

Healthwatch Manager's Report

Healthwatch Portsmouth research project: Personal Health Budgets (person centred care)

We have been informed that the feedback we collated during last winter for a research project on Personalised Care Planning and Personal Budgets will help to inform the new Portsmouth City Council Adult Social Care strategy. Healthwatch Portsmouth posed a series of survey questions to 232 residents of Portsmouth who were receiving social care to maintain and improve their health and wellbeing, which is paid for directly by the council, or by using a personal budget. Healthwatch Portsmouth had been commissioned to find out if people thought of the services they received were person centred. Some of residents surveyed who were not yet receiving care but had offered to provide feedback were asked about their expectations of a person centred adult care service and what might improve the services they could receive in the future. A key part of the city council's refreshed strategy will include Personalisation and Personal Budgets. The learning from Healthwatch Portsmouth's research project will be included in the draft action plan which is expected soon.

Spinal surgery services at Portsmouth Hospitals Trust (PHT)

Further to the difference of opinion at the Health Overview and Scrutiny Panel meeting on 14th June between PHT and Healthwatch Portsmouth on our involvement in the patient engagement activity regarding the proposed change of location of the spinal surgery service in Portsmouth to Southampton I have had a meeting with Paul Bytheway, Chief Operating Officer at PHT, in addition to senior management team members who have been involved in the spinal surgery service relocation work. The team provided an update on what had happened since the Health Overview and Scrutiny Panel meeting in mid June :

- that there have been meetings with the council,
- Sarah Balchin (Head of Patient Experience) has met with local patient groups including the National Ankylosing Spondylitis Society to discuss the proposed changes
- PHT service managers have met with patient groups in Fareham and Havant.

In general the feedback had been that patients were supportive of the change to move spinal surgery from Portsmouth to Southampton due to continued problems of PHT trying to recruit additional spinal surgeons so that a safe and efficient service could be run from QA Hospital. It was explained to me that the physiotherapy part of the spinal service was to remain in Portsmouth.

I said that from the point of view of the patient the proposed changes were going to be considerable for those affected and that clear and helpful information needed to be provided to help patients and their families prepare for the changes later this year. *It was agreed that Healthwatch should have been involved in discussions about the planned changes in service at an earlier stage.* A member of the Portsmouth Clinical Commissioning Group (PCCG) communications team was also present and offered to show HWP their draft briefing that they plan to send to those likely to be affected by the change. *I suggested that the CCG publishes the information in relation to the proposed change in service on their website, in the spirit of openness and their Big Conversation Phase 2 activities.* Since the meeting I've received a draft patient briefing note that PHT wishes to send out with a patient letter and added some 'patient perspective' comments. I am yet to receive a copy of the PCCG proposed briefing.

With regard to patient concerns about transport to Southampton for spinal surgery procedures, that PHT had said would be addressed in a patient briefing note, I have asked PHT to augment the information that they were planning to provide.

In the near future the Hampshire council scrutiny committee is due to review the proposed changes to spinal surgery.

PHT will report to this committee to say

- what they have done to talk to patients since they addressed the HOSP in mid June
- how they have undertaken patient engagement
- that they have met with Healthwatch and agreed a future way of working.

Learning Disability Partnership Board, Co-ordinator Chris Noden,

The recently appointed Co-ordinator for the Learning Disability Partnership Board (LDPB), Chris Noden asked to meet with Healthwatch Portsmouth in August. I was able to provide information about what we do, some useful contacts and explain about how we had been attending meetings of the Housing Sub Group and were interested in how the Partnership Board addresses the issue of providing accessible information for attendees in line with the Accessible Information Standard. Chris - informed Healthwatch that as part of the re-start of the LDPB there was to be a celebration and networking event on 10th October in Portsmouth (Gunwharf Quays) to which Healthwatch was being asked to provide a stall and attend presentations. We have provided details of the event to our mailing list and stakeholders.

Community Research at GP surgeries on the MSK Physiotherapy Triage, Enhanced Access to GP Appointments and Acute visiting service.

HWP is starting to plan for a series of brief visits to GP surgeries towards the end of the year to find out from patients what they think of the Musculoskeletal (MSK) Physiotherapy Triage service, whether the longer opening times of GP surgeries has made it easier for patients to make appointments for when they them and whether

those who have received the Acute Visiting Service from the GP surgeries involved in the scheme have found it to be supportive of their care needs. We will be supported in this piece of community research work by our volunteer team who have already been working on the survey questions we would like to ask patients. We will be informing the City-wide PPG (Patient Participation Group) what we plan to do should they wish to come along to the relevant surgeries to help on the day.

