

Title of Report:	Quarterly Update Report from Healthwatch
Report to be considered by:	The Health and Wellbeing Board
Date of Meeting:	23 January 2014

Purpose of Report: To report on performance for Quarter three

Recommended Action: For information

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Executive Report

Healthwatch West Berkshire has spent the majority of its time out in the community over a number of months. We have used outreach stands in many different locations around the area including Boots, retail parks, children's centres, educational establishments and public events. The board sought to obtain the views and concerns of the people of West Berkshire without prompting or leading those whose views we sought via surveys, or by any specific focus on particular activities, providers or user groups. We can therefore confidently say that the data we have collected and information we now provide has been collected in an open and unbiased manner and confirm that the same general form has been used throughout the process. The focus has been entirely consumer led, which enabled analysis into the findings made.

Outreach completed Third Quarter:-

Pangbourne Children's Centre – 7th October

Boots Store Newbury – 24th October

Boots Store Newbury – 21st November

Boots store Newbury – 17th December 2013

West Berkshire Community Hospital – 25–29 November

Newbury College / Youth network

Talk to Health and Social care students took place in two groups Groups: 14th and the 21st November.

- Students invited to join the new youth network called '**Your Shout' to talk about health and social care issues**
- New student group being formed for Youth which will be active from January/February

Feedback brought forward

Out of the now wealth of feedback being analysed by Healthwatch West Berkshire to be taken forward with groups in quarter 4 was around 74% positive and 26% negative.

The results of the information gathering brings the following items to the fore:

1. **Primary Care services:** This is widely commented on and includes information into GP wait times, access to services when needed, transportation, access to referrals and more specific items which are being looked into.
2. **Maternity services:** There have been many points and concerns raised, more information needed and availability of midwives raised.
3. **Disability support** now changes in funding, eligibility and access being raised. This is in terms of long term conditions, home care, family support for parents of children with additional needs.
4. **Access to information** (Youth, transition and cancer services)
5. **Mental Health:** referrals, vulnerable groups, cross communication

Following meetings with Quality Surveillance Group (QSG) and the NHS Quality Commissioning we note that the raw data has in many instances reflected the concerns of users of Primary Care services and the priorities listed above. We will therefore be seeking to assist in any way we can further investigation and working with relevant groups to support with surveys or focus groups as may assist in such work.

Now priorities are being set out by the CCG on their commissioning focus plus areas the CQC are focusing their eye, it is important that Healthwatch West Berkshire can play a

key part in supporting, inputting and representing the consumer voice of these services. During the next 2 months it will endeavor to work closely with services and raise findings and matters of concern.

All of the above matters we will be now be taking forward as projects via surveys, focus groups and with input from user groups and providers who have specific interest in the same.

However, as indicated above, more recently we have received particular concerns relative to availability of maternity care and support which is not on a lot of local agendas. Several contributors have raised a concern and therefore we are currently constructing a larger side project to investigate the actual level and details of those concerns.

Moving forward over quarter 3 into quarter 4

During the last quarter we will have been analysing the comments received to put together reports on 'Public Voice', and then making such reports available to service users, providers and commissioners in quarter 4. The focus throughout the 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:

- Feedback gathered into charts and analysed. Sectioned into main groups
- Taking information forward to key groups, talks with groups underway. Gathering further information to act on feedback / current December survey.
- Presenting this feedback, inputting into how the information is being taken forward. EG. Through key charities, groups and organisations in West Berkshire.
- 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.
- 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.

Web Statistics

There were 943 unique visitors to the site during the quarter and 1,382 visits. Over 37% of the visits were from returning visitors. There were 3,401 page views averaging just under 2.46 pages per visit. Visitors to the site averaged over 3 minutes per visit. October received both the most visits for the quarter (528) and the most page views (1281). The most popular page after the home page this quarter was Get Involved – Clinical Commissioning Groups while the News and Events posts were even more popular than any static page.

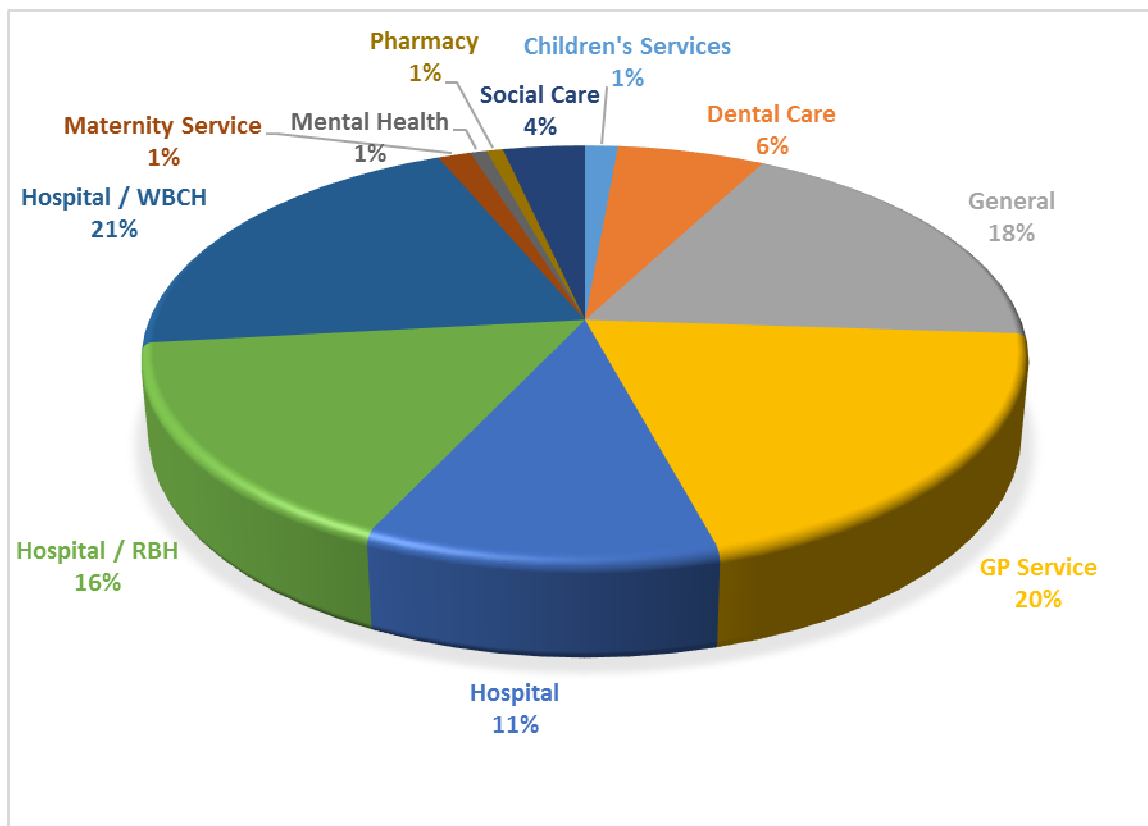
Appendices

Appendix one – Breakdown of areas of comments, issues and feedback received.

Appendix 1: Breakdown of areas of comments, issues and feedback received

Breakdown of Feedback received

Third quarter:



Year to date:

