

**Healthwatch Portsmouth Board Meeting  
HW Project Manager's report**

**27<sup>th</sup> June 2018**

**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. The final draft of the annual workplan has been generated from feedback we received from a stakeholder survey. Having asked at the Board meeting in April I am now requesting Board approval as attached. See [draft workplan 2018-2019](#) - 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 has been encouraging greater community engagement with Healthwatch Portsmouth and gathering feedback on health and social care. Luke spends half a day a week to support the work of the Portsmouth Autism Community Forum. The first meeting of the Forum took place on 18th May 2018 - [notes from first meeting of PACF](#).

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 Links' Hub on Kingston Road. This will be regularly updated on our website. In May we had a stall at the May Fayre at St Mary's Church and at the Good Mental Health fair at Portsmouth Cathedral. We delivered a talk on what we do to the Portsmouth branch of the National Osteoporosis Society which was very well received and we signposted an enquirer to the advocacy service. After our attendance at the 'Kick Cancer Out of Pompey' information day at the Cascades Shopping Centre we provided feedback to the organisers, NHS England's Wessex Cancer Alliance of the need to inform more local cancer groups of the event and invite them to have a stall to provide attendees with information about local networks of support for cancer.

## Advocacy Work

Our Senior Advocate, Fergus Cameron has been working from April to June on 28 cases ranging from complaints about trusts following updated best practice for neonatal care, mental health care inpatient access to mobile phones and the Mental Capacity Act, poor manual handling during the Winter Crisis, the role of a local provider on a decision maker at South Central Commissioning Support unit and the lack of clarity by a health trust on the correct stages of the process for patients to apply to the Ombudsman to consider their complaint.

We have learnt, as has the GP, that Hospital Transport (free) follows an assessment by the Ambulatory service and is not at the discretion of the GP.

A complaint has triggered a 'serious event review' at GP surgery

The advocate responded to a telephone based interview by Solent on their NHS Complaints research on their Quality Improvement project.

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.

## Our website

There are 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.

## GDPR (General Data Protection Regulations)

Healthwatch Portsmouth, as a project in Learning Links was working on understanding the key requirements relating to data protection and the new regulations that came into force on 25<sup>th</sup> May 2018. We contacted 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. From a list of 450 contacts we now have a confirmed list of contacts of approximately 170. We know though that from analysis these 170 contacts are those that regularly read our newsletters and responded to appeals for feedback on services. So we now have a more accurate picture of our regular supporter base. We uploaded a 'privacy notice' on our website, and refreshed our Data Protection Policy which also contained our Information Governance Policy to be compliant with the new 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 so far provided their time to undertake Enter and View visits to 7 care homes providing feedback for the writing of summary reports on our findings and the fuller version Enter and View Reports on each site visited. Enter and View visits will again feature heavily in the autumn when our volunteers will organise themselves to visit all 17 GP surgeries to ask patients and staff how newly introduced pilot projects are making a difference to

their patient/staffing. Our volunteers also provided us with feedback on the method of communication used by Portsmouth Clinical Commissioning Group (CCG) when it addressed the City Wide Patient Participation Group to gather views on its four future care scenarios. We then provided 'patient perspective' insight to the CCG on the methods used and suggested ways for improving the compiling of introductory information for future feedback gathering meetings.

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

Hampshire and Isle of Wight Sustainability and Transformation Partnership - May update

Richard Samuel, Lead for the Hampshire and Isle of Wight Sustainability and Transformation Partnership (STP) and Michelle Spandley, Chief Finance Officer addressed the Health Overview and Scrutiny Panel in June to provide an update on progress with the delivery of the strategy developed by the Hampshire and Isle of Wight (HIOW) Sustainability and Transformation Partnership (STP) for the new Vascular Service Model to improve care pathways and reduce the length of hospital stays. We will upload the report from the STP onto our website.