Portsmouth City Council (new) Service Directory

HWP were invited to the first meeting of the Portsmouth City Council (PCC) hosted launch of the new 'Directory of Services Plus'. Louise Wilders, Director of Communities and Communication, introduced the idea of a comprehensive database being developed for use by the council and public to help provide a robust information portal on all things related to health and social care. Healthwatch have been invited by PCC to attend the regular reference working group meetings to identify the learning from developing the Healthwatch Portsmouth Service Directory and what from a patient and service user perspective would be useful to have included. It is likely to be 18 months' work for PCC to develop the directory, test and then launch by Christmas 2019.

Operational and Strategic Matters

Healthwatch Portsmouth Board Member Recruitment

Healthwatch Portsmouth will soon be recruiting for new Healthwatch Portsmouth Board Members to support our local work and participate in the strategic planning.

We would welcome applications from any member of the public who is interested in becoming involved in the work of Healthwatch Portsmouth. There will be an information pack and application form available soon which we will publicise.

Healthwatch Portsmouth Board Member representation on strategic committees

As part of the expanding work of Healthwatch Portsmouth we will be reviewing the representation that we currently have from the Project (operational) Manager, Strategic Lead for Health and Care and current Healthwatch Portsmouth Board members so that we can decide how best Healthwatch can be represented across the city on the increasing range of strategic level committees we are being invited to attend and provide our input, in addition to our statutory responsibilities, including the Health and Wellbeing Board and Adult/Child Safeguarding Committees.

Healthwatch Portsmouth talks to community groups

As part of our broadening engagement activities we will use our Service Directory to contact local organisations and groups to offer to do talks on what we do. If there are particular organisations that you think would like to hear about the work of Healthwatch Portsmouth please contact the office about it.

Healthwatch Portsmouth Governance Handbook Update

Having updated our policies and procedures relating to personal data in relation to the General Data Protection Regulations that came into law on 25th May 2017 we will be updating the Healthwatch Portsmouth Governance Handbook. We are currently reviewing our Complaints Process and so will include changes made to this also.

Staffing News

Since 'mid July the Healthwatch Portsmouth Project Manager has been asked to take on a strategic role which spans across Healthwatch Portsmouth and Learning Links. The Project Manager is still undertaking the day to day operational management of Healthwatch Portsmouth until a new Team Leader who will take on much of the day to day operational responsibilities is recruited.

The Healthwatch Portsmouth Board members and staff team would like to thank Patrick Fowler, former Head of Health and Wellbeing Partnerships for Healthwatch and Learning Links for all his support and innovative ways of encouraging and broadening patient and public engagement with Healthwatch Portsmouth to influence health and social care services in Portsmouth.

Learning Links Evaluation Weeks 2018-2019 (September, December and March)

As part of the application process for Learning Links to renew their Quality Assurance (Matrix) mark we have been asked at Healthwatch to run the standard customer service survey for clients of the Independent Health Advocacy Complaints Service in October. We shall send the results to the quality assurance team in Learning Links, along with feedback from HWP Board members that we would like to gather in December along with member/stakeholder feedback survey results which we will be gathering from December to March.

Community photographer

Healthwatch have been approached by the Portsmouth City Council Community Photographer who wishes to capture stories from people involved in Healthwatch Portsmouth about what it does. The photo and story will then be included in the council's database which is building up a library of local community supporters. If anyone would be interested in being photographed and interviewed please let the office know and we can put you in touch with the contact at the council.

Celebrating NHS 70

Healthwatch volunteers and Board members were invited to a drinks reception in July by the office of Stephen Morgan MP to celebrate NHS 70. Five representatives from the Healthwatch Board and volunteers team accepted the kind invitation.

