsletter.
				<p>Board and also on the establishment of clinical networks in the Thames Valley area</p> <ul style="list-style-type: none"> • There is a joint initiative just starting involving BHFT, GPs, the Community Matron and others to help patients with long term conditions at risk of deterioration and admission to hospital • There have been various developments at the PIP including the resignation of the chairman. The CCG have been very supportive • Penny Henrion is stepping down as the CCG Board lay member representative at the end of August Interviews for her replacement are being held at the end of July
West Berkshire Mental Health Forum meeting	19th August, 11am-12.30pm	Adrian Barker		<p>Meeting attended and contact made with various representatives to be followed up on.</p> <p>Mental health priorities for West Berkshire to be discussed with board members.</p>
Outreach - Calcot, Theale & Area Children's Centre, Calcot Infant School, Calcot, RG31 4XG	Wednesday 28th August, 10.30am-1pm	Heather Hunter	Talked to people and collected their views on health and social care issues	Speak out forms filed, feedback logged onto Comments & Issues spreadsheet for further analysis.
Outreach stand - Chieveley Children's Centre, Chieveley Primary School, Chieveley, RG20 8TY	Friday 6th September, 9.30am-11.30am	Heather Hunter	Talked to people and collected their views on health and social care issues	Speak out forms filed, feedback logged onto Comments & Issues spreadsheet for further analysis.

Events & Meetings attended				
Event	Date	Who attended	Comments and notes	Overview / outcomes / summary to include in reports and newsletter.
Outreach stand - Compton Village Hall, Bunrrell Road, Compton, RG20 6NP	Thursday 12th September, 10am-12noon	Man Clark and Jo Stringer	Talked to people and collected their views on health and social care issues	Speak out forms filed, feedback logged onto Comments & Issues spreadsheet for further analysis.
Outreach stand information - Downsway Primary School, Warbreck Drive, Tilehurst, RG31 6FE	Thursday 19th September, 10.30am-12.30pm	Man Clark and Jo Stringer	Talked to people and collected their views on health and social care issues	Speak out forms filed, feedback logged onto Comments & Issues spreadsheet for further analysis. lots of people interested in engaging with Healthwatch West Berkshire
Outreach - West Berkshire Community Hospital	Tue 24th Sept, 10.30-12.30, Wed 25th Sept, 10.30-12.30	Man Clark	Talked to people and collected their views on health and social care issues	Healthwatch West Berkshire had a stand at the West Berkshire Community Hospital . The stand was there all week, great engagement with patients and the community. Some great patient engagement.
Health & Wellbeing Board Meeting	Thursday 26th September	Adrian Barker	The Health and Wellbeing Board is the place that the Council, the health service and voluntary sector come together to provide leadership and direction across the whole of health and social care in West Berkshire.	Finding new ways to keep people healthy and well, and how the NHS, Council and the public can work together to do that, was a key theme running through September's Health and Wellbeing Board meeting. Notes are included in the drop box folder
West Berkshire Learning Disability Partnership Board Big Meeting	Thursday 26th Sept, 10am-12.30pm	Man Clark	A regular meeting regarding learning disability issues	Presentation from West Berkshire Council on 'Transition': Education to Adult Services. Presentation from Brookfields School on Project SEARCH: a programme which supports people with learning disabilities and special needs through a workforce and career development model. Presentation - Good Practice in the Involvement of Disabled People in

Events & Meetings attended				
Event	Date	Who attended	Comments and notes	Overview / outcomes / summary to include in reports and newsletter.
				Recruitment and Making Big Decisions.
Boots Launch Event	Friday 27th Sept, 10.30am-1pm	Faith Sanderson, Heather Hunter, Man Clark and Jo Stringer	This launch event was publicised widely and enabled everyone to engage and talk with the public	<p>Launch of Healthwatch West Berkshire in Boots Pharmacy/store in Newbury. This event was publicised in the local press, published out by several groups and had a great response.</p> <p>Monthly outreach stations in Boots pharmacies will carry on to talk to people in the community. 36 speak out forms were gathered, it was great being in the community and it had a positive response.</p>
West Berkshire Mental Health Forum	Monday 30th September, 11am-12.30pm	Man Clark	A regular meeting for people, organisations and service providers to discuss mental health issues	<p>A presentation about Talking Therapies Berkshire: an NHS service that helps and supports people suffering with depression or anxiety based problems. Currently they offer a Stress Control workshop.</p> <p>World Mental Health Day is Thursday 10th October, BHFT is organising an event on 3 venues: Vodafone, Newbury College, and West Berkshire Community Hospital.</p> <p>Carers Right Day is Friday 29th November, Berkshire Carers Service is hosting an event in Newbury on Thursday 28th November.</p>

Section 4 - Referrals and Telephone Enquiries

Telephone Enquiries

There were 129 telephone calls received in the main office for Healthwatch West Berkshire. The majority of these were from professionals or voluntary service organisations. All calls and contents are now logged on the main database.

