Healthwatch Portsmouth
Annual Report 2016/17
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthwatch Portsmouth Annual Report 2016/17</td>
<td>1</td>
</tr>
<tr>
<td>Message from our Chair</td>
<td>3</td>
</tr>
<tr>
<td>Highlights from our year</td>
<td>4</td>
</tr>
<tr>
<td>Who we are</td>
<td>5</td>
</tr>
<tr>
<td>Your views on health and care</td>
<td>6</td>
</tr>
<tr>
<td>Helping you find the answers</td>
<td>10</td>
</tr>
<tr>
<td>Making a difference together</td>
<td>12</td>
</tr>
<tr>
<td>It starts with you</td>
<td>16</td>
</tr>
<tr>
<td>Our plans for next year</td>
<td>18</td>
</tr>
<tr>
<td>Our people</td>
<td>20</td>
</tr>
<tr>
<td>Our finances</td>
<td>23</td>
</tr>
<tr>
<td>Contact us</td>
<td>26</td>
</tr>
</tbody>
</table>
Message from our Chair

Last year I said that the NHS locally and nationally was facing significant change and that has proved to be the case. The NHS has been working under financial and demand pressures and we have seen the merger of GP surgeries locally as doctors retire or move on. The much anticipated NHS Sustainability and Transformation Plans (STP) were launched and we devoted one of our board meetings to the Hampshire and Isle of Wight STP with a presentation and then questions from board members and the public. It is clear we will continue to be involved in engagement and consultation on this.

There has been continuity for Healthwatch Portsmouth as Learning Links, who provide staff and administrative support, retained the contract to provide the service from 1st April 2017. The Board are also pleased to welcome our new Healthwatch Manager Siobhain McCurrach. Patrick Fowler has taken on a new more strategic role with Learning Links and we are still able to utilise his knowledge and experience.

We continue to raise the public profile of Healthwatch Portsmouth by attending a wide range of events and local health organisations are very keen to involve us in discussions about future plans. We have entered into a partnership arrangement with Citizens Advice Portsmouth which will give us a presence in their Portsmouth office. Our work was recently highlighted in a feature in The News in May.

Board members took part in two visits to QA Hospital to ‘walk through’ the urgent care pathway and our report made recommendations which we will follow up with Portsmouth Hospitals Trust.

We carried out 8 ‘enter and view’ visits with our 10 Authorised Representatives. Working with the University of Portsmouth we have enabled students to undertake research projects which contribute to their academic study and help us with our work.

Our NHS Complaints Advocacy Service continues to help people take their specific concerns forward with advice and support.

The annual report highlights the work we have done over the year. The volume of work is growing so a big thank you must go to the volunteers who help us to do so much. We have a small but dedicated team of staff who work very hard to ensure Healthwatch Portsmouth is successful.

The NHS faces a difficult time so change is inevitable. This means Healthwatch Portsmouth will have more work to do to ensure people in Portsmouth can inform and influence the way health and care services are planned and provided.

June 2017

Graham Heaney, Chairman of the Healthwatch Portsmouth Board.
Highlights from our year

This year on average we have 2,657 followers on social media

Our 29 volunteers help us with everything from information stalls to service improvement

We have visited 27 local health and care services

Our reports have tackled issues ranging from bowel cancer to hospital discharge

We surveyed 500 people to find out which health services they would choose

We have met 1,060 local people at 75 community events
Who we are

We want to help make health and social care services work for people, whatever age you are, your friends, carers and family. We would like you to share your experiences of using health and care services with us – both good and bad. We want to use people’s experiences and identified needs to encourage those who run services to act on what matters to you and improve services as a result.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our vision

Our vision is for Portsmouth to be served by high quality health and social care services where the public voice helps to shape and improve provision within the city.

Our mission

We will:

Use different ways to communicate, inform and listen to people receiving health and care services in Portsmouth.

Work closely with the voluntary, public independent and private sectors to enable them to provide high quality care, responding to patient feedback and more indepth research.

We use a partnership approach to work with people and organisations who have an interest in the local health and care services to act as a critical friend, to give praise where praise is due and to make recommendations, using evidence we have gathered, to present an informed opinion.