Healthwatch England

As part of the new Healthwatch England Strategy 2018-23 a new Quarterly Intelligence and Quality Report has been produced. Topics include:

Primary care, secondary care, social care, mental health, protected characteristics: dementia and under-represented groups: homelessness

[Healthwatch England Quarterly Intelligence Report Q1 18-19.pdf](#)

Hampshire and Isle of Wight Sustainability and Transformation Partnership

Healthwatch Portsmouth has asked the Sustainability and Transformation Team Engagement Lead to provide an update for the October Board meeting with regard to progress they are making to provide opportunities for patient and public involvement in the strategic planning for the new delivery system across Portsmouth. In the most recent update that Healthwatch received there was no update provided on opportunities for patient and public involvement.

Providers

Solent NHS Trust

Healthwatch Portsmouth meeting with senior managers of Solent NHS Trust

We posed a series of questions relating to staffing support for the mental health service to Solent NHS Trust. We were fortunate to be able to meet the Chief Operating Officer, Sarah Austin and the Deputy Chief Operating Officer, Matthew Hall to receive information about staffing provision and plans for the future. The range of topics we asked questions about were:

Staffing levels - community services and support services seeing pressures from demand over supply, with recruitment to staff nursing grade mirroring the national picture.

Staffing turnover for Solent Trust - overall was higher than average but relating to ward staff it was lower than average. Staff morale was mixed from 'good' to 'poor'.

Jubilee House - is not now moving to Spinnaker Ward due to a re-assessment of need and rationalising plans

Child and Adolescent Mental Health Service (CAMHS) at St James' Hospital - is moving back to Battenburg Clinic. Falcon unit is to remain open.

Current funding to support patients with sexually transmitted diseases service- Syphilis cases have increased 20% in last year in Portsmouth, whereas they have dropped 20% in Southampton.

St James' Hospital site is due to be developed by the end of next year. For the services currently on site:

Out Patient Mental Health Community Team, (likely to go to the Civic Offices)

Portsmouth Rehabilitation and Re-ablement Team (likely move to Locality Team based at Civic Offices)

CAMHS, (to now move to St Mary's where there is redevelopment to provide bespoke facilities)

Beds for Portsmouth residents/ approx. occupancy levels (against national benchmark numbers)

- 17 Acute/ 85% (lower by 30%)
- 7 PICU/ 90% (no benchmark)
- 22 OPMH/ 90% (higher by 100%)
- 14 Rehab/ 75% (no benchmark)
- No out of area beds bought for 5 years, until Maples incident - currently 3 PICU patients out of area.

Mental Health Services Funding

- Currently £26,898,000. This includes Child and Adolescent Mental Health Services, Adult Mental Health, Out Patient Mental Health, Improving Access to Psychological Therapy Services.
- Around £122/head of population.
- Additional is spent on complex needs/Continuing Health Care - about £13m a year - which is the average for Hampshire.

In addition, when the information we had received from Solent had been shared with our Board members they asked for clarification on the following issues:

Staff capacity in relating to changes being made to the number of beds and service treatment areas,

Over the next five years what resources and budget are required to deliver the expected demand?

Do you have a service strategy to cover finances; capacity; workforce; infrastructure (buildings and beds).

How does the current £122 per head of population compare nationally.

What are the perceived challenges facing the service? How are stakeholders mobilised to help support these challenges at national level?

Mental Health

Healthwatch England have published a report which has gathered up the insight received from Local Healthwatch throughout England.

[Healthwatch England - What people have told us about mental health](#)

34,000 views gathered and 229 reports on mental health have been compiled by local Healthwatch.

The Top six issues people share with us about mental health:

1. People struggle to find information about the support available
2. Mental and physical health needs are often treated in isolation
3. People don't always get the same level of service
4. Long waiting times to access mental health services and receive a diagnosis
5. Non-mental health professionals don't always have the right information and training they need
6. People often don't feel listened to or involved in decisions that affect them

Southern Health's review of mental health services

At the end of August Healthwatch Portsmouth became aware of an announcement by Southern Health Foundation Trust of a recently published 'breakthrough agreement on improving mental health crisis services in Portsmouth' which has been generated following the series of in-depth workshops that Southern Health Foundation Trust organised earlier in the summer and in 'mid August held a reviewing workshop on the feedback gathered. Here is the link to the public announcement <https://www.southernhealth.nhs.uk/get-involved/our-clinical-services-strategy-latest-stage-access-mental-health/access-mental-health-the-final-workshop/>

It was anticipated by Healthwatch Portsmouth (and other voluntary sector groups in Portsmouth) that we would have been involved in the final reviewing workshop to help provide the 'service user/patient engagement' perspective prior to the service plans being drawn up so Healthwatch queried what had happened. As a result of our queries we are pleased that Healthwatch Portsmouth Board members are going to hold a (one hour) Development Board style meeting, to discuss Southern Health's recently published document. Here are the published plans.

