

Subject: Health and Social Care Question Time with John Redwood MP

Question Time with John Redwood



Healthwatch Wokingham Borough hosted **the first local health and social care Question Time**, on 4th March 2016 and the British Red Cross offices; attended by over 40 people.

We wanted to give local residents the opportunity to air their views and have their questions addressed by our MP; and we were delighted with the fantastic response.

The main areas for discussion were:

- Difficulty in accessing GP appointments
- Some participants expressed concerns around the adequate recruitment and retention of staff, including GPs and nurses. Touched upon the contracts being issued to junior doctors.
- Additional health and social care provision in the areas where there is big population growth
- Lack of local provision for young people about to leave school that have special needs

Please watch the whole event to hear how Mr Redwood responded and we're pleased to say he has offered his support to take up some personal issues presented to him if required.



Full Event recording 1hr

John Redwood's response (found on his blog)

"There were individual cases over access to social care. I explained that these were matters run by the Council. Their first opportunity to sort out difficulties lies in a conversation with the Council officer handling their case. They have a right to involve their Councillor, who is elected to supervise Council policy and administration and to help residents sort out complaints and difficulties.

There is also an independent appeal system where things go wrong, and a Local government Ombudsman if all else fails.

There were general concerns about our need for more GP service as the population of Wokingham grows. I explained that money follows the patients, so there will be more money for GP practises taking on additional patients. There is also capital money available from the NHS and local and national government for new premises to back new practices or practice extensions. A Councillor present reminded us that Wokingham had negotiated some money for additional health facilities in their deals with developers over new homes.

I am willing to pursue with Ministers and NHS England issues that they can influence. The immediate need is for our local CCG (local NHS management board) and the relevant section of Wokingham Borough Council to finalise their views on where GP practices can and should be expanded or added to provide services for the new housing areas being built. I will also make enquiries of them about this."

Going forward

We received many positive comments by participants after the event.

Healthwatch values any opportunity to engage with local residents and talk about local health and social care services. Healthy debate and discussion of issues such

as that provided through the 'Question Time' event will enable us to ensure that local resident's views are heard and service improvement and development take these opinions and experiences into account.

It was suggested by a member of the audience that Healthwatch organise another question time with the Council and the Clinical Commissioning Group. An excellent idea!

How to get in touch with your local councillors

Local Councillors are elected by the community to decide how the council should carry out its various activities. They represent public interest as well as individuals living within the ward in which he or she has been elected to serve a term of office.

They have regular contact with the general public through council meetings, telephone calls or surgeries. Surgeries provide an opportunity for any ward resident to go and talk to their councillor face to face and these take place on a regular basis.

Councillors are not paid a salary for their work, but they do receive allowances. By law, all members of the Council are required to complete a declaration of interest form, the details of which are published annually.

Town and Parish councillors have the same powers and can provide the same services. The only differences are that a town council has decided that it should be known as a town council instead of a parish council and also a town council usually has a Mayor. An area must become a Parish Council first and then decide if they want to become a Town Council at a later date and apply for that status. It cannot become a Town Council until the actual Parish is in operation.

To find out who your councillors are click on the following link
<http://wokingham.moderngov.co.uk/mgMemberIndex.aspx?bcr=1>

If you have an experience of health or social care services? Good or not so good perhaps? [please tell us here](#)

Here are the Healthwatch team contacts should you have any questions...

Nicola Strudley, Locality Manager
Nicola.strudley@healthwatchwokingham.co.uk

Nick Durman, Healthwatch Officer
Nicholas.durman@healthwatchwokingham.co.uk

UllaKarin Clark, Volunteer Coordinator

**DONT FORGET!
WHEN IT'S NOT LIFE THREATENING
CALL 111**

Get In Touch

Of course let us know about the service you are receiving - good or bad!

Call and tell us on 0118 4181418

Email enquiries@healthwatchwokingham.co.uk

Write at Healthwatch Wokingham, c/o Citizens Advice, 2nd floor, Waterford House, Erfstadt Court, Wokingham RG40 2YF, or

Come and see us by visiting the Healthwatch Co-ordinator at the Citizens Advice Bureau in Wokingham and Woodley town centres, the Swallowfield Medical Practice (by appointment), Crowthorne Baptist Church (by appointment) or via the MICE Bus.

[Meetings & Events](#)

[News](#)

[How You Can Help](#)

[Visit Our Website](#)

[Join Our Mailing List](#)

[Follow us on !\[\]\(626ce8ac21792b9405bfddfea8e0c96a_img.jpg\) twitter](#)

[Like us on !\[\]\(a8f9309f944226d1420f5fed22e2b6e6_img.jpg\) Facebook](#)

[!\[\]\(248b91fcdac4810ffd15cf33fb6aec6f_img.jpg\) Forward to a Friend](#)

[See Other
Volunteering
Opportunities](#)