Our 8 Statutory Functions:

1. Promote / support local people in commissioning, provision and scrutiny of local services.

2. Enabling people to monitor standards and inform improvements.

3. Obtaining local views and making these known.

4. Producing reports / recommendations for service improvements to commissioners / providers.

5. Provide information and advice about access to services so choices can be made.

6. Forming views on standards - sharing this with Healthwatch England.

7. Making recommendations to Healthwatch England to advise the Care Quality Commission to make special reviews.


Our NHS Complaints Advocacy Service

In addition to our statutory functions, Healthwatch Portsmouth provides an independent NHS Complaints Advocacy service for residents in the PO1 - PO6 postcode areas. Through this work it helps us become more aware of the issues residents are facing in relation to the services they receive which they feel were not adequate.
Your views on health and care
Healthwatch volunteers Jean and Pam with staff member Alison Nicholson (seated)

In the last 12 months we have received face-to-face feedback from 1,060 people at 75 events

**Listening to local people’s views**

*Throughout Portsmouth*

**Work with the Portsmouth City-wide Patient Participation Group (PPG):**

In addition to our ‘mystery shopping’ review of all GP surgeries in Portsmouth and work with GP Practice Managers to promote with patients the importance of attending or cancelling appointments, we recruited 10 PPG member representatives to visit and assess their own surgery’s front-of-house services awarding a star rating, out of 5, according to feedback. In early 2017 we presented the 10 PPG representatives’ findings to the City Wide PPG Forum and shared this information with wider stakeholders.

**GPs** - the mystery shopping of all GP practices was completed and findings reported individually to Practice Managers. Key recommendations included more consistent information for patients, a better understanding of identification documents needed for registration along with better automated systems of booking, amending and cancelling appointments.

**Portsmouth Healthwatch Board Meetings:**

6 meetings over the period provided an opportunity for general awareness raising and a chance for members of the public to ask questions of key health and care commissioners and providers.

**Community Engagement:**

When out and about we have attended events, run stalls, gathered or helped provide patient feedback at:

- Portsmouth Disability Forum
- Health Café
- Portsmouth Hospitals Trust ‘Love Your Bones’, ‘Day-to-Day Living with Arthritis’ and at the Patient Experience Forum
- Portsmouth Carers Voice Information Day
- Brunel Carers Support Group
- Queen Alexandra Hospital Open Day
- Fratton Family Festival
- Portsmouth Young Persons Action Conference
- Dementia Action Alliance
Leukaemia Support Group
Nursing Home Provider group
Queen Alexandra Hospital Foyer
Portsmouth Clinical Commissioning Group (CCG) TARGET training day for GPs and practice nurses
Portsmouth CCG quarterly meetings and Portsmouth Primary Care Commissioning Group
Quality Surveillance Group (commissioner feedback to Portsmouth CCG on providers)
Solent NHS Trust AGM and separately ‘Our future NHS’ event
St Mary’s Hospital foyer and St Mary’s Treatment Centre foyer
Tea & Chat Group, Trinity Methodist Church
Food Bank
Food Cycle
Addiction Recovery Centre
Eastney Community Centre
Portsmouth City Council Wellbeing Service
Highbury College
Milton Open Forum
University of Portsmouth Older Person’s Network
Hampshire Festival of the Mind
Portsmouth Race Equality Network Organisation (PRENO) AGM
Older Persons Forum
South Central Ambulance Service
Portsmouth City Council Carers Executive Board and Carers Working Group
YOU Trust employment service
East Southsea Neighbourhood Forum
Health & Wellbeing For Our City event
Patient Participation Groups across the city and patient feedback meetings at GP surgeries including Baffins, Trafalgar Medical Group and Derby Road.

We have met with the Portsmouth Carers Centre, exploring opportunities to support carers’ networks in the city by sharing their experiences of health and care services.

“waiting times” at GP and Minor Injuries Units was a theme that cropped up in many conversations we had with the public

What we’ve learnt from visiting services

Our Enter and View visits enable us to access spaces within health and care establishments to speak with users of those services about their experiences. In preparation for these visits to be carried out during 2016/17, we provided refresher training on Enter & View techniques, data protection and safeguarding to our 10 ‘Authorised Healthwatch Portsmouth Representative’ volunteers.

Healthwatch Portsmouth carried out Enter and View visits to 4 ‘extra care schemes’ which are designed to support people to live as independently as possible, in their own home, with tailored care and support. We decided to visit the 4 schemes in Portsmouth following a meeting with the service provider to look at how the ‘extra care service’ enables people to have a good quality of life and how it:
• improves and maintains people’s independence whilst keeping them safe
• reduces social isolation and loneliness.