[PSEH - Breakthrough agreement on improving mental health services](#)

We propose to then meet with Matthew Hall, Deputy Chief Operating Officer at Solent NHS Trust (who will be the delivery organisation in Portsmouth for the new

Crisis Service), to discuss the key points raised by Board members on the plans to improve mental health crisis services in this still fairly early stage.

Here is the full report (SPA Workshop) from the review workshop of the initial set of feedback sessions that were run earlier in the summer.

[Southern Health and Solent Foundation Trust - South East Hampshire and Portsmouth access system: future state. Design workshop process and outputs](#)

Readers may also be interested to find out that as well that as a result of our enquiries relating to an apparent oversight of including Healthwatch Portsmouth in the final stage of the engagement process we will be invited to attend the soon to be convened Implementation Board for the Crisis Service.

CARE UK:

Outcome from Patient Led Assessment of the Care Environment in May at St Mary's Treatment Centre: Care UK

We have received the following feedback from Care UK:

“We have just had our Patient led Assessment scores published and are really pleased but we have a little work to do in relation to Dementia and Disability awareness for our patients so we are in the process of setting up a patient forum to represent the interests of people who use our services; this will enable us to strengthen our relationship with our users and work towards informing and influencing decision- making. We would like to invite you to become a founder member of this group as with your previous experience think you could really benefit and enlighten us, these informal meetings will take place quarterly and I am hoping the first meeting will be a “get to know each other” over dinner on 18th September 2018 at a location that suits us all.

I would really appreciate the opportunity to work with you and if you feel you know of another relevant person who would be interested in joining us please let me know”.

Portsmouth Hospitals Trust

PHT Strategic Plan published

On 5th July, to coincide with NHS 70 day, Portsmouth Hospitals Trust published their new 5 year strategy. Healthwatch Portsmouth had been asked to contribute ideas based on feedback we had received regarding the way in which the Trust could further involve patients and the public to support service improvement.

[PHT - Working together: Portsmouth Hospitals NHS Trust Strategy 2018-2023](#)

We were pleased to have encouraged the Trust to publish at the same time a document which provided the evidence base for the content of the Strategy ‘ What We’ve Heard’ rather than keeping this as just an internal Trust document.

[PHT - Working together: What we’ve heard](#)

The Care Quality Commission (CQC), which visited QA Hospital in April and May published its Inspection Report in August.

https://www.cqc.org.uk/sites/default/files/new_reports/AAAH3372.pdf

Mark Cubbon, Chief Executive of Portsmouth Hospitals Trust issued a statement on the 75 page CQC report in which he said that the Trust recognises that there is more work to do and will continue over the long to improve on the overall rating from ‘Requires Improvement’. Where previously the Trust was rated ‘inadequate’ in six areas the most recent report reduces this number to one.

The Trust’s Briefing note that has been produced provides an insight into where it sees improvements need to be made. Healthwatch will be monitoring this in the coming weeks as it prepares to visit the Urgent Care department in its ‘Third Walk Thru’ to identify what we feel from a patient perspective could be suggestions for improving services, focussing on discharge and support for carers.

[PHT - Briefing note: Portsmouth Hospitals NHS Trust update, August 2018](#)

The Healthwatch Portsmouth Board members will be meeting in late September with Mark Cubbon, Chief Executive of Portsmouth Hospitals Trust to discuss the progress being made, including the financial performance of the Trust.

[PHT - Briefing note: financial and clinical performance update, April 2018](#)

Portsmouth City Council

Portsmouth City Council, the Care Quality Commission and Healthwatch Portsmouth (HWP) now jointly attend the Quality Board - a regular bi-monthly meeting to build a picture of quality in care homes. HWP has offered to send the Enter and View reports to the Quality Board so that our observations can be included in the insight the council receives from Care Quality Commission reports.

In addition, there is a new Quality Improvement Team, hosted by Portsmouth CCG but funded jointly by the NHS and Portsmouth City Council. The team has been established to support care home and domiciliary care providers to enhance the quality of their care provision. Healthwatch Portsmouth have been asked to take part in the work of the Quality Improvement Team (QIT). The new Team wants to add to, not duplicate what is being done by CQC and PCC in relation to quality improvement in all care homes across the city, not just PCC owned homes.

