



TEAM REPORT

Our team has had another busy month with meetings, events and collecting views for our electronic prescribing survey.

The month began with our chief executive presenting the findings from our week in the emergency department report at Reading Health and Wellbeing Board on October 7th, see full news item below.

The team have been out and about visiting local pharmacies and speaking to people about their experiences and awareness of electronic prescribing. So far around 200 people have responded to our survey and we will be reporting on the results in next months newsletter. Thank you to everyone who completed a survey.

The Healthwatch Team were at Older Peoples Day at the Rivermead Centre with lots of other support organisations that work with local older people. The day was well attended and we spoke to lots of people about their experiences of local health and social care services and thank you to those who completed our electronic prescribing survey. All your feedback will be gathered in our quarterly report to providers and commissioners of local services.

Healthwatch Officer Catherine Williams attended the Thames Valley Strategic Clinical Network Better Births 2016 - Implementing the National Maternity Review event. A report on the main discussions will follow in next months newsletter.



WHY DO PEOPLE GO TO A&E AT THE ROYAL BERKSHIRE HOSPITAL

More than half of people going to A&E seek help from other healthcare services first, and most of these services tell them to go to hospital, according to our recent survey.

The survey report was presented to local councillors at the Reading Health and Wellbeing Board meeting on 7 October. The findings come as the Royal Berkshire Hospital tells the public to only attend its emergency department for 'serious and life-threatening injuries', as it struggles to cope with the numbers turning up.

Our staff and volunteers carried out engagement sessions on seven consecutive days in the hospital's emergency department.

The findings showed that:

- the most common health problem leading to a person's visit to the emergency department was an accident (39%), followed by a new symptom (14%), or a change in a long-term condition (10%)
- nearly half of the people (48%) had experienced their health problem for between one and seven days beforehand
- more than half of the people (55%, 127 out of 232) had sought help from other services before going to the emergency department and nearly 8 in 10 (79%) of those people said the service they contacted, advised them to go to the emergency department
- nearly half of the people (48%, 34 out of 71) who didn't seek help from any other service, said they would do so next time if they had more information about alternative services in their area





During our visits, our staff and volunteers also observed patients being unable to hear emergency department doctors call them through to the clinical area; not enough seating in the waiting room for unwell patients during busy times; and reception staff sometimes not noticing patients arriving immediately.

As a result of the findings, we recommended that the whole local NHS system take action to address these issues.

Mandeep Kaur Sira, our chief executive said: 'People are doing the right thing by seeking help before making a decision to go to A&E but more often than not they are told by other NHS services, to go to hospital. This raises the question about consistency of messages from various services including GPs, 111, the walk-in centre, and others, about the right place to go for their care.'

We have presented our findings to the Berkshire West A&E Delivery Board, which includes commissioners who plan and fund NHS services. They have indicated that they are drawing up an action plan to address the issues and will formally respond by the end of October.

Our survey was answered by 249 people: 11% of the total number of people who attended the emergency department in the week from Monday 16 May to Sunday 22 May 2016.

STATE OF CARE REPORT PUBLISHED

The Care Quality Commission (CQC) has published its annual analysis of the quality of health and adult social care in England.

The State of Care report finds that while most health and social care services in England are providing good quality care, substantial variation remains.

Key findings from the report show:

- some health and care services are improving, others are failing to improve and/or are deteriorating in quality
- the majority of GP practices are providing good quality care and leading the change in

service design

- adult social care services are approaching a tipping point in terms of their sustainability
- hospitals are under increasing pressure

David Behan, chief executive of the CQC, said: "The good news is that, despite challenging circumstances, most people are still getting high quality care and there are encouraging levels of improvement taking place. This is something to celebrate. However, there continues to be wide variation in quality, some providers are struggling to improve and there is emerging evidence of deterioration in quality.

"We are becoming concerned about the fragility of the adult social care market, with evidence suggesting that it might be approaching a 'tipping point'. The combination of a growing, ageing population, more people with long-term conditions and a challenging financial climate means increased need but reduced access. The result is that some people are not getting the help they need - which in turn creates problems in other parts of the health and care system, such as overstretched A&E departments or delays in people leaving hospital.

HAVE YOUR SAY ON A NEW VISION FOR A HEALTHIER READING

Reading Borough Council has launched a nine week public consultation on Reading's new Health and Wellbeing Strategy, it started on Monday 10th October and residents will be encouraged to have their say and feed into the development of a supporting action plan.

This is the second Joint Health and Wellbeing Strategy for Reading and it builds on the first which ran from 2013-16 and takes into account national and local developments over the past three years.

