

Glossary: an explanation of key terms

Healthwatch Portsmouth

Healthwatch is the independent champion for health and social care in England.

Working locally in Portsmouth, we give children, young people and adults a powerful voice – making sure their views and experiences are heard by those who run, plan and watch over health and social care services in the city.

The work we do is influenced by our members, the general public and local organisations and we want to hear from you about your experiences with local services that you use. We are committed to putting local people and their views at the heart of health and social care services in Portsmouth.

For more details, please contact Healthwatch Portsmouth at (023) 9397 7079 or at info@healthwatchportsmouth.co.uk

Portsmouth Clinical Commissioning Group (CCG)

We are responsible for commissioning a wide range of NHS services for people who live and work in the city of Portsmouth.

Our CCG covers the whole city area, including Southsea and our boundaries match those of Portsmouth City Council. The area has 20 GP practices, each of which is a member of the CCG.

For more details, please contact the Portsmouth CCG on (023) 9289 9500 or at pccg.enquiries@nhs.net

Person-Centred Care

Person-centred care is a way of thinking and doing things that sees the people using health and social services as equal partners in planning, developing and monitoring care to make sure it meets their needs. This means putting people and their families at the centre of decisions and seeing them as experts, working alongside professionals to get the best outcome.

Person-centred care is not just about giving people whatever they want or providing information. It is about considering people's desires, values, family

situations, social circumstances and lifestyles; seeing the person as an individual, and working together to develop appropriate solutions.

Personalised Care Plans

Personalised care planning (also known as care and support planning) is central to how services are commissioned, or purchased, by Portsmouth City Council or the CCG.

A personalised care plan is more than a document that records basic information about an individual, such as their contact details, doctor and how they prefer to be contacted. A personalised care plan involves a conversation, guided by a care coordinator.

The individual gets the opportunity to talk about their goals and what is important to them. Also what support they have tried and what has and hasn't worked for them. Desired outcomes are recorded in the plan to reflect what the individual has mentioned and the care coordinator will identify potential risks and understand how these outcomes can be supported, positively and safely.

Personalised care planning shifts overall control away from the professionals. They must provide information and support to enable the individual to make good choices and achieve the desired outcomes, but ultimately the individuals make the decisions.

Personal Budgets

A personal budget (or personal health budget) is an amount of money to support a person's identified health and wellbeing needs which are planned and agreed with you, together with your NHS team and local authority.

Individuals can choose to manage their own personal budget or they can be managed directly by a Care Manager (often known as notional budget) or by a specialist, independent organisation (a third party which has been appointed by Portsmouth City Council to work in the best interests of the individual).