

## TEAM REPORT

31  
JUL  
2017

We welcomed our national umbrella organisation - Healthwatch England (HWE) - to Reading, where it held its latest committee meeting, at the Town Hall. Our chief executive Mandeep Kaur

Sira (pictured) was invited to give a presentation about the work we had done locally in collecting people's experience of A&E. We were thanked for a 'well thought-out' project which ensured the debated centred about people, and which involved close working with both the public and health and social care partners.



2  
AUG  
2017

We visited the Indian Community Centre to start asking people what they know about tuberculosis (TB) as part of a three-month project that aims to find out if the right public health messages

are getting out in the right way, to the right people. More details are below.

11  
AUG  
2017

We held a successful event at Waitrose on Oxford Road, when we signed up more than 10 people in just a few hours, who said they were interested in becoming volunteers for South Central

Ambulance Charity. Members of the public get trained in life-saving skills, in return for giving up some spare time to act as 'community first responders' to emergencies close to their home or work, 'volunteer car drivers' taking people to medical appointments, or charity fundraisers.

15  
AUG  
2017

We were interviewed live on BBC Radio Berkshire's Andrew Peach breakfast show, in a discussion about how the Royal Berkshire Hospital is introducing 'GP streaming' under plans ordered for

all A&E departments by health ministers. We said any extra resource into the hospital was welcomed but we referred to our A&E patient experience study which shows that more could be done to ensure people get the right care from their own GP surgery, 111 or other services first.

## TELL US WHAT YOU KNOW ABOUT TUBERCULOSIS!

Did you know that Reading has one of the highest rates of tuberculosis (TB) in the South-East of England? That's why we're asking people in Reading to take part in a special, anonymous survey between August and 31 October 2017.

The survey asks people what they know about TB symptoms, what makes people more likely to get it, how to get free NHS testing and how people can be treated.

Your views really matter because they will help Public Health officials decide if information about TB is getting out in the right way, to the right people.

Anyone can take part in the survey but we'd really like to hear from people who are aged 16-

35, who have arrived to settle in England in the last five years, and who are from countries such as India, Pakistan, Nepal, and Romania. A full listing of countries is on our website.

You can complete the survey online at <https://www.surveymonkey.co.uk/r/57LYSV2>, or by phoning the Healthwatch Reading team on 0118 937 2295.





## A ROUND-UP OF LOCAL NEWS BY NUMBERS

**5** top tips on choosing a care home have been compiled by Healthwatch England. In summary, they are: **1-Consider all your options** as it may be possible to still live independently, with some extra help. Read Your Guide to Care and Support by NHS Choices. **2-Understand different types of care home**, whether 'residential', 'nursing' or 'specialist', for conditions like dementia. The Care Quality Commission can explain more. **3-Be clear how your care will be funded**. The Money Advice Service has a guide on paying for care. **4-Search for a suitable care home**, using guides produced by various organisations, plus official quality ratings from the Care Quality Commission. **5-Make your choice**. Independent Age has eight measures to help you decide. If you cannot access any of this information online, call Healthwatch Reading for further information on 0118 937 2295.

**10** per cent of people feel lonely most or all of the time, according to a survey completed by 437 Reading people. People aged 85 and over were most likely to feel lonely, but more than half of 30-49 year-olds also said they felt lonely some or all of the time. Confidence, lack of information and transport, were identified as the main barriers to overcoming loneliness. Having a physical and mental health issue also contributed to isolation. The survey was carried out by Reading Voluntary Action.

**11** September is the date of a local event to be held about safeguarding adults. It is being held to educate the public and local organisations about how to raise concerns about people who may be at risk of abuse. Abuse comes in lots of different forms, including being physically or sexually assaulted, having money stolen or coerced from you, being emotionally intimidated, or being neglected so you don't get basic personal or medical care you need. The event, from 10am-12.30pm at Reading Borough Council, will explain how people can report abuse, and the different agencies involved in safeguarding adults. Phone Sarah Morland on 0118 937 2273 if you want to attend.

