

Information Sheet:
**Research into the experiences of local people
receiving person-centred care services:**

Summary:

A number of people living in Portsmouth, from a range of ages and backgrounds, receive care and support services to maintain and improve their health and wellbeing.

The services paid for directly by Portsmouth City Council (PCC) or via an agreed PCC 'personal budget' and are meant to be 'person-centred' - designed with the person involved so they are provided in a way most suited to their individual needs and the person retains choice and control.

PCC and the Portsmouth Clinical Commissioning Group (CCG) recognise the importance of the person-centred approach and are keen to understand how well the services it pays for are taking into account individual needs and wishes when planning and providing care and support.

In light of this, PCC/CCG have asked Healthwatch Portsmouth to undertake a piece of independent research with local people, particularly those with long-term care needs and/or who are using a personal budget, to gain feedback regarding how much choice and control they are actually given over the type of services provided, by whom and when, and the benefits of or barriers to this approach.

The research will gather views from local people and their carers, to understand where the person-centred approach is working well and where it needs to improve, to highlight good practice but also make recommendations as to how processes can be made more personalised. This will then inform how services reflect individual needs and preferences and respond more fully to what matters most to people now and in the future.

Please turn over

How you can help:

We would welcome the opportunity to discuss with local people receiving care services and/or using personal budgets, how the experience is for them – what has worked well and what might be improved and would encourage as many people as possible living in the PO1 to PO6 postcode areas of Portsmouth to complete a survey.

The findings of the survey will be seen by the manager of the service, but responses will be anonymised by Healthwatch Portsmouth so that no individual can be identified by the Council or the CCG.

How to find out more:

If you have any questions about this activity, please feel free to contact Patrick Fowler at Healthwatch Portsmouth on 02393 977079 or at patrick.fowler@learninglinks.co.uk

Thank you in advance for your support and interest in improving local health and care services. I hope you can be part of this work and look forward to hearing from you soon.

Kind regards,



Patrick Fowler
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Websites:

healthwatchportsmouth.co.uk