The QIT will feed in their reports to the bi-monthly Joint (CQC / PCC) Quality Board meetings

Healthwatch Portsmouth have agreed to email our Enter & Visit published reports on care homes But QIT say that will be interested to discover during our visits to 17 GP surgeries at the end of the year if there are comments we receive with regard to staff not feeling that GP surgeries are supporting the care homes in their catchment area.

QIT is devising a Quality Audit Tool to support the work of the CQC inspection team and the PCC Independent Visiting Team. The audit tool will review domiciliary care and care homes every 2 yrs.

Findings from the QIT's Audit Tool will inform the (PCC/CQC) Quality Board's Quality Dashboard which will give a sector wide view of what is happening with care homes rather than finger pointing on particular homes so that thematic support can be provided, e.g. staff update training on safeguarding.

QIT will meet with care home providers every 6 months over a 2 year period, one of those 4 meetings will then become the longer 'audit meeting' in which an action plan will be drawn up between provider and QIT which is designed to help the care home make improvements.

The timing of the 6 monthly meetings will be organised for any care home in Portsmouth around the CQC Inspection timetable and who are not due a CQC visit in the next 6 months, to give them timing to make improvements before next CQC visit. Priority for choosing the set of 12 care homes will be according to their CQC rating of : Requires Improvement or Good (+ ? 1 category Req Improvement)

The selection of the first set of care homes to receive the Quality Audit Tool series of bi-annual meetings will be made in September. Additionally, QIT team will ask care homes on whether action has been taken on the HWP recommendations included in HWP's E&V reports completed in last 12 months. This is very helpful for Healthwatch Portsmouth and will add more influence to the questions we have asked in our Enter and View Reports.

Adult Social Care Green Paper

The Local Government Association response to the Government's delay in publishing its Green Paper on Social Care to gather views is to publish their own

<https://futureofadultsocialcare.co.uk/summary-green-paper/>

The consultation remains open until 26th Sept. We would encourage Healthwatch Portsmouth supporters to provide their feedback on how they see Adult Social Care should be funded.

Additionally NHS England is asking for patient and public feedback on contracting arrangements for Integrated Care Providers - Healthwatch Portsmouth would like

to gather Board members' responses, **deadline 6th October**, and send to NHS England and a copy to Healthwatch England.

https://www.engage.england.nhs.uk/consultation/proposed-contracting-arrangements-for-icps/?utm_source=Local+Healthwatch+newsletter&utm_campaign=5f19549347-EMAIL_CAMPAIGN_2018_07_17_COPY_01&utm_medium=email&utm_term=0_f7b9fd266c-5f19549347-236391241&mc_cid=5f19549347&mc_eid=0b1f449c91

Healthwatch Portsmouth is following the current discussions to build the NHS 10 year plan and will provide more information about this in due course.

Portsmouth Clinical Commissioning Group

Feedback from Portsmouth Clinical Commissioning Group regarding the content of the HWP Enter and View summary reports relating to Enhanced Health in Care Homes pilot (MCP project)

Healthwatch Portsmouth were congratulated for their very comprehensive observations and insightful reporting following their visits to the group of 7 care homes involved in the MCP pilot project.

The CCG wants to build the MCP pilot project Enhanced Health in Care Homes into a sustainable model. They want to build a programme of care home staff support needs and quality, linking in with the findings of the City Council's Independent Inspection Team and Healthwatch Portsmouth.

The lessons learned from Shearwater Grange care home and the improvements made from the GP- led weekly visits and Portsmouth City Council's Turn Around Team are to be shared with the CCG's pilot project 'Enhanced Health in Care Homes'.

GP mergers work - benefits realisation

Healthwatch Portsmouth was commissioned by Portsmouth CCG to find out from patients who are registered with 4 GP Practices in the city which merged 8 surgeries over the last 12 months. We devised a set of questions to find out if patients felt that the mergers had been of benefit to them, which had been the CCG's reason for agreeing to the mergers that the GP practices had suggested.

Results to be published in mid sept. 156 paper and 285 online responses, giving a total of 441 people giving feedback to the various practices.

4th September 2018

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Healthwatch Portsmouth