The visits highlighted a number of issues which we fed back including reassurance to residents when key staff leave, developing wellbeing activities, improving awareness among the existing community of the changing needs of new residents and providing choice for residents over whether male or female carers provided support services to them.

We recommended with one care home that we would like to undertake a return visit within 6 months to review improvements being made further to the provider’s own plans to develop the service.

One visit also led to us raising a safeguarding alert to Portsmouth City Council over concerns about a resident. The Council reviewed the case and liaised with the provider to ensure all necessary protocols were in place to minimise concerns for the future.

The residents and relatives we spoke to appeared happy with the home describing it as “homely and extremely clean” and having a “nice room”.

We also undertook 4 Enter & View visits to registered care homes in Portsmouth. Our reports confirmed findings of good practice and highlighted areas for improvement such as

• offering Care Assistants the opportunity to shadow the nurses to gain confidence and competence to assist with the medication rounds
• the communal lounge being kept clear of clutter and the dining room not used as a corridor to move laundry around the building to provide better access for residents in and around the home.

The residents and relatives we spoke to appeared happy with the home describing it as “homely and extremely clean” and having a “nice room”.

Healthwatch Portsmouth
Helping you find the answers
How we have helped the community access the care they need

We have provided signposting and information about services in Portsmouth to 52,071 people.

Our social media followers are 2,657 (of which 1963 are on Twitter and 694 are on our Facebook page).

Since August we have been recording the ‘reach’ of our social media posts (18,152) and engagement (2,782 on our Facebook page) with 215,817 impressions on 2,027 profile visits.

We have had 43,873 unique page views of our service directory.

Further progress has been made with the different projects we have been involved with as outlined below:

Cancer

The research work has been completed with a local link demonstrated between areas of deprivation and reduced access to bowel cancer screening in Portsmouth.

The findings from the dissertation have been shared with key commissioners and providers in the sector.

Research on cervical screening, exploring public attitudes and barriers that young and middle age women face relating to screening is underway and its findings and recommendations should be published during 2017-18.

Respiratory

A third dissertation has been written based on research conducted to explore the link between poor housing and higher rates of respiratory disorders in Portsmouth. This confirmed that although a national link, more data is needed locally to confirm the position in Portsmouth.

Learning disabilities

Healthwatch Portsmouth has been working closely with the Learning Disabilities Partnership Board (LDPB) Housing Sub group to develop a project to support people with learning disabilities to undertake Enter and View activities as part of Healthwatch Portsmouth’s annual visits.

We adapted our Enter and View training course to support people with learning disabilities in preparation to review the current supported living services and then recommend their preferred housing and supported living options to the LDPD Housing Sub Group.

The visits to the supported living homes are planned for the next period with Healthwatch attending the local Learning Disability Partnership Board in July with a view to understanding the key issues for this client group to provide further focus for this project.

44% of our enquirers were very satisfied with the information we provided.

56% were extremely satisfied with our service.
Making a difference together
How local users of health and social care services are helping to influence change

Stakeholder Engagement

Portsmouth Hospitals Trust

Following on from the Healthwatch Portsmouth report on the Queen Alexandra (QA) Hospital guided ‘walk through’ from A&E to wards to discharge, we have been meeting with senior management team to progress our recommendations. We then undertook a second urgent care pathway ‘walk-through’ in May to review progress achieved since March. The findings from this report were wide ranging and related to process, staff resourcing and improving the patient experience. Responses received from the Trust were very positive with pledges to review service and change practices.

It was agreed that a discharge patient survey would be undertaken to find out if there had been improvements to the pathway.

We attended a recent workshop run by Portsmouth Hospitals Trust into improving communication. The workshop, attended by staff, patients and carers, identified 3 key areas that the QA would use to form the work plan to improve communications within the Trust. Healthwatch Portsmouth will form part of the working group to ensure improvements are made.

We also attended the monthly QA Hospital internal audits with the Trust’s staff. Patient satisfaction was high in the departments visited during that period and both wards we visited were graded as ‘Outstanding’ by the group.

Further to the work we have been doing with Portsmouth Hospitals Trust on their Urgent Care Pathway, Healthwatch Portsmouth also attended the Trust’s Urgent Care Transformation Board, offering to help with messages to patients and the public to raise awareness of when to visit the Emergency Department.

