

TEAM REPORT

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We decided the next public engagement projects we will work on, following discussion at the Healthwatch Reading board meeting held in public at central Library.

All local Healthwatch have statutory duties to 'make a difference locally' and empower 'community voice and influence' by giving people an opportunity to share their experiences of local health or social care services. We then publish our findings, which highlight good practice and/or recommend any improvements to local decision-makers who fund or run services.

At the board meeting, we agreed a range of proposals for our next round of work:

- visiting and listening to experiences of people living in care homes in Reading
- running a survey to establish public awareness about new structures that are planning and funding local services (the Accountable Care System and Sustainability and Transformation Programme) and working with organisations to ensure the public is involved in a project to change hospital outpatient services
- working with local charities to connect with the local people they support, and to advise local charities on how to support people with queries about NHS concerns; and
- partnering with local support organisations to co-produce a survey to find out the experience of people who are lesbian, bisexual, gay, or

transgender, when using local services.

Healthwatch Reading projects between July and September included asking communities what they know about TB. In October we also worked with other local Healthwatch to interview people staying as inpatients at Prospect Park Hospital. Reports on these will be made public in coming months.



Wishing our friends
and supporters a safe
and happy Christmas.

And a final message for 2017: We wish all the people of Reading a happy and safe Christmas and holiday period. Our office and helpline will be closed from Monday 25 December 2017 through to 1 January 2018, and we will re-open again on Tuesday 2 January 2018. If you need urgent health advice you can call the NHS helpline 111

for advice on which local service can help. If you need help for social care issues, such as an older person needing help to stay safe in their home, telephone Reading Borough Council's adult social services on 0118 937 3747. The Samaritans can also be contacted 24 hours a day, seven days a week, free from any phone, on 116 123, if you need to talk about any concerns, worries or troubles, or suicidal feelings.

ARE OLDER PEOPLE RECEIVING THE CARE AND SUPPORT THEY NEED?

Healthwatch England has been invited by the government to help inform a new 'green paper' on care and support for older people by the summer of 2018. Green papers can lead to changes in policy, funding, or legislation.

"We've heard from people up and down the country about the pressure on social care services and we'll be sharing this insight with the Government to help ensure the conversation fully reflects people's experiences of social care, good and bad. If anyone has a story they want to share

or an idea they think might help, I urge them to get involved and speak to their local Healthwatch," said Ms Redmond, the director of Healthwatch England.

Healthwatch Reading has previously collected in-depth experiences of people who receive home care visits to help them cope with daily life if they are ill, recovering from a hospital stay or have a disability. However we still welcome latest views on home care, as well as feedback about the quality of care in residential or nursing homes.





A ROUND-UP OF LOCAL NEWS BY NUMBERS

80 : the number of homeless families or people placed in Bed and Breakfast accommodation by Reading Borough Council, as of end of October 2017, down from 144 at the start of the year. The reduction has been due to a range of measures, including intensive work with people to help them find more suitable accommodation from private landlords, given the current shortage of social housing. However the council warns that housing remains a challenge. Especially with the upcoming rollout of Universal Credit which could affect the ability of Housing Benefit recipients to pay their rent.

4,500 : the number of people in Reading that are drinking alcohol at levels that have already harmed their health or wellbeing, while an estimated 30,000 residents could be drinking at harmful levels. There are also an estimated 1,111 people in Reading who are regular heroin users. Just over half of these heroin users engaged with specialist treatment during 2016-17, and almost 10% of these left treatment free of dependence, compared with 7% nationally. The stark figures are set out in a draft Reading Drug and Alcohol Commissioning Strategy. Reading Borough Council will soon ask people whether it agrees with its plans for tackling the problem, in a public consultation.

£149,000 : the amount being cut from Reading Borough Council spending on community services for 2018-2019. The figure is revealed in latest plans for RBC funding of local voluntary sector organisations, called ‘Narrowing the Gap II’. In some cases the contracts will be jointly funded by Reading’s NHS Clinical Commissioning Groups. Charities will have to bid for contracts to provide support to specific groups of people, including:

- People needing benefits, debt or money advice (£200,000 contract)
- People with mental health needs (£161,000 - jointly funded with NHS)
- People who act as carers (£95,00 - jointly funded with NHS)
- Older people who are frail/isolated (£67,000)
- People who have, or are at risk of, HIV (£45,000)
- People in poverty needing help with basic needs, including Syrian refugees (£44,000)
- People with learning disabilities (£40,000)
- People going home after a hospital stay (£34,000)
- Women who need support with breastfeeding (£30,000)
- Adults at risk of isolation because of language or cultural barriers: (£20,000)
- People needing help into employment (£27,000)
- People with dementia (£15,000)
- People with a visual impairment (£15,000)
- People with a hearing impairment (£15,000)
- People with autism (£12,000)
- People and families affected by MS (£12,000)
- People and families affected by Parkinson’s Disease (£12,000)
- Adults with a physical disability: (£12,000)

More general contracts are also available for organisations providing:

- Support for voluntary organisations (£73,000)
- Social prescribing (£66,000 - jointly funded with NHS)
- Targeted information and advice and guidance for people with current or emerging care and support needs (£57,000)
- Support for thriving neighbourhoods and communities (£45,000)
- Support for marginalised communities (£40,000)





REPORT REVEALS WHICH READING RESIDENTS FIND IT THE MOST DIFFICULT TO ACCESS A PHARMACY

Reading people do not have equal access to pharmacies and it could get worse, especially for Whitley residents, over the next five years, according to latest information from local public health officials.

