

## NEARLY 50 LOCAL PEOPLE HELPED BY OUR NEW ADVOCACY HUB IN ITS FIRST MONTH

Our new advocacy hub known as Reading Voice, has got off to a flying start, with nearly 50 people making contact in its first month of operation.

During April, we:

- Advised 28 inpatients at Prospect Park Hospital of their right to an independent mental health advocate, through frequent advocate visits to wards
- Gave 14 people general information and advice on NHS or social care issues
- Started giving NHS Complaints Advocacy to three new clients
- Accepted two new referrals for Care Act Advocacy clients
- Began helping two new clients with social care complaints.

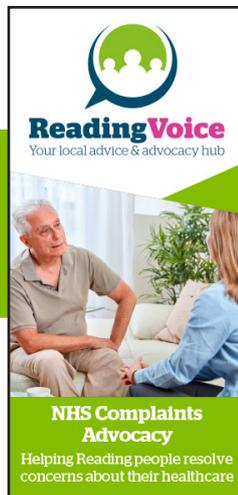
Reading Voice is a 'one-stop shop' that aims to give local people advocacy that they are legally entitled to, from just one service, rather than being sent to different organisations. We have an 11-strong team of advocates who know all about people's rights, breaking down communication barriers, and empowering people to have their say about their care and wellbeing.

We have also been busy producing Reading Voice leaflets in the top three non-English languages spoken in Reading - Polish, Nepali, and Urdu (see examples below), to ensure we can reach all sections of our community. Let us know if you or your organisation would like copies.

Reading Voice works in partnership with Age UK Reading and learning disability charity Talkback.

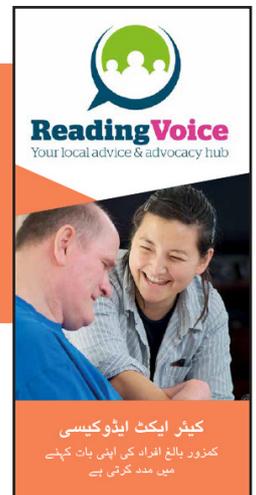
### NHS Complaints Advocacy

- for anyone in Reading who wants to make a formal complaint about the NHS



### Care Act Advocacy

- for adults such as older or disabled people who need help having their say when their needs are assessed or reviewed by social workers



### Independent Mental Health Advocacy

- to help Reading people who are sectioned at Prospect Park Hospital to understand why they are being detained, their legal rights, and to have their say about ongoing care



### Social Care Complaints Advocacy

- for anybody who wants to make a complaint about social care arranged for them by Reading Borough Council





OUR GUIDE TO CHOOSING A GP SURGERY

If you move within Reading, want to change your GP surgery for any reason, or are told that you need to find another GP surgery, here are five simple steps to help you:

1: Use the official NHS website to find nearest surgeries taking patients

Go to www.nhs.uk and put your postcode into their Find a local GP search box.

It will produce a list or map view of nearest GP surgeries.

Click on each surgery name, to see if they're accepting new patients:



We are currently accepting new patients Please complete the registration form and bring to the surgery.



2: Check if you live within the practice boundary area of the surgery

Search on an individual surgery's website for their 'New Patients' section and/or 'Practice Boundary Map' to see if you live within their patient area. If their map isn't on their website, phone the surgery to ask.

Since 2015, surgeries have been allowed to accept new patients from outside their boundary area - such as people wanting a surgery closer to their workplace - but this is voluntary depending on the surgery's capacity. If they do this, then they may take you on without home visit responsibility.

3: Check the quality of the surgery from independent sources

Check the surgery's latest inspection rating and report using the search box on the website of the Care Quality Commission at www.cqc.uk. The CQC inspects all NHS services by visiting surgeries and getting feedback from organisations like Healthwatch Reading.

The CQC has legal powers to order improvements.

Other useful sources of information include our own feedback reports (see http://healthwatchreading.org.uk/reports/), findings of the National GP Patient Survey (see https://www.gp-patient.co.uk/), and word of mouth from friends, family or people in your community.

Overall Good

Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

Read overall summary

Our inspector's description of this service

4: Know your NHS Constitution rights

The constitution (https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england) says:

'You have the right to choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.'

5: Get help - if you don't have internet access, or if you have problems

If you can't access information online or you are finding it difficult to get a practice to accept you as a new patient, you can telephone the Patient Advice and Liaison Service (PALS) for Berkshire West Clinical Commissioning Groups (which oversees Reading GP surgeries), on 0118 982 2720.

If PALS are unable to help you, or you want independent help in raising concerns, you can contact an NHS Complaint Advocate for free, confidential advice or support, at the Reading Voice Advocacy Hub run by Healthwatch Reading. Telephone 0118 937 2295.



## CARE HOME RESIDENTS GET A CHANCE TO HAVE THEIR SAY VIA OUR ENTER AND VIEW VISITS

People who live in care homes have described the importance of having a good range of activities and kind, caring staff, in the first two of a series of 'Enter and View' visit reports we are making public.