Portsmouth Hospitals Trust

Quality Improvement Plan - Healthwatch Portsmouth continues to attend the 'Quality Improvement Plan Oversight Group' which has strategic responsibility relating to the Quality Improvement Plan for Portsmouth Hospitals Trust. Roger Batterbury, Healthwatch Portsmouth Vice Chairman attends the monthly meetings reports back on progress.

A report by the Care Quality Commission (CQC) of their inspection visit of QA Hospital which took place mid April was published. Portsmouth Hospitals Trust issued a statement following publication of the report. Both the inspection report and the statement are useful documents to help us prepare for a 'Third Walk Through' visit to Urgent Care that we will be organising for early autumn. As part of follow-up to the Second Walk Through of Urgent Care the results of the 'Discharge Survey' have now been released by the Trust following the conducting of the telephone based survey of patients last October. A summary report of the findings is being produced and will help us to prepare for the Third Walk Through which will focus on discharge issues and support for carers.

With publication of the report into the backlog of assessments of abdominal x-rays we were contacted by Wave 105 Radio to ask if they could use recorded material from December when the Project Manager was asked for comment when the news first broke.

Financial Improvement Plan

Since April there has not been a specific financial update but we received an Urgent Care briefing in May in which the Trust stated what they had done with regard to the winter pressures to pre-empt the additional demand and to ease pressure, specifically scaling back non-emergency surgery. We will upload onto our website.

Board members and other Healthwatch volunteers took part in mandatory training sessions and then undertook Patient Led Assessment of the Care Environment (PLACE) visits at the beginning of May on a range of wards at QA Hospital.

Over the past few months Portsmouth Hospitals Trust (PHT) has invited Healthwatch to get involved in activities and comment on its draft strategy, the Trust's draft Quality Accounts report, the 'Get Involved' patient engagement approach and restarted meetings of the Patient Experience Steering Group 'mid May. We have enquired about the way in which the Trust engaged with patients regarding its plans to change its Hearing Aid Repair Service and we await a response. We published the statement from the Trust regarding the results of the Independent Review that was conducted in relation to the series of patient deaths at Gosport War Memorial Hospital. We publicised a Helpline number.

#### Solent NHS Trust

Healthwatch Portsmouth provided comments on the draft Quality Accounts review document that has just been produced by Solent NHS Trust before it was submitted to their Trust Board for approval in 'mid May.

We provided feedback to Solent NHS Trust which was reviewing the way in which it responds to complaints about its services. This will feed in to the Trust's longer term project that we have been involved with, through the participation of one of our Board members, to improve the way in which Local Resolution Meetings are conducted.

I attended the Quarterly Complaints Review Panel, contributing ideas on patient engagement opportunities to improve how patient complaints are responded to.

#### Portsmouth City Council

Health and Wellbeing Board June meeting 21<sup>st</sup> June 2018:

An update on the progress made on the next stage of the Portsmouth Blueprint was provided looking at 7 commitments that had been set out, namely foundation of primary and community care; empowering the individual and the community, new ways of working towards a single commissioning function, a single lead provider to deliver health and care services, simplifying the current arrangements for urgent, emergency and out of hours services, and commissioning to deliver services at a locality level. We will upload the report onto our website for you to read.

Portsmouth Health and Care has a new website [healthandcare.portsmouth.gov.uk/](http://healthandcare.portsmouth.gov.uk/) and they are seeking case study material to upload so Healthwatch Portsmouth will contact them to start a dialogue. Health and Care have created Facebook and Twitter accounts: [www.facebook.com/HCPortsmouth/](http://www.facebook.com/HCPortsmouth/) [twitter.com/HCPortsmouth](https://twitter.com/HCPortsmouth)

**Health and Wellbeing overall monitoring update** - we will upload this report onto our website

## **Drug Related Harm, Public Health report**

Explained the trends in usage, crime and funding support for misuse treatments. A worrying picture across the city. We will upload this document onto our website.

