



healthwatch

Portsmouth
Annual report
2017/18



Contents

Message from our Chair	6
Message from our Project Manager	7
Highlights from our year	8
Who we are	9
Your views on health and care	11
Helping you find the answers	14
Making a difference together	16
It starts with you	18
Our plans for next year	20
Our people	22
Our finances	24
Contact us	26

Message from our Chair



Healthwatch Portsmouth Chairman, Dr Graham Heaney

The NHS nationally and locally has had a difficult year with significant demand pressure during the winter months while they also seek to improve services through the Sustainability and Transformation Partnerships across Hampshire.

We have continued our engagement with the local Clinical Commissioning Group on a range of projects including identifying patient outcomes for the commissioning of a Multispeciality Community Provider contract and input to health care scenarios for future service planning.

Again our volunteers, including our Board members, provide a major contribution undertaking seven enter and view visits to care homes to inform the Enhanced Health in Care Homes pilot project being developed by the CCG. They also participated in a number of Patient-Led Assessment of the Care Environment (PLACE) reviews. We have supported University of Portsmouth student research projects including one on the transition of young people from children's to adult mental health services.

“Healthwatch Portsmouth is represented on a number bodies within the health and social care system and our small and dedicated team of staff provide excellent support to our volunteers and Board members. We are recognised by health providers as an important contributor ensuring that patients and the public can influence the services that are provided.”

Our Complaints Advocacy Service continues to support people taking their complaints forward and this has resulted in one complaint being upheld by the Parliamentary Health Service Ombudsman.

We were invited to meetings at Portsmouth Hospitals Trust following the Care Quality Commission reporting on the need for improvements in safeguarding adults and children and Solent NHS Trust asked us to work with them on improving their complaint local resolution meetings.

Message from our Project Manager



An introduction from Siobhain McCurrach, Project Manager of Healthwatch Portsmouth. It has been a truly great year for Healthwatch Portsmouth, my first as operational manager; here are some highlights from the year.

We have worked well with our key partners this year, namely Portsmouth City Council, Portsmouth Clinical Commissioning Group, Portsmouth Hospitals Trust and Solent NHS Trust. None of this would be possible without the help of our incredibly dedicated team of volunteers who have been on a weekly basis contributing their valuable time and energy to making our local feedback activities a success and broadening our reach across the city.

Our volunteers which include Healthwatch Portsmouth Board Members have been increasingly involved throughout the year in a wide range of projects such as gathering patient feedback at our stalls, contributing ideas on patient and carer engagement in

Our volunteer monthly drop-in sessions have proven to be very popular, with a regular group contributing ideas and feedback on health and care services

“ Thank you for that - makes voluntary work

strategic planning meetings with hospital trusts and providing insight to a quality review committee relating to NHS complaints.

We were delighted to have worked with the University of Portsmouth this year, one of whose students graduated with a first class degree in Human Physiology and was awarded ‘Top Graduate Award’ from the Royal Society of Biology. The student wrote his dissertation on access to bowel cancer screening which produced findings to inform recommendations for service improvements in how local people can access bowel cancer screening. We were delighted to be able to publish this report under the Healthwatch Portsmouth banner. A follow-up research project looked at how access for patients has improved over the last two years since the initial research was undertaken. Results are due out later in 2018.

Highlights from our year

@HealthWatchPortsmouth

@HealthWatchPO

This year we've reached 29,856 people on social media



Our 19 volunteers help us with everything from stalls, strategic planning, to telephone surveys



We've visited **12** local services

including care homes, hospitals and Supported Living Schemes



Our reports have tackled issues ranging from asthma to stroke services



Hello

Hi

We've spoken to **230** people to ask for their thoughts on personal health budgets

We've given 28,225 people information and advice



Who we are

Healthwatch Portsmouth

We gather views and experiences of local people on the way services are delivered so that they are given a chance to speak up about health and social care in England. We collect local evidence based information through community engagement to ensure that people who plan, run and check services listen to people who use these services.

At the heart of Healthwatch is our advice, information and signposting service. A single point of contact providing people with information, advice and support on local health and social care services. We are proud of the 'no wrong door' service we offer.

As well as championing your views locally, we also share people's feedback with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.



