

Healthwatch Portsmouth Board Meeting  
HW Project Manager's report

17<sup>th</sup> April 2018

### Healthwatch is 5 this April!

Many thanks to all those in Portsmouth who have supported over the last 5 years the development of this local Healthwatch organisation!

**Healthwatch Portsmouth quarterly reporting to Portsmouth Council**  
Having completed a successful first year of the current contract, which is funded by Portsmouth City Council we are now required to provide six monthly rather than quarterly reports. We shall publish these on our website when these have been made available to the Council.

### Healthwatch Portsmouth 2018-19 Workplan

The general themes of mental health, hospital discharge, the experience of people living in care homes, domiciliary care and different methods of accessing GP services feature strongly as well as our continuing with the wide range of activities that we started to look at during the 2017-18 activity period. This draft annual workplan has been generated from feedback we received from a stakeholder survey which was sent out at the start of this year to gather people's preferences on what people in the city would like Healthwatch

Portsmouth to cover.



DRAFT workplan  
1819 March version

A first draft of the workplan for the Board's approval is attached. Please note, this is a working document. The public version on our website will be a more accessible.

**Appointment of Community Engagement and Projects Officer**  
Luke Evans, our new Community Engagement and Projects Officer, who started on 1<sup>st</sup> March 2018 will be encouraging community engagement and gathering feedback on health and social care. Luke will be spending half a day a week to support the work of the Portsmouth Autism Community Forum. Luke is generating a calendar of activities including community stalls, talks to local groups, outreach in hospital foyers (at QA and St Mary's) and Learning Link's Hub on Kingston Road.

Board members are invited to each meet with Luke as part of his induction.

### **Advocacy Work**

Our Senior Advocate, Fergus Cameron has been working from February to April on 35 cases ranging from complaints about ward care, patient registering with another GP practice, communication to patient and their family about the Violent Patient process and access to Stroke rehabilitation services. Healthwatch Portsmouth offers the independent health complaints advocacy service to Portsmouth residents (living within postcodes PO1 - PO6) who feel they would like some support to make their complaint about health services they have received. Recently the Health Service Ombudsman partially upheld a complaint recommendation for Portsmouth Hospitals Trust to improve their rapid delivery care for neonatal premature births. A GP surgery has taken on board some learning from a complaint regarding patient access to hospital transport following an assessment made by a community physiotherapy team.

### **Our website**

There will be two new pages on the website; one asking for feedback to celebrate the NHS' 70<sup>th</sup> Birthday this year, another focussing on our work to support the Portsmouth Autism Community Forum.

### **Portsmouth Autism Community Forum**

Healthwatch Portsmouth is helping to facilitate the work of the new Portsmouth Autism Community Forum, previously the Autism Board. A specific part of new Community Engagement and Projects Officer role includes co-ordination and support for the Portsmouth Autism Community Forum, working with the co-chairs of the Forum and chairs of the sub groups formed to deliver the agreed autism strategy and to encourage wider community engagement in the work of the forum. The first meeting of this Forum will be on 9<sup>th</sup> May at Learning Links' offices.

### **GDPR (General Data Protection Regulations)**

Healthwatch Portsmouth, as a project in Learning Links has been working on understanding the key requirements relating to data protection and the new regulations that come into force on 25<sup>th</sup> May. We will be contacting everyone on our mailing lists to ask if we may have their permission to retain their contact details on our system for the purpose of sending them information and keeping them informed about health and social care matters in Portsmouth. An updated Learning Links 'privacy notice' in compliance with the new rules will be uploaded onto our website to confirm our observation of the rules.

## Volunteer Monthly Drop-ins

Each month we have a group of very supportive volunteers, in addition to our Healthwatch Portsmouth Board members, who have provided their time to undertake Enter and View visits, run information stalls, take part in review service plans and undertake (Patient Led Assessment of the Care Environment) PLACE visits, most recently at Spire Hospital. We have been discussing with this group of volunteers the activities that they would like to do throughout the year to support the activities agreed in the Healthwatch Portsmouth workplan for 2018/19. Enter and View visits to both care homes and GP surgeries are featuring strongly in the volunteer-led activities for the year.

## Healthwatch England Strategy 2018 - 2023

At the beginning of February 2018 the Healthwatch England Committee approved a new five year strategy which provides a new vision, mission and approach. The strategy sets out how Healthwatch England aims to make the biggest difference over the next few years by focusing on:

- Supporting more people to have their say
- Supporting a high quality Healthwatch service to the public, and
- Ensuring people's views are used to help improve health and care

Healthwatch England has now formally published their strategy which includes their plan to deliver strategy from 2018/19 onwards.



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watch\_england\_stra (one page summary)



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ategy\_explained\_fin (full document)

Healthwatch Portsmouth will be supporting these aims through the activities in our annual workplan, specifically in relation to our outreach, quality improvement work and contribution to developing the Multi-speciality Community Provider New Model of Care project.

## Wessex Voices - (group of Local Healthwatch covering Portsmouth, Hampshire, Southampton, Isle of Wight and Dorset)



MOA with HWs  
2018.docx

A 'terms of reference' document was agreed at a meeting in early March between the Wessex Group of local Healthwatch on the way in which we will provide support to NHS England and local commissioning bodies in relation to Patient and Public Involvement.

## **Hampshire and Isle of Wight Sustainability and Transformation Partnership - March update**

The Communications and Engagement lead for Hampshire and Isle of Wight (HIOW) Sustainability and Transformation Partnership (STP) produced a briefing note in March to report on progress being made on 8 services, an 'early warning' database, personal health records, integrating primary and community health services, mental health acute pathway, mental health staff training for 'tier 1' and 'tier 2' services, 'out of area' placements, aligning health system plans for 2018/19, digital and workforce implementation, usage of buildings and communications and engagement.