“Healthwatch have been an excellent partner in helping us to improve outcomes and patient experience for the Portsmouth population”

Portsmouth Hospitals Trust

Solent NHS Trust

Healthwatch Portsmouth volunteers participated in Patient Led Assessments of the Care Environment (PLACE) annual visit at St James Hospital.

We also met with the Chief Operating Officer to discuss reasons for closure of the Baytrees service.

We met with the Patient Advocacy and Liaison Service (PALS) team to foster closer working relationships in resolving NHS complaints. Separately Healthwatch Portsmouth attended Solent staff complaints training workshops.

We also supported Solent’s working group to plan their research conference where we co-chaired one of the workshops.
Healthwatch Portsmouth’s information stall at Solent Trust’s Patient Engagement event was popular and received feedback from many attendees.

We were involved in Solent Trust’s Quality Review on Specialist Dental Services and we provided input to the design of the engagement plan for Solent to reorganise the multi-site family and child support service into one location.

Wider stakeholder engagement

We try to reach as wide a range of people in Portsmouth as possible.

Healthwatch Portsmouth volunteers participated in a PLACE visit to the Spire Hospital Havant, who provide care and treatment for people from Portsmouth.

In the autumn Healthwatch Portsmouth became involved in regular meetings with Portsmouth City Council and the local Care Quality Commission (CQC) officer to explore how to improve communications and information sharing on concerns that had been raised from care services in the city. This provides us with an opportunity to share the feedback we have received from the public to in turn inform how services are reviewed and improved.

We presented our year’s work at the Portsmouth Health and Wellbeing Board which was very well received by members and through our membership of the Board promoted the need for the health and social care authorities to consider the strengths of local communities in improving their own health along with the need to engage more fully on the Hampshire and Isle of Wight (including Southampton and Portsmouth) region-wide health Sustainability and Transformation Plan (STP).

Our ‘why people choose to access particular services for medical help and advice’ report, which has just been completed, has been picked up by Healthwatch England who are interested in finding out the longer term outcomes.

How we’ve worked with our community

We worked with Wessex Voices (www.wessexvoices.org) to discuss how the local Healthwatch network can support the development of patient engagement in the commissioning and provision of services. We facilitated a table discussion at the Wessex Voices Public Engagement Event to find out from the public how they wanted to be engaged regarding changes to health services.

In response to concerns over the progress with the STP, we invited senior commissioners to present to our Healthwatch Portsmouth Board meeting in February, which also focused on the more locally specific ‘Portsmouth Health and Care Blueprint’ with time allowed for questions and answers from the board and around 20 members of the public attending.

We attended, as non-voting members, the Portsmouth Clinical Commissioning Group (PCCG) Primary Care Commissioning Committee to question and scrutinise different proposals and our report and recommendations regarding GP surgery missed appointments was supported by the
Committee and helped inform conversations around how GP practices manage and seek to minimise the number of patients who do not attend appointments.

Healthwatch Portsmouth also attended and provided input to the Portsmouth Hospitals Trust Board meeting and the Health Overview and Scrutiny Panel.

Our work in focus: advocacy

During 2016 and 2017, 45 cases were supported.

To encourage referrals into our Independent NHS Complaints Advocacy Service, a new leaflet was produced explaining the different ways the service can support local people to make a complaint. We shared this at community events and when we are out and about promoting our wider services. We have planned more engagement by the Advocate with other agencies directly to coach and mentor staff to support their own clients with NHS complaints.

During the year between a quarter and a fifth of all complaints we were supporting were taken up with the Parliamentary and Health Services Ombudsman (PHSO).

Key themes in complaints we have supported this year include:

- access to specialist dentistry and costs of care associated - we worked with NHS England to resolve this complaint
- the right of the client to have choice and be treated with dignity and respect when accessing healthcare, including mental health services
- the arrangement of mental health services for young people
- the need for clearer definitions and information to clients during end of life care
- a pledge for more person-centred care
- providing clarity on the provision of services
- seeking a clinical management plan and care plans for patients with complex needs.

During the year, we also:

- provided two ‘complaints workshops’ to equip local people and organisations with more skills and confidence in feeding back their experiences to health commissioners and providers
- developed a ‘helpdesk’ for informal complaints advice and provide information to help individuals know the most appropriate source of help if we are not able to take on the case - particularly for people who do not have access to the internet.

Our Senior Advocate, Fergus Cameron
It starts with you
#ItStartsWithYou

From July 2017 Healthwatch Portsmouth will be involved in a nationwide campaign, organised by Healthwatch England to communicate the impact and help that each local Healthwatch provides. We hope that this will further helping patients and the public to understand our role.