**18** medications or items could no longer be available on prescription under draft national plans published by NHS England. The public has got until 21 October

2017 to have their say on the proposals to stop doctors prescribing them free on the NHS. A similar consultation has taken place by NHS funders in Reading and elsewhere in Berkshire, but no final decisions have yet been made.

The national plans cover:

1. Co-proxamol (a pain-killer)
2. Dosulepin, formerly known as dothiepin (an antidepressant)
3. Prolonged-release Doxazosin (for high blood pressure or prostate enlargement)
4. Immediate-release Fentanyl (strong pain-killer)
5. Glucosamine and Chondroitin (treating pain caused by osteoarthritis)
6. Herbal treatments (such as homeopathy for minor conditions)
7. Lidocaine Plasters (relief for nerve pain)
8. Liothyronine, sometimes known as T3 (for thyroid problems)
9. Lutein and antioxidants e.g. vitamin A, C E and zinc (supplements for age-related macular degeneration)
10. Omega-3 fatty acid supplements (for heart problems)
11. Oxycodone and Naloxone combination (for severe pain or restless legs)
12. Paracetamol and Tramadol combination as single medication (to treat pain)
13. Perindopril, the arginine version (for heart and diabetes problems)
14. Rubefacients - creams, rubs, gels or sprays such as Deep Heat or Vapour Rub (for muscle/joint pain). Ibuprofen and diclofenac not included in the planned ban.
15. Once daily Tadalafil (for erectile dysfunction or prostate enlargement)
16. Travel vaccines (for Hepatitis B, Japanese Encephalitis, Meningitis ACWY, Yellow Fever, Tick-borne encephalitis, Rabies and BCG)
17. Trimipramine (an antidepressant)
18. Gluten free foods (for coeliac disease)

Let us know if you want more information or need help to respond to this consultation.





### **NHS 111 HELPLINE RE-LAUNCHED TO OFFER EXPERT ADVICE 'ALL DAY, EVERY DAY'**

People in Reading and the rest of the Berkshire, Buckinghamshire and Oxfordshire, are being offered a revamped NHS 111 helpline service from 5 September 2017.

Around 30 per cent of people who call the helpline will now be put through to a health professional for expert advice on symptoms, or information about when and how to get further help if needed. This means the public could get to speak to out-of-hours GPs, or clinicians with expertise on dental, mental health or medication issues.

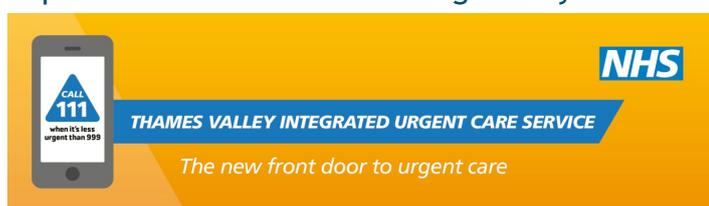
Previously the local NHS 111 helpline had been staffed only by call-handlers and the public had called for improvements on the quality of advice. The NHS also hopes the new service will help avoid people visiting A&E when they don't need to.

'By calling 111, patients will have access to assessment from a range of trained call handlers and clinicians, all day, every day. They can ensure patients get the right care, first time,' the launch statement says.

Clinicians working for the service will be based at the Bicester headquarters of South Central Ambulance Service (SCAS) and the Berkshire Healthcare Hub in Wokingham.

SCAS won the contract to deliver the new service - known fully as Thames Valley Urgent Integrated Care - in partnership with Berkshire Healthcare NHS Foundation Trust, Oxford Health NHS Foundation Trust and Buckinghamshire Healthcare Trust.

The Thames Valley is a pioneer of this new kind of 111 service, which is expected to be expanded across the rest of England by 2020.



### **NHS SERVICES FOR READING PEOPLE TO BE FUNDED BY NEW BERKSHIRE-WEST GROUP**

Health services for Reading people are to be funded and planned in the future by a single, Berkshire West-wide, clinician-led group.