There were 2 referrals and 29 0800 calls, all of which were signposted. Nothing was received during the period from SEAP who provide the advocacy service for Healthwatch West Berkshire.

Referrals

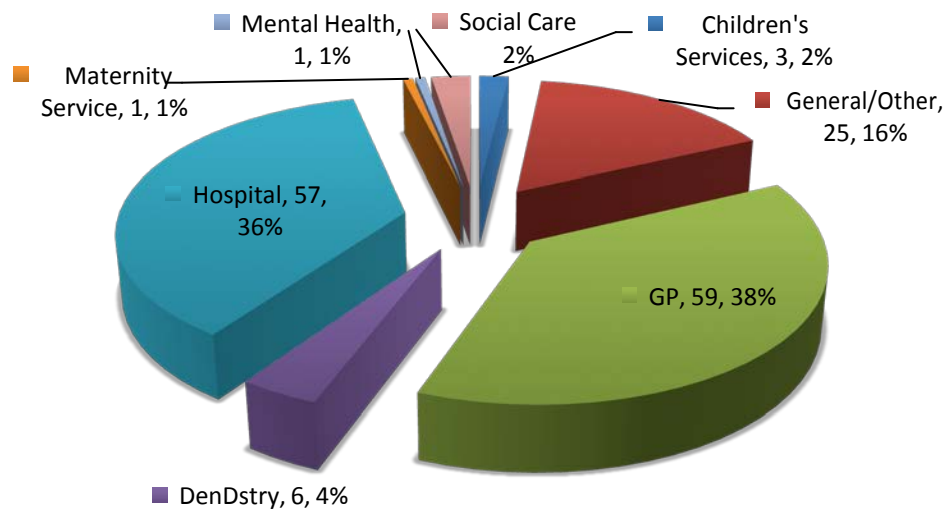
Healthwatch have referred 2 cases to SEAP this quarter.

Appendices

Speak Out

There were 145 speak out comments received this quarter. The majority of these were GP and Hospital feedback.

The information gathered during the third quarter will be analysed and brought forward into constructive feedback to take forward.



Web Statistics

There were 663 unique visitors to the site during the quarter and 1,109 visits. Over 56% of the visits were from returning visitors. There were 4,043 page views averaging just under 4 pages per visit. Visitors to the site averaged over 5 minutes per visit. April received both the most visits for the quarter (201) and the most page views (2191).

The majority of Traffic* this quarter was from Search traffic (50.9%) while the remainder was split between Referral traffic (22.3%) Direct traffic (18.6%) and Campaigns (8.3%).

**Bounce rates scored 48.33% across the entire site and exit rates were also extremely low scoring an average of 27.43% across the site.

The most popular page after the home page this quarter was Find Services while the News and Events posts were even more popular than any static page.

*Traffic Explanation

Source: Every referral to a web site has an origin, or source. Possible sources include: "google" (the name of a search engine), "facebook.com" (the name of a referring site), "spring_newsletter" (the name of one of your newsletters) and "direct" (visits from people who typed your URL directly into their browser, or who had bookmarked your site).

Campaign is the name of the referring AdWords campaign or a custom campaign that you have created.

**Bounce Rate

Bounce rate is the percentage of visits that go only one page before exiting a site.

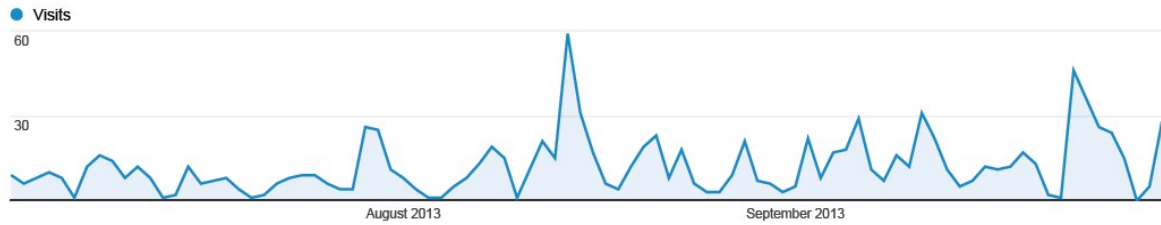
There are a number of factors that contribute to your bounce rate. For example, visitors might leave your site from the entrance page if there are site design or usability issues. Alternatively, visitors might also leave the site after viewing a single page if they've found the information that they need on that one page, and had no need or interest in visiting other pages.