Meet the team



Siobhain McCurrach
Project Manager



Fergus Cameron
Senior Advocate



Luke Evans
Community Engagement and
Projects Officer



At our Healthwatch
Portsmouth
Volunteers' 2017
Christmas party !

Your views on health and care



Listening to people's views

We have collected **1,251** people's experiences of using health and care services using surveys, during phone calls and when face to face at events when the public visit our information stalls.

We encouraged young mums and the partners of young mums to provide their feedback on maternity services in Portsmouth so that services can be improved in their local area. We spoke to young families at the Local Offer Live event and were pleased to see children filling in our Healthwatch Quiz!

We have gathered feedback from older person's groups, community groups such as 'Pompey in the Community' and other groups such as those that prevent social isolation. When we attend community based events, or in hospital foyers we are pleased with the interest shown in Healthwatch and people's interest in giving us their feedback, particularly from people who are disadvantaged, or vulnerable in society.

We attended a Hate Crime Week event in October at the Health Café, hosted by the Portsmouth Disability Forum. We also helped to organise a patient families and carers experience and engagement conference with Portsmouth Hospitals Trust.

We supported two University of Portsmouth students to separately develop service user surveys to understand the issues that are affecting

- young people transitioning from the Child and Adolescent Mental Health Service to Adult Mental Health Services and
- people who have diabetes and mental health conditions

We have had stalls, for example at a 'Love Your Bones' event and gathered feedback from local groups such as 'Breatheasy'. We have listened to the experiences of patients from the growing number of opportunities offered for health and care feedback.

We have supported people to explain how they felt if services have not been sensitive to their religion or cultural beliefs. We met with members of the Portsea 'Men's Shed' group to raise awareness.

Making sure services work for you

Healthwatch Portsmouth embarked on an ambitious project to visit 7 care homes in Portsmouth which were included in a pilot project called 'Enhanced Health in Care Homes' that Portsmouth Clinical Commissioning Group had designed as part of the Multispeciality Community Provider new model of care programme for Portsmouth.

We decided that in partnership with Portsmouth Clinical Commissioning Group (CCG) we would find out from residents, their families and carers their experience in the care home once a series of either GP-led multidisciplinary teams or nurse-led multidisciplinary teams had started to visit on a weekly basis. Our summary reports, including recommendations were submitted to the CCG in the spring and have resulted in changes being made before the next roll-out phase of the project.



Enter and View series of visits to 7 care homes as part of the Multispecialty Community Provider pilot project



Authorised Representatives who took part and co-wrote the Enter and View summary reports were:

Graham Keeping, Pam Matthews, Steve Cope, Avril Adams, Jean Morgan, Leonie Greenwell, Fergus Cameron and Alison Nicholson

Finding out about access to services: the 'mystery shopper' approach

We undertook telephone based and desk based research to find out:

- if and how GP surgeries identify carers who are simply registered as a patient at their local practice
- how easy it was for a family member (for example) to find useful information in order to choose a care home using just its website

We found that only 6 GP Surgeries out of 19 sites we spoke to said that they identified adult and/ or young carers. Of these surgeries the carers had to identify themselves and ask for a 'carers form' or 'carers pack' to complete and return to the GP Surgery

Face to face research

On our information stalls and attendance in hospital foyers we asked:

'If you have to wait too long for an appointment at your GP surgery - what do you do?'

We ran the survey during the year and found that on average most people chose to either go to the minor injuries/ walk-in centre, telephone 111 for support or visit their pharmacist. A popular response was that people would be happy to consider an appointment at a local GP hub 'which might not be your own GP'. Other popular options were 'decide to self care', or 'wait longer for an appointment with their GP'. Very few people chose to use A&E.

In follow-up to an Urgent Care Service 'Walk Through' that we

conducted at Queen Alexandra Hospital, Cosham we worked with Portsmouth Hospitals Trust to develop a patient survey asking for feedback on their experience of discharge from Urgent Care. A team of Healthwatch Portsmouth volunteers contacted 50 patients who had recently been discharged to find out their views. It has taken a long time for Healthwatch to receive the response data but it shows that:

- 30% of patients did not feel involved in the decisions about their discharge from hospital.
- On the day of discharge 44% of patients were delayed in leaving hospital. Of those delayed the most frequent reason for this was because they were waiting for medication, for up to 4 hours.
- Before leaving hospital 48% of patients surveyed did not feel that they had received written information on do's and don'ts .