## **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.

## **Quarterly meeting of Healthwatch Portsmouth Chair and Vice Chair with Head of Adult Care Services and Portsmouth Clinical Commissioning Group**

The regular discussions continue to be a very helpful opportunity for Healthwatch Portsmouth to raise issues that we feel are of strategic importance and can help the Council and CCG improve on its engagement activities. Board members met on 1<sup>st</sup> June 2018 with the new Cabinet Member for Health and Social Care, Matthew Winnington. [Notes of the meeting with Cabinet Member](#).

## **Health Overview and Scrutiny Panel - 14<sup>th</sup> June 2018**

Healthwatch Portsmouth Project Manager presented a report on Healthwatch Portsmouth's activity for the year April 2017 - March 2018. We were congratulated by the Panel on our comprehensive [report to the HOSP](#) but asked about our plans for next year. The Project Manager offered for next year's report to include both a review of activities and to show our future plans which the Panel was happy to agree to.

The Panel asked if Healthwatch was encouraging feedback from the community on the mental health plan. The Project Manager confirmed so. The Panel also asked if we had been consulted on Portsmouth Hospitals Trust's patient engagement plans regarding the proposed Spinal Surgery relocation from Portsmouth to Southampton. (The Trust had prepared a paper for the Panel outlining its engagement plans regarding the change in Spinal Services in which it had stated that Healthwatch Portsmouth had given its approval to them.) In answer to the Panel members the Project Manager confirmed that we had not been formally consulted on proposals for engagement. A discussion was held a few days later between the Project Manager and the Trust's Director for Communications and Engagement. It was agreed that a

more formal process was to be followed by the Trust to seek Healthwatch's view on patient engagement proposals.

### **Carers issues**

Healthwatch Portsmouth has been discussing with members of the Carers Executive Strategy Board how to improve the way in which carers and carer group representatives can voice their feedback and raise issues. The Healthwatch Portsmouth Board Member with responsibility for carers is representing our views at forthcoming planning meetings with Portsmouth City Council and Portsmouth Carers Voice.

### **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 the Extended Access to GPs Service and Acute Visiting Service.

#### **Enhanced Care Home Teams pilot project**

Healthwatch Portsmouth Enter and View Authorised Representatives visited a total of 7 care homes (between November 2017 and February 2018) in Portsmouth which are receiving weekly visits by either nurse-led or GP-led clinical teams and are included in the pilot project. Summary reports on both sets of visits were produced and submitted to Portsmouth CCG by the end of March. We received very positive feedback and attached here is a [report of the outcomes from our work in this area](#).

There is now no need to return in the early summer to the care homes because the CCG is amending its plans for the next roll-out of the project, which include the recommendations we made. We may wish, in 12 months' time, to visit a selection of the care homes which have participated in the pilot so find out if improvements for residents have been sustained over the period of the pilot project.

Healthwatch Portsmouth also presented its findings from the surveys it conducted with residents in Portsmouth on their experience of receiving care. We have received comments from Portsmouth Clinical Commissioning Group on our findings and recommendations and today published our report. There are copies here today.

In response to reports on social media about the apparent withdrawal within 6 months of funding by the CCG for the Respond service (which provides support for people experiencing pre and post maternity mental health issues), we got in touch with the CCG to find out the background to the reported apparent change in funding arrangements. We were told that information had been published on behalf of Respond did not give a clear picture of the situation and had ignored the CCG's plans to undertake a review of Perinatal services, for which Respond was contracted to provide for Solent NHS Trust. Healthwatch has agreed to review the CCG's plans for engagement with patients and the wider public to ask for feedback on what types of services are needed in the city, in preparation for a service review and funding decisions to be made later in the year.

## **Mental health**

Healthwatch Portsmouth promoted awareness of the discussions that had taken place during the Southern Health Foundation Trust's series of focused workshops looking 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 April to June. We encouraged readers to give their comments on ideas raised.

27<sup>th</sup> June 2018.