Exit Rate

An Exit page is the last page viewed before the visitor exits the site.

Information taken from Google Analytics

Daily Breakdown of Visitors to Site



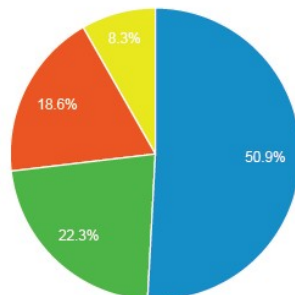
Site Usage

663 people visited this site



Traffic Sources Overview

Search Traffic Referral Traffic Direct Traffic Campaigns



Page Breakdown: Most Popular Pages/Posts scoring 50+ visits

Page	Pageviews
Home page	1,102
/category/news/	195
/events-2/	145
/find-services/	141
/about/meet-the-board/	117
/about/contact/	116
/speak-out/	84
/about/	76
/get-involved/volunteer/	68
/get-involved/	60
/get-involved/clinical-commissioning-groups/	60
/about/register/	58
/faqs-2/	50
News summary (total of all individual news items)	934
Events summary	415

Social Media Stats

Facebook

- 84 Likes
- 60 Status updates

Twitter

- 373 Followers
- 628 Following
- 286 tweets

Facebook: This quarter we have increased followers by 123%

Twitter: This quarter the following has increased by 29.5%

Marketing Literature

New items this quarter have include:-

- Healthwatch West Berkshire uniforms + Badges
- Marketing display stands for surgeries/pharmacies
- Double sided business cards to give out to the public to keep on outreach and for advertising
- New volunteer recruitment posters
- More printing of the posters and leaflets this quarter

New Business card advertising



healthwatch
West Berkshire

Keep me in your wallet

Every time you or a family member uses a health or social care service in West Berkshire, send us your feedback. **SPEAK OUT!**

Together we will make every voice count and help shape future health and social care services in West Berkshire ...



Website: www.healthwatchwestberkshire.co.uk Phone us: 01635 886 210
Email: contact@healthwatchwestberkshire.co.uk

Volunteer Recruitment Poster



healthwatch
West Berkshire

Have you got what it takes to be a
volunteer for Healthwatch
West Berkshire?

Healthwatch West Berkshire is the new consumer
champion for people in West Berkshire who use health
and social care services - gathering your views to
shape future services!

Call us: **01635 886 210**
Email us: contact@healthwatchwestberkshire.co.uk

Step into the deep end and take an active role in the community!

We are looking for people to assist us on outreaches, talk to the public and gather views. Health and social care services are something that affect us all, whatever role you think you can play, we want to hear from you!

** Training and full induction provided**

Visit us online and get involved:
www.healthwatchwestberkshire.co.uk
www.facebook.com/healthwatchwestberkshire
www.twitter.com/HealthWWBerks

**Family
Resource
Centre
UK**

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Leaflet



How can I find out more?

Please call the Healthwatch West Berkshire team or visit the Healthwatch West Berkshire website to find out more. Details on how to get involved and how to share your views can all be found on the website.

Visit us online and get involved:
www.healthwatchwestberkshire.co.uk
www.facebook.com/healthwatchwestberkshire
www.twitter.com/HealthWWBerk

The Healthwatch West Berkshire team can also send you details and information through the post should you be unable to use the website. If you require a copy of this document in a different format or large print contact us.

Tel: 0118 969 5137 or our free phone number: 0800 977 4371

Email us:
contact@healthwatchwestberkshire.co.uk

What is Healthwatch West Berkshire?

Healthwatch West Berkshire is working in the community to gather views and experiences of health and social care services. The ambition of Healthwatch West Berkshire is to shape the future of health and social care services based on local needs and experiences.

People rarely speak up, for fear of repercussions or because they don't think they can make a difference.

Healthwatch West Berkshire is an opportunity for the public to use its voice to have real influence for children, young people and adults. You can be involved in shaping local services according to what your community wants and needs.

Share your views, get your voice heard!



We have the national influence of Healthwatch England behind us ...