Healthwatch Portsmouth is planning a 'Third Walk Thru' in Urgent Care in the autumn and will have as a focus for observations the issues of patient discharge.



Why are there delays in accessing medication?

Healthwatch Portsmouth was commissioned by Portsmouth City Council to find out people's thoughts on the care that they have received which is either paid for by the council or paid for through a personal health budget. Key findings were that people had high expectations that care services in the future will be more person-centred than they have been before. People were wanting to receive more information on personal health budgets which may encourage more take-up. Staff training is seen as a key future requirement.

Helping you find the answers



How we have helped the community get the information they need

We have provided two key information services for anyone wishing to find information about health and care services - our telephone helpline and the Healthwatch Portsmouth Service Directory. We list nearly 850 health, social care and voluntary sector services in Portsmouth on our Service Directory and we help people to find relevant information on the topics they are seeking support with. Using our social media platforms of Twitter and Facebook we drive people towards our webpages where they can access more details.

For example, we found out and provided information on our website and social media to help people understand how people experiencing homelessness can register with a GP surgery without needing a proof of address.

We supported the Mental Health Forum covering Portsmouth and South East Hampshire to broaden their network of contacts.

At our information stalls we are able to help signpost people to relevant services that we have become aware of from networking with other local support organisations.

Working with University of Portsmouth

In partnership with the University two significant pieces of research reports have been produced by students which we have been able to publish on our website under the Healthwatch banner. The report on stroke services for patients aged under 65 and over 65 has been widely acclaimed by local providers involved in stroke care services, including voluntary sector support groups.

The report on access to bowel cancer screening was recognised by the Royal Society of Biology who presented the author with the 'Top Graduate Award' at the House of Commons in May. We were also delighted to publish another student's research report which looked at the link between poor housing and asthma in Portsmouth.

We promoted awareness amongst the public in Portsmouth of the forthcoming Pharmaceutical Needs Assessment that was due take place at the end of 2017 by encouraging people to identify in a patient survey what their needs are now and might be in the future.

We have worked closely with carers in the city, through our Healthwatch Board member carer representative to provide information.



We operate a policy of 'no wrong door' to help people understand their options in accessing health and social care and to access further sources of information for help.

The independent NHS complaints advocacy service at Healthwatch Portsmouth has provided 34 people with information advice and guidance on ways in which they can make health service providers know why they are unhappy with the treatment they received and what could be done to prevent it happening to other people.

Making a difference together



How your experiences are helping to influence change

- In response to our recommendation to Portsmouth Health and Wellbeing Board the Health and Wellbeing Strategy will now contain a ‘jargon buster’ page at the end to aid understanding, together with a page of ‘frequently asked questions’.
- From the findings and recommendations we made in the 7 visits to Care Homes we have been told that Portsmouth Clinical Commissioning Group (CCG) will: amongst other things:

Ensure project titles are standardised within and outside the CCG to reduce confusion on which project is being reviewed.

Organise a ‘route cause analysis’ case conference in recognition of the lack of interaction between the ambulance service, CCG and care homes for the original project objective setting.

Working with other organisations

We have worked closely with the Care Quality Commission (CQC) and shared information and evidence regarding health and care services.

We have worked with Solent NHS Trust on a project to review how their Local Resolution Meetings are conducted to improve the experience for people who wish to make a complaint about a service.

Community research entitled ‘Why People Choose To Go Where for Medical Care/Advice’ was highlighted by Healthwatch England who were keen to know how we will use these findings to have influence.

Working with a Learning Disability Supported Living Scheme we organised an Enter and View visit, undertaken by the family of people with learning disabilities to find out if actions, as described to us were still being undertaken to uphold the standards as required by the regulator. We felt that overall they were being maintained.

