

Report to the Scrutiny Board September 2024

Priority	Update
<p>Workplan</p>	<p>We are following our workplan and continuing to work on our community projects.</p> <p>Pharmacy – Pharmacy First was implemented in February 2024, and we want to know how it is working in the community. A survey has been made ready and will be made available to the public for consultation later during the year.</p> <p>Maternal Project – This project was to initially discover how the post-natal pathways has been put into the public services, and how parents have utilised the pathways. This project was determined to be too in-depth for Healthwatch to consider, and a recommendation has been made that Maternity Voices at the 4 hospitals now take this project on.</p> <p>Youth Project – This project is to help young people aged 16 and over to understand their health rights. We have developed a rack card with the relevant information, and will ensure it will be disseminated to schools, colleges and public areas (libraries) etc.</p> <p>GRT Project – This project is to ensure the travelling community are aware of and understand their right to access health services. We are working alongside Solutions4Health and speaking to the bargee community.</p> <p>Unpaid Carers – We had heard unpaid carers were not attending to their own health needs and were not always aware of support services and had issues with local services. We have been taking case studies to find out more.</p> <p>Slavic and Eastern European NHS Concerns - We had heard these cohorts of people although living, working and paying into the National Health prefer to return to their original countries to access healthcare as it appears there is a concern regarding care in the NHS. - We are producing a survey which will garner people's experiences and thoughts on this issue.</p>
<p>Other Initiatives</p>	<p>Women's Health Hub</p> <p>It became apparent that the Women's Health Hub project initially started in 2023 had stalled for Berkshire West. Healthwatch West Berkshire, along with Healthwatch Reading and Healthwatch Wokingham queried this happening in Berkshire West with BOB/ICB.</p> <p>The project has now been restarted and will start running in a reduced format at the beginning of October 2024.</p>

	<p>Continuing Health Care Programme Board Healthwatch West Berkshire have reached out to BOB ICB for an update on the Continuing Health Care Programme Board which was due to start in 2023.</p> <p>We are awaiting a response.</p>
<p>Healthwatch Monitoring</p>	<p>This quarter. July – 18th September 24</p> <p>Complaints Received - 104 Themes:</p> <ul style="list-style-type: none"> • Access to services • Quality of treatment • Caring, kindness, respect and dignity <p>Compliments Received – 9 Themes:</p> <ul style="list-style-type: none"> • Quality of treatment • Caring, kindness, respect and dignity <p>Total Meetings Attended – 40 Total Meeting Attendees – 406 Total Hours – 46.8</p> <p>Events Attended – 4 (Reduced due to Holiday/Sickness) Total people spoken to -73 Total Hours -8.30</p>
<p>Looking Forward</p>	<ul style="list-style-type: none"> • GP Access Project – 1st Draft is awaiting responses and will be published end of September. • Pharmacy survey will be available to the public from December 2024 to February 2025