STAY IN TOUCH - CALL TO ACTION

We would like to hear from you about your experiences of health and social care services in West Berkshire. Give us your views either online, by post or over the phone and stay updated with the latest developments.

Your name (optional)

Email address

Contact details (address / preferred contact)

Comments

No personal details will be shared or published anywhere without prior permissions

This service is provided by Family Resource Centre UK Charity



Charity website: www.familyresourcecentreuk.org.uk

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healthwatch
West Berkshire

Your Voice on health and social care services in West Berkshire

Share your experiences and give us your view



Get involved with Healthwatch West Berkshire; a unified voice is a stronger voice ...

Get Involved

Healthwatch West Berkshire will only function properly with the involvement of local people, groups and charity organisations. By supporting us, joining with us and taking part we can gather a lot of evidence about real views and experiences. We can then use that evidence to tell services about your experiences and hold them to account.

We are looking for Individuals who are based locally to become Healthwatch Champions and Charities to join us to benefit members. We want to create a network of Healthwatch Champions and partners right across West Berkshire. Champions will have two main roles:

- Promoting Healthwatch West Berkshire in their local area. Letting people know what it is and how to get in touch.
- Being the eyes and ears in their local groups and organisations, feeding back experiences.

Get in touch, get involved!

Why Healthwatch West Berkshire

Healthwatch West Berkshire launched in April 2013, we are in the community gathering your views and experiences. Come and talk to us. Your words will make a real difference. We will play an active role in promoting the changes needed for local health and social care services in West Berkshire.

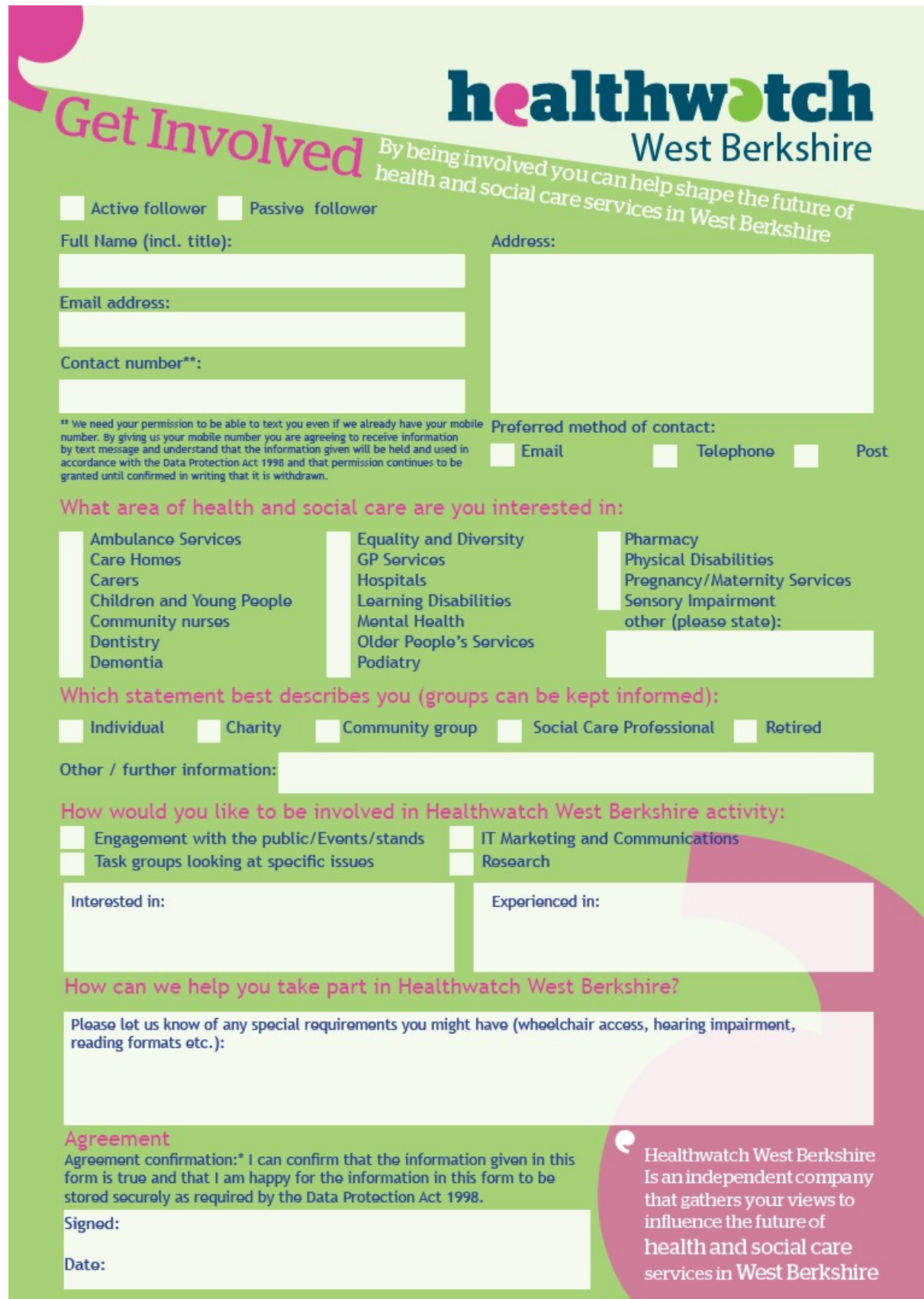
Together we can create a better health and social care system in West Berkshire. This is an opportunity to create a health and social care system that really meets local needs. Tell us what's going on in care services where you live. Tell us what you want, what you like and dislike. We want to hear the good and the bad.

