

Report to the Scrutiny Board September 2023 – Priorities update

Priority	Update
Refresh of Healthwatch West Berks within Service Providers	<p>We are ensuring a complete refresh of HWWB in the community by:</p> <ul style="list-style-type: none"> • Visiting all GP surgeries, Dentists and pharmacists to foster working relationships. • Ensuring HWWB comms are situated in public view, e.g., posters on walls in waiting rooms, feed-back forms readily available in services.
Increasing awareness of Healthwatch West Berks	<p>We have continued to promote Healthwatch West Berks within the community by:</p> <ul style="list-style-type: none"> • Enhancing relationships with the Voluntary Care Sector and Local Council within West Berkshire. • Attending: Fairclose Day Centre, Educafe, Speen Community Café, Health and Wellbeing Board. • We will be extending out into the community by attending Family Fun Days, and service events.
Healthwatch Priorities Survey Responses	<p>A Health and Social Care Priorities survey was sent out in April on social media platforms and through voluntary organisations. We had 127 responses. The priorities residents asked us to look at are:</p> <ul style="list-style-type: none"> • GP services (Access to) – 54% • GP services (Quality of) – 38% • Adult Mental Health services – 29% • Cost of Living concerns – 26% • Pharmacy and Prescription services – 23% <p>A joint project (GP Access) between the three Healthwatch in Place, HW West Berkshire, HW Reading and HW Wokingham will be starting in September.</p>
Healthwatch Workplan	<p>We are now in the process of finalising our workplan with our Advisory Board. Currently, our priorities are:</p> <ul style="list-style-type: none"> • GP service and quality – public understanding of new ways of working and self-care options. • Adult Mental Health – Explore why there is an increase in West Berks. We have joined the Community Mental Health Transformation Programme. • Cost of Living - How it is affecting health in the community. • Young Healthwatch- Development of a Healthwatch for young people aged 8 -25 • Recruitment of Community Engagement volunteers. <p>We are further monitoring comments made on pharmacy and subscription services within the survey to identify any themes/recurring issues.</p> <p>On our watchlist:</p>

	<ul style="list-style-type: none">• Phlebotomy• Accident and Emergency Service – waiting times.• Building Berkshire Together developments• Women's health (this is a priority of Healthwatch England) <p>Cost of Living – impact on prescription and attendance at hospital appointments</p> <ul style="list-style-type: none">• Phlebotomy Services• Pharmacy
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