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Welcome to the June 2015 e-bulletin from Healthwatch Bracknell Forest; your local consumer champion helping you get the best out of local health and social care services

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### Falls Prevention

Bracknell Forest Council have recently launched FallsFree4Life falls prevention service. The service can be accessed by anyone over 65 living in Bracknell Forest who is concerned that they are at risk of falling.

The greatest predictor of falls risk is having a fall; when the damage may well have already been done. In the past, local services have reflected this and have primarily been aimed at older people who have already fallen. This new service has brought falls prevention further upstream, with an aim to preventing falls before they occur.

Bracknell Forest residents can make an appointment to have one of the team's friendly wellness coaches visit their home and undertake a full in-depth falls risk assessment, covering all factors that can increase this risk.

The wellness coach can offer tailored advice to reduce risk based on the person's outcome of the assessment and can also refer individuals onto further community support if needed (GPs for medication reviews, Forestcare, NRS equipment and Age UK Handyman service, opticians, Involve's Community Choices and Befriending scheme and the new Well Balanced strength and balance classes, also funded by Bracknell Forest Council Public Health).

It is the service's aim to get as many Bracknell Forest residents as possible talking about the risks and prevention of falls. Therefore, although assessments can only be undertaken with over 65s, FallsFree4Life encourage family and friends to raise the issue with anyone that they know who may be at risk. Tools are available at [fallsfree4life.co.uk](http://fallsfree4life.co.uk) in order to do so, and as it is a self referral service appointments can be made on behalf of a person, with their consent.

[Read more.](#)

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### Public services must 'wake up' to gaps in mental health crisis care, warns CQC

People who are having a mental health crisis are not always receiving care and support when and where they need it, the regulator has found. [Read more.](#)

### Independent Mental Health Advocacy - Easy Read

The Social Care Institute for Excellence (SCIE) has put together an easy read information booklet about Independent Mental Health Advocacy. [Read more.](#)

### Report on what people value about their GP consultation time

Healthwatch Bracknell Forest was approached by a representative of Bracknell and Ascot Clinical Commissioning Group (BACCG), who was planning a training session for local GPs [Read more.](#)

### Survey finds most patients are positive about their hospital care, but many still experience delays when they leave

A majority (84%) of respondents in the latest national survey of hospital inpatients published by the Care Quality Commission (CQC) rated their overall experience as seven or higher out of ten, with about one in four people rating it ten out of ten. [Read more.](#)

### Replacing Statements of Special Educational Need (SEN)

Education Health and Care Plans (EHCPs) are replacing Statements of Special Educational Need. [Read more.](#)

### Dementia Words Matter

A 'Call to Action' from people living with dementia. "Words are very powerful - they can build you up or put you down. [Read more.](#)

### Frimley Park Hospital car park plans get unanimous support

Councillors approves extension creating 118 extra spaces at Frimley Park after hearing 'significant growth' in patient numbers has led to 25-minute traffic queues. Read more at [gethampshire.co.uk](http://gethampshire.co.uk)

### Free Stress Workshops

Talking Therapies is a free, NHS, mental health service that supports those who may be suffering from low mood, worry, stress, or phobias. They offer one-to-one therapy - face to face, over the phone or online - courses and Wellbeing groups. [Read more.](#)

# Re-e-AWARENESS



Healthwatch BF along with Bracknell Forest Council, Bracknell and Ascot Clinical Commissioning Group and Public Health through the Supported Self-Care Project Management Board are aiming to raise awareness each month of a few important issues that affect residents in Bracknell Forest. Click the links below to find out more.

## May

[Arthritis Care](#)  
[Dementia](#)

## June

[Diabetes](#)  
[Learning Disability](#)

# Re-e-YOUR HELP



There are many ways you can help to shape health and social care services for the better, from providing us with feedback about the care you have received to becoming more actively involved. Below are just some of the current opportunities available.

## DBS checks at GP Surgeries

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. *“Do you think all staff at GP surgeries (receptionists, nurses, GP’s etc) should have regular DBS checks?”* [Answer here.](#)

## Enter and View and Community Champions

Joining us will give you a great opportunity to help make a real difference to delivering service improvements and benefits for communities across Bracknell Forest. [Read more.](#)

## Your Feedback

To make change happen we need to know what you think, what is good, what needs improving and what you think is missing from health and social care services? Our feedback form is [here.](#)

## Healthmakers

Do you have a long-term condition, and would like to learn how to manage it more effectively? BACCG are recruiting volunteers for self-management training. [Read more.](#)

## Have your say on the future of NHS 111

Clinical Commissioning Groups (CCGs) in the Thames Valley area are looking to secure the NHS 111 telephone service for a further six years. [Read more.](#)

## Smoking Cessation Survey

Bracknell Forest Public Health are recommissioning the smoking cessation services due to the current contract expiring March 2016. [Read more.](#)

For other opportunities, survey and consultation requests see [here](#).



**15 June to 19 June** - [Lots of events during Learning Disability Awareness Week](#)

**22 June** - [The BIG Quiz \(FallsFree4Life\)](#)

**30 June** - [Dementia Friends Training](#)