“The Senior Advocate has received very positive feedback from clients this year who have felt very supported to make their complaint about an NHS service that they had received or feel able to approach the provider themselves with added confidence and knowledge of the system to achieve a local resolution quickly “

How we’ve worked with our community

Members of the Healthwatch Portsmouth Board were invited to take part in a Clinical Commissioning Group Task and Finish Group following a challenge by Healthwatch Portsmouth Board to the Multispeciality Community Provider New Model of Care project team to demonstrate how patient engagement had so far contributed to the development of the project. Through this it gave Healthwatch more of a say over how the Clinical Commissioning Group will engage with the public to develop future services. We co-produced ideas on ‘patient outcomes’.

We supported our Vice Chairman to participate in Portsmouth Hospitals Trust ‘Quality Improvement Plan Oversight Group’ and Portsmouth Clinical Commissioning Group’s Primary Care Commissioning Committee making time to hear his feedback.

After our feedback last year on Patient-Led Assessment of the Care Environment (PLACE) there is now standardised training for all participants in PLACE visits. After this year’s PLACE visit at St Mary’s Hospital a cracked window we had highlighted was secured in hours and plans made to replace it within a week.

By contributing ideas at the Carers Executive Strategy Group we have helped the voice of carers to be heard more strongly across the city and with local healthcare providers, such as our contribution of ideas in the organising of the Carer engagement and experience conference with Portsmouth Hospitals Trust.

it starts with
YOU



“It Starts With You” summer 2018 campaign

Finding out from local people what they want to see changing in the way they access GP appointments

#ItStartsWithYou

After receiving great feedback from the public during the year, we are planning to continue gathering feedback from local people so have chosen our GP access survey question as the theme for our #ItStartsWithYou campaign over the summer.

The campaign aims to support local people to communicate their views while learning about the work of Healthwatch Portsmouth. We will be including this important question on how people access GP services when we visit all 17 GP surgeries in Portsmouth towards the end of 2018.

We will be looking at:

- The issues people tell us about their ease of accessing GP appointments
- What action patients are saying that GP surgeries could take to reduce the problems being experienced when patients are trying to book timely appointments?
- What changes are going to be made as a result of our working with GP surgeries to provide feedback that we have gathered?

Our Healthwatch Portsmouth volunteers will be conducting a survey to ask of people who are in GP surgery waiting rooms.

“ If you have to wait too long for an appointment at your GP surgery, what do you do?”

We will also run campaigns on our website, social media platforms, contact our stakeholders and find out the views of the Portsmouth Autism Community Forum to reach as wide an audience as possible

We want to be able to provide local insight to Portsmouth Clinical Commissioning Group as they put together their plans for community based health and care services.

Our plans for next year



What next?

Each year Healthwatch Portsmouth sets out a workplan to identify what activities need to take place in order to meet our main statutory obligations which include:

- To promote and support the involvement of local people in the commissioning, provision and scrutiny of local services
- Obtain the views of local people regarding their needs and experiences of local services and to make these known

Make reports and recommendations about how local care services could be improved and send these to local commissioners of services, provider organisations and those involved in scrutiny

- Provide advice and information about access to local services and promote available choices
- Make recommendations to Healthwatch England and advise the Care Quality Commission to conduct special reviews or investigations
- Provide Healthwatch England with the intelligence and insight to help it perform effectively

The image shows a screenshot of a spreadsheet application, likely Microsoft Excel. The spreadsheet contains multiple columns and rows of data, with some cells highlighted in green and red. The interface includes a menu bar at the top and a taskbar at the bottom.

Healthwatch Portsmouth reviews and reports on a quarterly basis the progress it has made to meet its statutory obligations

Our top priorities for next year

1. Broadening our reach in Portsmouth
2. Following up on reviews of services, or recommendations we have made
3. Enter and View visits to 17 GP surgeries
4. Providing insight to Portsmouth City Council from our Enter and View visits on ways to improve quality in care homes
5. Supporting the Portsmouth Autism Community Forum

Our people



Decision making

The Healthwatch Portsmouth Board takes strategic decisions about what and how local Healthwatch activity is conducted across the city. The method of decision making is done in an open, transparent and accountable way at Board Meetings in Public, held 6 times a year.