The group will be created from a merger of four clinical commissioning groups (CCGs) - Reading's North and West, and South CCGs, Wokingham CCG, and Newbury and District CCG. CCGs are the statutory organisations responsible for spending NHS budgets for local people.

The merger will save up to £200,000 in duplicated running costs, allowing more support to be given to new primary care organisations where GPs will work more closely together in larger hubs to deliver improved services to patients.

Four locality groups, including two for Reading, will be put in place to consider the unique needs of their own communities, and input into the new single CCG.

The changes are expected to take effect from 1 April 2018.

### **COME AND WORK WITH US!**

**Healthwatch Reading is looking for a new 'Healthwatch officer' to join our team.**

The main responsibilities will be to carry out engagement projects to find out the public's experience of local health and social care services; giving information and advice; and providing one-to-one advocacy for individuals wanting to raise a concern about NHS services.

The role is being offered as either full time (37 hours a week) or part-time (up to 20 hours), from our offices based in the building of Reading Central Library. The starting salary offered is £24,892 per year (or pro rata).

Call us on 0118 937 2295 or email [info@healthwatchreading.co.uk](mailto:info@healthwatchreading.co.uk), to request a job application pack.

The deadline for applying is 9am Monday 18 September.





## LATEST QUALITY RATINGS FOR LOCAL SERVICES

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

**Chatham Street Surgery: rated 'good'.**

'Significant improvements' had been made and the surgery was now out of 'special measures' - which had been in place since September 2015, when major quality concerns were first identified. Patients said they now found it easy to get an appointment with a named GP and outcomes for people with long-term conditions had improved over the past three years.

*Report published 10 August 2017.*

**Rehability UK Berkshire: rated 'good'.** This supported living service was praised for how it provides personal care for people living in their own flats. Consistent staffing meant they had got to know clients and understand their non-verbal communication.

*Report published 9 August 2017.*

**Tonna Care Services: rated 'good'.** This home care agency was providing supported living to 74 people with learning disabilities at the time of the inspection. Staff were caring, encouraged people to make as many decisions

for themselves as they were able to, and enabled clients to get out into the community.

*Report published 25 July 2017*

**Sure Care (Reading and East Berkshire): rated 'good'.** This home care agency had acted on previous inspection findings to ensure full checks were undertaken on new staff. People were able to have the same care workers most of the time and staff had been recruited who spoke the same language of a client.

*Report published 25 July 2017.*

**Medicare Reading:** This dental surgery on the Oxford Rd, has been ordered to ensure it carries out background recruitment checks on all staff, and to improve the way it keeps patient records. Medicare was found to be caring, and offered good appointment availability.

*Report published 25 July 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 SEPTEMBER

**Wednesday 6 September 2017**

South Reading Clinical Commissioning Group governing body meeting in public, 9.30 am - 11.30 am, followed by its annual general meeting, at Museum of English Rural Life, Redlands Road, Reading RG1 5EX. Telephone 0300 123 6264 or email [ppiteam.berkshire@nhs.net](mailto:ppiteam.berkshire@nhs.net)

**Friday 8 September 2017**

Older People's 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.

**Wednesday 13 September 2017**

Primary Care Commissioning Committee meeting in public, 1:00 pm - 1:30 pm, Shaw House 41 Church Rd, Newbury RG14 2DR. Telephone 0300 123 6264

**Thursday 14 September**

Access & Disabilities Working Group, 2:00pm at the Council Chamber, Civic Offices, Bridge St, Reading RG1 2LZ.

**Tuesday 19 September 2017**

North & West Reading Clinical Commissioning Group governing body meeting in public, 1.00 pm - 3.00 pm, followed by its annual general meeting, 57-59 Bath Road, Reading, RG30 2BA. Telephone 0300 123 6264 or email [ppiteam.berkshire@nhs.net](mailto:ppiteam.berkshire@nhs.net)