At the moment there are 18 pharmacies per 100,000 people in Reading, down from 19 in 2016, and this is due to reduce to 17 per 100,000 people by March 2021, because of expected population and housing growth. By that date, more than 900 extra homes alone will be built in Whitley.

There is also a mixed picture across Reading on how and when people can access pharmacies:

- All 30 of Reading's pharmacies are open on weekdays, but only six of these stay open into the evening
- 27 pharmacies are open for part of the day on a Saturday
- Only six are open on Sundays
- 96% of Reading residents are within a 15-minute walk of a pharmacy during normal working hours; but people living in parts of the wards of Whitley, Mapledurham, Thames (in Caversham), or Peppard (covering Emmer Green and Caversham Park Village) are not within a 15-minute walk of any pharmacy, even when pharmacies in nearby neighbouring boroughs are taken into account
- There is no access at all in the evening or

on Sunday for people in Whitley or Church wards, considered more deprived areas whose residents can be in poorer health

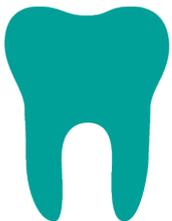
- Three pharmacies have very late openings for urgently needed medicines: Asda in Southcote, Oxford Road Pharmacy, and the instore pharmacy in the Tesco superstore on Napier Road
- Nine pharmacies provide emergency hormonal contraception (an extra service not part of the core pharmacy role)
- 16 provide supervised consumption (another extra service, to check people take medicines like methadone on the spot)
- Six provide needle exchange services (another extra service, to allow illegal drug users access to clean needles to reduce infection risks).

A full list of Reading pharmacies and their opening hours can be found on Reading Borough Council website at <http://bit.ly/2jyXiBv>.

The information comes from the draft Pharmaceutical Needs Assessment (PNA) for Reading, which updates the last PNA for our area published in 2015.

The public can comment on the draft plan by completing the survey on the Reading Borough Council website at <http://bit.ly/2zRXWFe>, by 31 December 2017, before it is finalised and used by the local NHS to inform any new pharmacies or changes to existing services.

GIVE YOUR VIEWS ON ORTHODONTIC SERVICES



Are you or someone you care for receiving NHS orthodontic treatment? If so then NHS England would like to hear about your experience of the service.

NHS England is responsible for buying orthodontic services (most commonly involving treatment using braces). Some of the contracts to provide these services will be coming to an end in 2019 so NHS England will be carrying out a procurement process to commission new contracts.

They would like your views on orthodontic

services so that this can be used to inform the procurement to make sure that services meet your needs.

If you would like to share your views you can do this by completing a short online survey on the NHS England website at <http://bit.ly/2ju62fN>.

If you would prefer to have a printed copy of the survey to complete please call the NHS England dental team on 0113 825 5218 and a printed copy will be sent out to you.

The survey is open until Wednesday 27th December 2017.





LATEST QUALITY RATINGS FOR LOCAL SERVICES

Here are the latest ratings for Reading services from the Care Quality Commission (CQC):

South Reading Surgery has been taken out of special measures but needs to take further action on negative patient feedback to improve its quality, according to the CQC.

Report published 2 November 2017.

Jasmine House nursing home in Reading has been rated 'good' following its latest quality inspection. The CQC said residents felt safe and cared for and enjoyed a good range of activities.

Report published 3 November 2017

Medicare Reading dental surgery on the Oxford Road has made 'significant improvements', according to a re-inspection by the CQC. It reported that recruitment procedures now involved proper background checks on staff.

Report published 8 November 2017.

The CQC is the national body that checks how NHS and social care services are performing.

All health and social care providers must be registered with the CQC.



UPCOMING EVENTS IN DECEMBER

Sunday 3 December 2017

Baby Remembrance Service at the Royal Berkshire Hospital Chapel, North Block, accessed via the London Road entrance. For further details please contact Amy or Juliette (bereavement midwives) on 07500 123 912.

Tuesday 5 December 2017

Alafia End of the Year Get Together at Wycliffe Church Hall, 233 King's Road, Reading RG1 4LS. A fun event organised in collaboration with Women with Vision (Engaging with women in our community).

Wednesday 6 December 2017

South Reading CCG - Governing Body Meeting in Public at the Museum of English Rural Life Redlands Road, Reading RG1 5EX from 9:30am - 12:30pm. To attend this meeting please email: southreadingccg@nhs.net by 12pm the day before the meeting.

Tuesday 12 December 2017

Adult Social Care, Children's Services and Education Committee meets in the Council Chamber, Bridge Street, Reading RG1 2LU at 6:30pm

Friday 15 December 2017

Older Peoples Working Group, 2:00 pm - 4:00 pm at the Council Chamber, Civic Offices, Bridge St, Reading RG1 2LZ. For more information call 0118 937 2383.

Tuesday 19 December 2017

North & West Reading Clinical Commissioning Group - Governing Body Meeting in Public in the North & West CCG Offices, 59 Bath Road, Reading RG30 2BA from 1:30pm - 4:30pm. To attend this meeting please email: ppitteam.berkshire@nhs.net or call 0118 982 2709 by 12pm the day before the meeting.

If you would like to publicise an upcoming event via our newsletter or website, please contact us on 0118 937 2295 or email info@healthwatchreading.co.uk