The strategy sets out seven key priorities:

- supporting people to make healthy lifestyle choices, with a focus on reducing obesity, increasing physical activity, reducing smoking and reducing tooth decay;





- reducing loneliness and social isolation;
- reducing the amount of alcohol people drink to safer levels;
- promoting positive mental health and wellbeing in children and young people;
- making Reading a place where people can live well with dementia;
- increasing breast and bowel screening and prevention services;
- reducing the number of people with tuberculosis.



The focus is firmly on prevention and in integrating health and social care through strong partnership working with organisations, individuals, communities, employers and public services.

The strategy places an emphasis on empowering people to take charge of their care and support and also highlights the importance of supporting carers in their vital role. The direction of the Health and Wellbeing Strategy is underpinned by the Council’s recently refreshed Joint Strategic Needs Assessment (JSNA), which presents national data alongside local information on health, social care and wellbeing needs.

The draft strategy has been co-produced following a period of stakeholder engagement with local partners, including those from the NHS, voluntary and community sectors.

Cllr Graeme Hoskin, Reading’s Lead Member for Health, is emphasising the importance of getting the strategy right and of involving individuals, groups and organisations in its development.

“In the face of unprecedented Government budget cuts, the Council is committed to ensuring locally we all work together so people receive the best possible healthcare support.

“By consulting on our draft strategy, we want to

bring more people into the conversation about health and wellbeing. We want our second Health and Wellbeing Strategy to describe our shared goals for Reading, and to include an action plan which has been developed with the people who will experience and deliver it.”

So to take part in the consultation people should call the Wellbeing Team at Reading Borough Council on 0118 937 2383.

STAY WELL THIS WINTER AND FLU VACCINATION CAMPAIGN 2016-2017

Reading Borough Council’s Wellbeing Team and key partners are about to commence promotion of the 2016-2017 Stay Well This Winter and Flu Vaccination Campaign and they would value the support of local residents to help spread the word!

Please follow the link below for further details and to download a map of the participating pharmacies in Reading.

http://servicesguide.reading.gov.uk/kb5/reading/directory/site.page?id=Qu_OAO31BwM

HELP MAKE THE VOICE OF BAME COUNT

South Central Ambulance Service NHS Foundation Trust (SCAS) provide traditional 999 emergency services, as well as non-emergency patient transport services, NHS 111 services and logistics, commercial and training services across Berkshire, Buckinghamshire, Hampshire and Oxfordshire to a population of over 4 million people.

SCAS is committed to promoting equal opportunities and celebrating cultural diversity within the communities it serves. As a ‘public benefit organisation’, we would like to continue to encourage the Black, Asian and Minority Ethnic Communities (BAME) communities to join us as Foundation Trust Members.

For more information please call 01869 365126.





LATEST QUALITY RATINGS FOR LOCAL SERVICES

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

Spire Dunedin Private Hospital rated 'Good'

The service provided by the Spire Dunedin Hospital is good for each of the key questions of safety, effectiveness, care, responsiveness and leadership. <http://bit.ly/2dCt7rl>

Life Care Corporation Care Home rated 'Good'

Improvements have been made in all areas since its last inspection. <http://bit.ly/2f1XdHq>

St Lukes & The Oaks Care Home rated 'Good'

People are treated with care and kindness at the care. <http://bit.ly/2f1V2Ug>

Dr Lionel Dean GP Surgery rated 'Good'

The practice has taken a number of steps to improve its governance arrangements, cleanliness, and infection control. <http://bit.ly/2ep4IX5>

Eldon Road GP Surgery rated 'Good' overall

The practice is still required to show further improvement in outcomes for patients with long term medical conditions and in disease prevention. <http://bit.ly/2dQvA1b>

Realcare+ Limited rated 'Good'

The staff at Realcare+ are kind, caring, and worked well with the people in their care. <http://bit.ly/2dG2372>

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.

The commission has powers to put under-performing organisations into 'special measures' or even close them.



UPCOMING EVENTS IN NOVEMBER

Monday 21st

Health and Wellbeing Consultation (Public Event) in the Council Chamber, Civic Centre, Reading RG1 2LU from 1.00pm - 4.00pm.

Tuesday 22nd

Healthwatch Reading Board Meeting in Public in the Conference Room at Reading Central Library from at 11.30am - 12.30pm. In order to pose a question to the Board please call 0118 937 2295 by Friday 18th November.

Friday 25th

Missing out? Know your rights as a carer event at St Laurence's Church, Reading from 10.00am - 2.00pm. The Citizens Advice Reading will be there, and the Council will be inviting carers to take part in a workshop to help improve carers' experience of the carer's assessment.

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