There follows 3 case studies of work that Healthwatch Portsmouth has been involved with this year which show how people’s experiences of health and care services have demonstrated the need for improvement and the way in which the services have been adapted to offer a more patient-centred approach. It is due to the activity of the Healthwatch Portsmouth Senior Advocate that these changes have been brought about. You will be able to read about the Healthwatch England campaign #ItStartsWithYou later this year.

Our case studies have been written from the perspective of
- how organisational change has been brought about
- how personal experience has informed an improvement in patient care
- how the culture of improved patient involvement has been brought about.

**Structural change**

John* attended the Adult Mental Health crisis service believing he could access help. The crisis service is an ‘Out Of Hours’ telephone helpline but he was unable at that time to be seen by the service. As a result of advocacy support with his complaint, the Trust has committed to improve their patient information on the website and signage at the hospital, and review all materials to ensure acronyms are explained and that the information provided for patients is more user friendly.

**As a result of advocacy support with his complaint, the Trust has committed to improve their patient information.**

**Personal change**

Margery* felt roughly handled by her dentist and felt that he was abrupt. She received an apology and recognition that he would improve his communication. As a result of advocacy support Margery felt more confident that she could continue to use the dentistry service and was reassured that she had been listened to.

**Cultural change**

Peter* was not properly involved in his care planning and his personal plans were not being shared with him. The provider did not recognise their duty to ensure he was involved and to require his signature to demonstrate this. As a result of support from the advocacy service and escalation to the Parliamentary Health Service Ombudsman (PHSO) the Trust has been directed to improve their culture of openness and honesty and involve their patients in care planning.

*names have been changed to protect anonymity

“Healthwatch Portsmouth works to demonstrate a commitment to anti-discriminatory practice at the Structural, Personal and Cultural levels of patient experience.”
Our plans for next year
What next?

We have an exciting year of activities planned, many generated from feedback received from public and our stakeholders.

Headlines
Weekly outreach activities working with Citizens Advice Portsmouth
Volunteer recruitment, training and deployment to expand our activities
Increasing our advocacy caseload with trained volunteer advocates
Upgrading our website to broaden appeal
Streamlining our social media activities
Follow-up to our reviews and mapping outcomes from our recommendations
Developing our Service Directory working with Portsmouth City Council Information and Advice Strategy Group

Activities chosen by our stakeholders
• Quality of hospital discharge.
• Access to mental health services including:
  - review of transfer of care from Child and Adolescent Mental Health Service to Adult Mental Health Service
  - access to appropriate accommodation
  - co-production with mental health service users and staff to improve the Portsmouth Crisis Offer service.
• Experience of people living in care homes including:
  - ‘mystery shopper’ to identify how easy it is to find out key information and reports on care home websites.
  - Advance Care Planning programme
  - Follow-up work to our Stroke Care report.
• Differing methods of accessing GP services including:
  - working with carers on the range of choices
  - differing times of day or weekends

Encouraging best practice by those seeking to engage with patients and the public in relation to major consultation activities:

- Sustainability and Transformation Plan for Hampshire and Isle of Wight
- Multi-speciality Community Provider
- Pharmaceutical Needs Assessment.
Enter and View activities in supported living accommodation and at GP surgeries.
Unpicking the carer’s story.
Quality Improvement Programme.
Co-design work with health and social care providers and mental health lived experience user group and staff to help shape service delivery and staff training.
Our people
**Decision making**

**How we involve the public and volunteers**

Healthwatch Portsmouth is overseen by a **Board of volunteers**, all with an interest in health and social care and commitment to ensure the public and patients are given the full range of opportunities to provide feedback and influence how services are tailored and provided.

Although we are funded by Portsmouth City Council, the Healthwatch Portsmouth Board ensures we remain independent of health and care commissioners, providers and political influence enabling us to build transparent networks of local engagement.

Healthwatch Portsmouth Board meets 6 times a year in a range of community venues at a variety of times in the day to help encourage members of the public to attend. External speakers are invited to attend and present updates on key service changes and answer questions from attendees.

The Board meetings review our progress achieved, looking at the key objectives that were agreed and set. The Board offers advice on how to take the projects forward.

**Volunteer engagement**

Work with our 29 volunteers, including our 9 Board members has developed further during the period through these activities:

Presence at community engagement events with information stands and gathering feedback.