EDG Briefing -  
March 2018.pdf

## **Portsmouth Hospitals Trust**

Quality Improvement Plan - Healthwatch Chairman, Graham Heaney, was invited to provide comments in advance of the Strategy being developed by the Trust. Healthwatch Portsmouth members are also invited to provide ideas through the Patient, Family, Carer Collaborative.

Healthwatch Portsmouth has been invited to take part in the 'Quality Improvement Plan Oversight Group' which has strategic responsibility relating to the Quality Improvement Plan. Roger Batterbury, Vice Chair attended this month's meeting and will provide a report in the Board members' update.

There is a Care Quality Commission (CQC) inspection visit due to take place 17<sup>th</sup> - 19<sup>th</sup> April at QA Hospital. We will publish the report on our website along with Third Walk Thru' report that we will produce following our visit to the Urgent Care ward during the year as part of our activities to help improve quality of care.

Board members and other Healthwatch volunteers will be taking part in this week's training sessions in order to undertake Patient Led Assessment of the Care Environment (PLACE) visits at the end of the month to hospital wards at QA Hospital.

Over the past few months Portsmouth Hospitals Trust (PHT) has invited Healthwatch to get involved in activities as wide ranging as their Quality Review in March, Trust Strategy Development, 'Get Involved' patient engagement strategy, training sessions for staff to become 'Change Agents' to improve the culture of care, a series of questions for inpatients to ask of their clinical team when being visited on the ward to help them find out their progress. Recently it was announced that the Patient Experience Steering Group is to meet on 15<sup>th</sup> May after a gap in meetings.

## **Solent NHS Trust**

Healthwatch Portsmouth have been asked to comment on the draft Quality Accounts review document that has just been produced by Solent NHS Trust before it is submitted to their Trust Board for approval in 'mid May. If any Healthwatch Portsmouth Board member would like to read the review (48 pages in length) and provide their feedback I would be grateful to receive this by the end of April.



DRAFT Quality  
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Healthwatch Portsmouth has been very recently asked to gather feedback and provide an update on information it has already gathered relating to the quality of community care provided by Solent NHS Trust community nursing teams in order to help the Trust identify where care services need to improve.

## **Portsmouth City Council**

### **Care homes**

Portsmouth City Council provided residential care over the last year has been inspected by the Care Quality Commission, with 48% rated as inadequate or requiring improvement relating to staffing, complex care needs and care record management. The city council has implemented a Turnaround Team to review its current provision of residential care and plan how to deliver improvements according to the requirements of the Care Quality Commission. Healthwatch Portsmouth is offering to provide input to the Turnaround Team, using the observations made as part of our Enter and View visits to relevant residential care homes and to provide a scrutiny role reviewing substantive improvements reported to the Turnaround Team.

Healthwatch Portsmouth is to take part in quarterly meetings of the Quality Improvement Board which has been set up by the Council to receive the reports of a new Independent Visiting Team, review all the quality of care offered in homes across the city and recommend improvements. Healthwatch will contribute local feedback we have received to provide insight on ways that could help improve services.

### **Health Overview and Scrutiny Panel - 14<sup>th</sup> June**

Healthwatch Portsmouth is due to report on our annual activities.

### **Portsmouth Clinical Commissioning Group (CCG)**

#### **Multi-Speciality Community Provider (MCP) New Model of Care:**

Healthwatch Portsmouth has been progressing well with our involvement in planning of engagement activities relating to gathering feedback on proposed and new pilot community based services such as Extended Access to GPs Service and Acute Visiting Service.

- **Enhanced Care Home Teams pilot project**

Healthwatch Portsmouth Enter and View Authorised Representatives have undertaken a total of 7 visits (during November and February) to care homes in Portsmouth which are receiving weekly visits by either nurse-led or GP-led clinical teams and are included in the pilot project. A summary report on the second set of visits we did has been produced for Portsmouth CCG and we await their feedback. We will be returning in May to these 7 care homes to see if the observations and findings we made from our previous conversations with care home staff, residents and family members remain the same or have changed.

- **Future Health Service - 4 care scenarios:**

Healthwatch Portsmouth at this Board meeting in public will be discussing the feedback provided by Board members on the 4 health service scenarios that the CCG has produced and is inviting feedback. Scenarios cover services offering people support for Long Term Conditions, Frailty, Occasional urgent care and Mental Health.

- **Long Term Condition service planning**

Healthwatch Portsmouth Board member Ken Ebbens has been invited as our representative to attend meetings of the project group to develop a series of Long Term Condition Hubs across the city. Ken has

attended one meeting so far and provided valuable insight relating to the need to ensure that the voice of patient groups supporting people with Long Term Conditions is not forgotten amidst project planning.

- **Health Outcomes**

Healthwatch Portsmouth has co-produced with Portsmouth CCG a document that was published on the CCG website and Healthwatch Portsmouth website and stakeholders which is asking what residents expect as health outcomes from their local health services, what is important to them about the care they receive and how that might be provided in a way that might help people better manage their health conditions. The final list of expectations, things that patients and service users think best represent good quality care or ideal results from their treatment will be built into future contracts for providers to help them understand expectations and wishes of patients.

**Mental health:**

Southern Health Foundation Trust has approached patient organisations across the city to ask for participation in a series of focused workshops to have a thorough look at how people in Portsmouth and South East Hampshire access mental health services and how they can re-access the services once discharged. The workshops run from end April - June. Healthwatch Portsmouth publicised this to members and stakeholders.

Siobhain McCurrach, Healthwatch Portsmouth Project Manager  
17<sup>th</sup> April 2018.