How we involve the public and volunteers

We involve the public and volunteers in setting our priorities and improving our customer service:

- The Annual Workplan for Healthwatch Portsmouth is compiled in early spring from feedback we receive from the public on the services that they feel need scrutiny. We ask people to give us their ‘top three priorities’. We also run at the end of the year a customer service feedback survey to help inform us on the type of work we need to get better at doing. This year’s feedback stated that people were most likely to be aware of our gathering of local views activities and making these known. We also received feedback that we need to speed up with our response rates to people getting in touch with us via Facebook.
- In the summer we held open elections for positions on the Board where the term of office was due to expire . We advertised the election process to our members, stakeholders, volunteers and to those who receive our newsletter. A member of the public saw the advert, applied and was appointed as a new member following approval by the voting Board members.
- We run each month a volunteer drop-in session for any volunteer of Healthwatch Portsmouth to come along and discuss what they want to get involved with or feedback on activities they have undertaken. It’s a popular and fun drop-in!

We provide our Board members with a very wide range of information and updates on current health and care services, forthcoming activity

and report back on what we have been involved with as an organisation. We provide this in the manager’s operational report.

Portsmouth Autism Community Forum

Portsmouth City Council approached Healthwatch Portsmouth to provide facilitation support to a new Forum that they were keen to introduce to replace the existing Autism Forum which they had recognised was not encouraging members of the community to engage with its activities with the aim of delivering the Autism Strategy for the city.

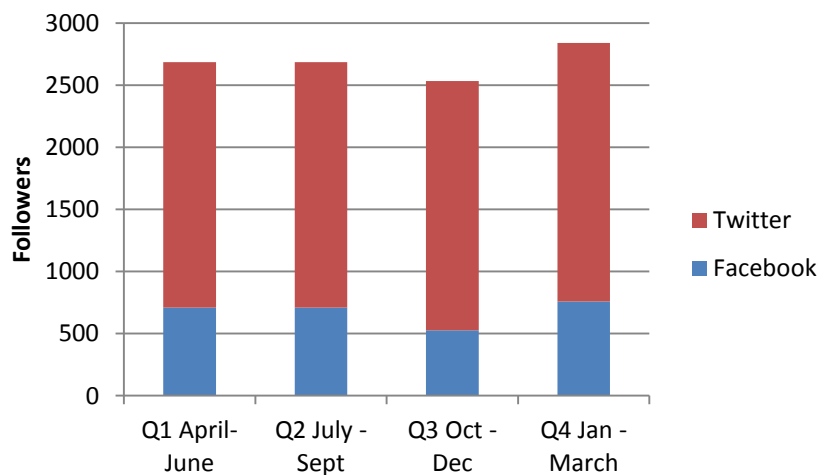
Healthwatch Portsmouth has been busy developing a broader network of engagement for people with autism. In March, our Community Engagement and Projects Officer started promoting the Portsmouth Autism Community Forum to encourage more participation in the work of the Forum, the chair of which is to be expected to be a member of the community rather than a lead professional.



Our finances



Social Media Traffic 2017 - 2018



Income	£120,298
Funding received from local authority to deliver local Healthwatch statutory activities	79,938
Additional income to provide the Independent NHS Advocacy Service	29,817
Additional income to provide Healthwatch Portsmouth Service Directory, participate in NHSE Wessex Voices, Portsmouth Autism Community Forum, Personal Budgets survey	10,543
Total income	120,298
Expenditure	£120,298
Operational costs	6,987
Staffing costs	97,697
Office costs	15,614
Total expenditure	120,298
Balance brought forward	0.00



Contact us

For anyone wishing to contact Healthwatch Portsmouth please use the following contact details:

Healthwatch Portsmouth
c/o Learning Links, Unit 3 St George's Business Centre
St George's Square, Portsmouth PO1 3EY

If you wish to get in touch with a member of staff please contact:

Siobhain McCurrach, Project Manager

Phone number: 023 9397 7079

Email: info@healthwatchportsmouth.co.uk

Website: www.healthwatchportsmouth.co.uk

Twitter: @HealthwatchPO

Facebook: HealthWatchPortsmouth

Our annual report will be publicly available on our website by 30 June 2018. We will also be 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 2018



Healthwatch Portsmouth
Unit 3, St George's Business Centre
St George's Square
Portsmouth PO1 3EY

www.healthwatchportsmouth.co.uk
t: 023 9397 7079
e: info@healthwatchportsmouth.co.uk
tw: @HealthwatchPO
fb: HealthWatchPortsmouth