An office-based volunteer providing administrative support one day a week.

Regarding the Guildhall Walk General Practice Surgery report we supported one of our volunteers to take part in the procurement process.

Having provided a Community Research training course to our volunteers, including three University of Portsmouth students, Healthwatch Portsmouth was able to generate research reports including the University of Portsmouth’s Student Wellbeing Service. In addition, a large scale community project was conducted by one of our trained volunteers surveying 500 local people to find out why people choose to access particular services for medical help and advice.

Our Board members have been involved in a range of meetings and events to promote patient and public involvement. This includes our Chair attending the East Southsea Neighbourhood Forum and our Vice Chair attending the Young Minds conference.

We provided governance training for Healthwatch Portsmouth Board Members and plan to run governance training for newly elected members after the September 2017 Board meeting.

As part of our capacity building and close work with local residents, we trained a number of local residents in ‘Awareness of the Health and Care Economy and How to be a Patient Representative’ to encourage local people to get involved in shaping commissioning.
We held a volunteer event in December for our volunteers to thank them for their input and provide an update on our activities and plans for further support.

We published our Customer Charter to provide anyone contacting Healthwatch Portsmouth with a commitment to our reaching a good standard of service and to communicate in a way that suits the customer best.

We conducted a Healthwatch Portsmouth Stakeholder survey with 30 organisations to obtain views on the quality of our service and our impact, with feedback including:

- 44% of our enquirers were very satisfied with the information we provided
- 56% were extremely satisfied with our service
- 30% of our stakeholders thought the quality of our feedback to providers suggesting service recommendations was very helpful
- 40% thought it was extremely helpful
- 77% of our stakeholders would or already have recommended our services to others.

**Improvements planned**

Further to stakeholder feedback we plan to:
- increase public awareness of our work
- seek more feedback about the usefulness and outcomes of the information we provide - the ‘so what’ part of our work
- be clear on how we use of all types of media to share and seek information
- gather feedback from a broader range of the public in Portsmouth to make progress on our commitment to reflect diversity and demonstrate we are representing the seldom heard communities’ views.
Our finances

16% of the population is from Black and Minority Ethnic communities, of which Bangladeshi or British Bangladeshi accounts for 1.8% of the population.

50% of the population are male and 50% are female, of which there are more males than females in the 0-59 age group but more females aged 70+.

There are fewer married couples in Portsmouth than 2001 but more single people in the city. There were 126 civil partnership ceremonies taking place between June 2010 and June 2013.

Christianity is the largest religion in Portsmouth (representing 57% of the population). The number of people declaring that they have no religion has increased by 81% since 2001.

15,000 Portsmouth residents are living with a long term condition, (with 3,500 registered as having a physical disability and 2,000 registered as having a hearing or vision impairment).

Carers providing unpaid support to family and or friends account for 17,010 of Portsmouth residents, 33% of which aged over 65 are providing more than 50 hours of care per week.

It is estimated that 6% of Portsmouth residents are lesbian, gay or bi-sexual.

<table>
<thead>
<tr>
<th>Income</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding received from local authority to deliver local Healthwatch statutory activities</td>
<td>79,938</td>
</tr>
<tr>
<td>Additional income from Portsmouth City Council for Healthwatch Portsmouth Advocacy Service</td>
<td>39,964</td>
</tr>
<tr>
<td>Total income</td>
<td>119,902</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenditure</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational costs</td>
<td>10,602</td>
</tr>
<tr>
<td>Staffing costs</td>
<td>93,451</td>
</tr>
<tr>
<td>Office costs</td>
<td>14,496</td>
</tr>
<tr>
<td>Total expenditure</td>
<td>118,549</td>
</tr>
<tr>
<td>Balance carried forward</td>
<td>1,353</td>
</tr>
</tbody>
</table>
Outreach Activities Per Quarter 2016/17

Followers On Social Media

- 1st Qtr
- 2nd Qtr
- 3rd Qtr
- 4th Qtr
Contact us

Healthwatch Portsmouth
c/o Learning Links (Southern) Ltd.
3 St Georges Business Centre
St Georges Square
Portsmouth PO1 3EY

Get in touch

Phone number: 023 9397 7079
Email: info@healthwatchportsmouth.co.uk
Website: www.healthwatchportsmouth.co.uk
Twitter: @healthwatchpo

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright (Healthwatch Portsmouth 2017)