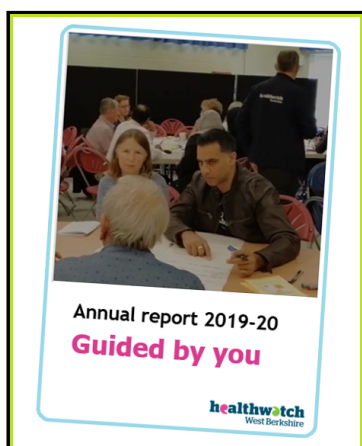


# healthwatch West Berkshire

## Annual Report Briefing July 2020

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We are delighted to present our latest Annual Report 2019-2020, detailing not only the work undertaken in the last year, but highlighting our future and the effect Covid-19 has had on how we operate. A year where our work was recognised with a National Healthwatch England Award in October at the National Conference Centre in Birmingham.

*"Berkshire West CCG is grateful to the team at Healthwatch West Berkshire for providing continuous feedback and challenge through their involvement in a variety of forums across West Berkshire and the Berkshire West Integrated Care Partnership. We look forward to our ongoing constructive work together in order to ensure the best possible health services for all patients in West Berkshire."*

**Shairoz Claridge, Director of Operations, Berkshire West CCG**



It also demonstrates the impact of Healthwatch West Berkshire's work on health/social care services in West Berkshire, and now across the enlarged Bucks, Oxon, Berkshire West, (BOB) Integrated Care System(ICS) operates in and now responsible for delivering the NHS Long Term Plan for our residents.

We hope you enjoy reading it.



It also details how we have helped individuals needing help in finding a service or information. How we have helped out for those just stuck and more details on our work with the Black, Asian, Minority Ethnic & Refugee (BAMER) community, how maternity services locally has become a major area of focus for us, plus updates on our Rough Sleepers and Mental Health work.



It also showcases our fabulous volunteers and a big increase in how many volunteer for us now and how people can get in touch to volunteer with us and make a difference.

*"I take great pride in the fact that I can report that the work of HWWB has been recognised nationally"*

- Mike Fereday, HWWB Chairman

Please click [HERE](#) to read our report



## Help the NHS and Care Services

Tell us about your experience  
during the Coronavirus outbreak

Has your care been disrupted by Covid-19 and it's  
impact on Health and Social Care services?

Health and Care have had to make rapid unprecedented  
changes to services in response to the Covid-19 pandemic.



Complete our survey and share your experiences.  
Whether it's good or bad we want to hear from you.

It takes 10 - 12 minutes and your feedback will help  
health and care service understand how information is  
reaching people and the impact of service changes.

You can help local NHS and Social Care  
services by sharing your experiences.



### Complete our Survey here

Or contact us for a paper copy

Phone: 01635 886 210

Email: [contact@healthwatchwestberks.org.uk](mailto:contact@healthwatchwestberks.org.uk)



For more details, visit our website: [www.healthwatchwestberks.org.uk](http://www.healthwatchwestberks.org.uk)

Click [here](#) or the image above for a link to the  
survey. You can even chose to complete it in a  
different language if you need to.

Please complete this survey even if you haven't  
used any services during COVID-19. **#TellUs**



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