When we visited Northcourt Lodge in late January 2018, people told us they enjoyed activities such as bingo, visits by a hairdresser, weekly pamper sessions, going into the garden and watching birds, exercise sessions, giving small parties and being taken out shopping.

Healthwatch Reading staff also made a number of observations during the visit, noting the 'dementia-friendly' labelling of rooms (such as a bathroom having a photo and the word on a door sign), which helped to make it easier for residents to find their way around. Northcourt Lodge also had a homely feel.



During our two visits to River View - one of Reading's biggest care homes - in mid-February 2018, we spoke with 15 people. While they praised the care they received from staff, some residents said they wanted more activities. We also observed that the uniform decoration of the home confused some residents and we also did not see any of the residents in the communal areas, engaged in any activities. In response to our report, River View held a meeting with residents in March and plan to take up their suggestions about food and activities.

We are aiming to visit all care and nursing homes in Reading to give older, frail or unwell people a chance to have their say about their care. We will publish a report on the themes we find, when we have completed the visits. In the meantime, short visit reports on each home - including the full response from each home's management - are being published on our website, or you can request a paper copy by phoning us.

### Comments from Northcourt Lodge residents:

'Well looked after, family are always welcome. Nails done every week.'

'Generally good, staff kind, food good - good cook.'

'Chef is good - if you request something chef will make it.'

'Generally happy, staff all regular. See the same faces.'

'Daily, personal care - they do a good job. I feel fresh. They let you choose your own clothes, clean clothes every day.'

### Comments from River View residents:

'Food is ok, staff are good and look after me.'

'Daily care is 'fantastic - very kind and caring'.

'Not been on activities, would like to go shopping/visit cafe and outing.'

'More activities.'

'Not so good, nothing ever goes on, would like to go outside when weather allows.'

'Food would be the one to change, more variety on the menu.'





## LATEST QUALITY RATINGS FOR LOCAL SERVICES

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

**Tilehurst Surgery** - known as 'The Potteries' - has been praised for its 'outstanding' performance in quickly processing reports needed for child protection or adult safeguarding cases, by having a dedicated administrator for this task. Overall the surgery was rated 'good' and was also praised for proactive promotion and patient uptake of online services.

*Report published 9 April 2018*

**Priory Avenue Surgery's** standards of cleanliness had got worse when inspectors made an unannounced visit in January 2018. There was also a 'a lack of effective leadership' and clinical staff were not properly supervised. The surgery has been run by OneMedicalGroup since September 2016 and talks are underway about its future.

*Report published April 5 2018*

Not enough improvements had been made at **Circuit Lane Surgery** when inspectors visited in mid-January 2018. While patients said care from doctors was good, and phone access had improved, clinical paperwork was not being processed quickly enough and 41% of people on four or more medicines had not received an annual review. Circuit Lane, which was being run by OneMedicalGroup at the time of the inspection, was taken over by Western Elms Surgery on 1 April 2018.

*Report published 19 April 2018*

**South Reading Surgery** has yet to make required improvements to phone and appointment access for patients, according to follow-up checks by the CQC. The surgery has plans to recruit an extra GP and nurse, and also to address a shortfall in reception and admin staff, but it is too early to raise its rating for being 'responsive' to patient needs. However, the latest visit had improved its 'well-led' measure to 'good'.

*Report published 19 April*

The Reading home care agency **Home Instead Senior Care** has been praised for its 'exceptionally responsive' service. People told inspectors that the agency had provided extra visits at short notice with familiar care workers and helped to rehabilitate people after leaving hospital. Overall the agency was rated 'good'.

*Report published 12 April 2018*

**Top Class Quality Care Services**, a Reading home care agency for older and young adults, has been told to make improvements. An inspection showed that clients' records did not properly record medicine instructions or when they were given to people. Better background checks on staff were also needed.

*Report published 13 April 2018*

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 MAY

**Monday 14 May - Sunday 20 May 2018**

**Dying Matters Week**, a variety of events across the week including a tour of Reading Crematorium. For more information email Rachel Eden [racheleden.whitley@gmail.com](mailto:racheleden.whitley@gmail.com)

**Monday 21 May - Sunday 27 May 2018**

**Dementia Friends Training** includes sessions at Tilehurst, Battle, Southcote, Palmer Park, Caversham, Reading Central and Whitley libraries. For more information contact Michelle Berry 07834 335103 (Neighbourhood Co-ordinator for Wellbeing Team)

**Wednesday 30 May 2018**

**Royal Berkshire Hospital Board of Directors (Open Meeting)**, 9.30am in the Boardroom, Royal Berkshire Hospital, Craven Rd, Reading RG1 5AN

**Wednesday 30 May 2018**

**Royal Berkshire NHS Foundation Trust - Council of Governors (Open Meeting)**, 6.00pm, Seminar Room, Trust Education Centre, Craven Rd, Reading RG1 5AN

