

The big conversation about urgent care

Briefing 3 – July 2018



This briefing is to keep you up to date with the conversations NHS East Berkshire Clinical Commissioning Group (CCG) is having with local people, providers of urgent care and wider stakeholders.

This month, we have been busy talking with lots of people at fun days and community groups. We have also held two ‘Cover It Live’ sessions that people have been able to join from the comfort of their own homes, and three public events. These are some of the groups/ places we have visited: Parent and Toddler Groups, Youth Parliament, Youth Groups, Asian Women’s Group, Parent and Carer Forums, Nepalese Community Group, Family Fun Days, Carers Groups (including Asian Carers Group), Mosque/ Prayer facility, Somalian Community event, Polish Saturday School.

We have spoken with 500 people since May about what matters to them when they need urgent health care. These are some of the things that people have been saying:





Nepalese Coffee Morning, Owlsmoor

We launched a survey to get more people's views on 10 July. So far, we have had 300 responses but we want to hear from even more people. It is open until 6 August.

You can complete the survey and find out more about what we are doing by using the following link:

<https://your-voice-matters.eastberkshireccg.nhs.uk/communications/the-big-conversation/>

A Virtual Patient Panel is helping us review documentation to ensure that it is as clear as possible before being released more widely. There are no meetings involved – documents are sent via email. If you would be interested in joining our Patient Panel, or getting involved in some other way, please contact communications.eastberkscg@nhs.net. Alternatively, have a look at our CCG website <https://www.eastberkshireccg.nhs.uk/>

Thank you to everyone who has participated and got the word out so far. It would be great if you could continue to help us get as many people involved as possible.