Every voice counts, make yours count today!



Call us on: 0118 969 5137
Or 0800 977 4371

Get Involved Form



healthwatch
West Berkshire

Get Involved By being involved you can help shape the future of health and social care services in West Berkshire

Active follower Passive follower

Full Name (incl. title):

Address:

Email address:

Contact number**:

** We need your permission to be able to text you even if we already have your mobile number. By giving us your mobile number you are agreeing to receive information by text message and understand that the information given will be held and used in accordance with the Data Protection Act 1998 and that permission continues to be granted until confirmed in writing that it is withdrawn.

Preferred method of contact: Email Telephone Post

What area of health and social care are you interested in:

<input type="checkbox"/> Ambulance Services	<input type="checkbox"/> Equality and Diversity	<input type="checkbox"/> Pharmacy
<input type="checkbox"/> Care Homes	<input type="checkbox"/> GP Services	<input type="checkbox"/> Physical Disabilities
<input type="checkbox"/> Carers	<input type="checkbox"/> Hospitals	<input type="checkbox"/> Pregnancy/Maternity Services
<input type="checkbox"/> Children and Young People	<input type="checkbox"/> Learning Disabilities	<input type="checkbox"/> Sensory Impairment
<input type="checkbox"/> Community nurses	<input type="checkbox"/> Mental Health	<input type="checkbox"/> other (please state):
<input type="checkbox"/> Dentistry	<input type="checkbox"/> Older People's Services	<input type="text"/>
<input type="checkbox"/> Dementia	<input type="checkbox"/> Podiatry	

Which statement best describes you (groups can be kept informed):

Individual Charity Community group Social Care Professional Retired

Other / further information:

How would you like to be involved in Healthwatch West Berkshire activity:

Engagement with the public/Events/stands IT Marketing and Communications

Task groups looking at specific issues Research

Interested in:

Experienced in:

How can we help you take part in Healthwatch West Berkshire?

Please let us know of any special requirements you might have (wheelchair access, hearing impairment, reading formats etc.):

Agreement
 Agreement confirmation:* I can confirm that the information given in this form is true and that I am happy for the information in this form to be stored securely as required by the Data Protection Act 1998.

Signed:

Date:

Healthwatch West Berkshire
 Is an independent company
 that gathers your views to
 influence the future of
health and social care
 services in West Berkshire

Speak out form

healthwatch West Berkshire

Good or bad, we want to know what you think of the **health and social care** you receive in West Berkshire - so tell us what you think.

This could be anything from hospital visits or appointments with the doctor, dentist and optician, to your experience of family planning clinics, health visitors, and more.

And it's not just **healthcare** we're interested in, it's **social care** too. This includes care for older people, and services for people with disabilities or mental health problems. We'd also like to hear from carers, who play such a vital role in looking after family and friends.

Name (Optional):

Email Address (Optional):

Type of Feedback:

- Praise for good service Complaint
 Request for Information General

Comments:

You can also speak out online at
www.healthwatchwestberkshire.co.uk/speak-out/

- Tick here to be kept up to date
with further information.

Information will be used in line with the
data protection act and HWWB privacy policy

This form can also
be posted to:

**Healthwatch
West Berkshire**
Broadway House
4-8 The Broadway
Newbury
Berkshire
RG14 1BA

 **Speak Out - Your experience
can help shape and improve
future health and social
care in West Berkshire** 