

**Healthwatch Portsmouth Board Meeting
5th February 2019
Operations and Strategic Update**

Strategic matters

Chief Executive of Learning Links

After ten years of being involved with Learning Links the Chief Executive, Grant Kennedy has decided it is time to move on. Grant's last working day will be Weds 28th February 2019.

Arrangements are being made for a short term 'caretaker chief executive' to provide full continuity for the organisation and its projects while a permanent Chief Executive Officer is recruited. It is expected that two members of the Learning Links Board will take on the role of caretaker chief executive at the end of February, when Grant leaves his post.

The process for appointment of a new Chief Executive Officer is being finalised. Full details will be available within the next couple of weeks. Healthwatch Portsmouth will be continuing all of its activities during the interim 'caretaker' phase and recruitment period.

Healthwatch Portsmouth Board Member Recruitment

Healthwatch Portsmouth was recruiting during the autumn and winter for more Healthwatch Portsmouth Board Members to help support our local work and participate in this user-lead independent group's strategic planning.

We received 4 applications before the end of last year, have processed them and have invited the applicants to attend today's Healthwatch Portsmouth Board meeting in public for existing Board members to elect 3 and co-opt one applicant according to the number of available spaces we have left for election or co-option.

Healthwatch Portsmouth Board Member representation on strategic committees

As part of the expanding work of Healthwatch Portsmouth and our recruitment of more Board members we will be reviewing later this month opportunities for representation. Senior staff and Board members of Healthwatch Portsmouth can then act as representatives on the increasing range of strategic level committees that we are being invited to provide our input. This is in addition to our statutory responsibilities of attending the Portsmouth Health and Wellbeing Board, Quality Surveillance Group and Portsmouth Adult/Child Safeguarding Committees.

Healthwatch Portsmouth Governance Handbook

We have recently received guidance from Healthwatch England on wording to include in the Healthwatch Portsmouth Governance Handbook in response to our request for clarification. We wanted to ensure we had section in the Handbook stating how Healthwatch Portsmouth could respond to a complaint made by a member of the public regarding a Board member. The wording recommended by Healthwatch England, for which we are seeking Healthwatch Portsmouth Board member approval for inclusion is:

If a member of the public wishes to make a complaint relating to an individual committee member then the Chair of Healthwatch Portsmouth will be responsible for investigating the complaint. If the complaint relates to the Chair of Healthwatch Portsmouth then a member of the committee will be assigned as the investigator. They will follow our [standard complaints procedure](#).

Healthwatch Portsmouth with Portsmouth University:

In January we met with the tutors supporting the undergraduate research to review, 2 years on, the state of Portsmouth patient access to bowel cancer screening in primary care. Due to strategic and operational re-structuring at the University in the autumn the assessment process of the undergraduate research was very delayed. We are hoping soon that the report will be ready for publishing on our website.

Operational matters

Independent Health Complaints Advocacy Service

The Senior Advocate continues to provide support to a rolling caseload, currently 45 who are seeking support to make a complaint about a health service they have received. Two thirds of the complaints cases being supported are being responded to by Trusts at the local level. The remaining third of cases have reached the stage of the local level process being exhausted and at the request of the client the complaint escalated to the Parliamentary Health Services Ombudsman (PHSO).

Outcomes as a result of the patient receiving support to make their complaint are:

- South Central Ambulance Service (SCAS) are to put in further training to call handlers on triage skills and responding to new information in follow up calls.
- Portsmouth Clinical Commissioning Group (PCCG) is to investigate failings at a Serious Incident Review (relating to Solent NHS) where it was stated 'no learning identified'
- A discussion took place at Portsmouth Hospitals Trust to plan how the 2 new matrons in the Emergency Department can link with the Navigator Nurse to support the admission of challenging/intoxicated patients.

- Portsmouth Hospitals Trust is to promote to staff usage of their current safety checklist in the Emergency Department for the monitoring of “quieter” patients who may be experiencing higher levels of pain than they express.
- North Harbour Medical Group: will now
 - ✓ *“contact the carer if any minor is involved and ensure cover is provided and they are looked after”*
 - ✓ *“ conflict resolution training update for all staff”*
 - ✓ *“ GPs to do online course on dealing with violent behaviour”*
- Portsmouth City Council (PCC) Safeguarding team is to follow up after the delegation of an assessment of risk to a designated agency

The Senior Advocate has been asked by Portsmouth Adult Safeguarding Board to contribute to a Safeguarding Adult Review, providing their expertise and support to the in the case of a service user with learning disabilities whose health and wellbeing deteriorated over a short period of time while receiving support from a range of services. The Senior Advocate helped design and deliver a ‘practitioner learning event’ for the Portsmouth health and social care teams involved.

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 in the summer of 2019 each project supported by Learning Links, including Healthwatch Portsmouth has embarked on the designated quality assurance activities. The Independent Health Advocacy Complaints Service received good feedback in the customer service survey for current clients which was run in October. We requested feedback in December from HWP Volunteers (including Board members) about how they feel the project is helping them to achieve the goals they set out to achieve when offering to volunteer for Healthwatch Portsmouth. The final element of the feedback gathering by survey for Healthwatch is with our ‘members and stakeholders’ which is currently running from the end of December until the end of February. We will report back to Learning Links in March. A small focus group for advocacy service clients and HWP volunteers will be organised for face-to-face feedback direct to a Matrix assessor.

Press coverage

Healthwatch Portsmouth were approached in early December by The News to comment on the report presented to Portsmouth Hospitals Trust Board meeting 6th December relating to staff experiences of bullying by fellow staff members in a range of departments at the Trust. Healthwatch said it was shocked at the report but pleased that the Trust were making serious efforts to address the matter and following recommendations made in the independent review that was carried out.

NHS 10 Year or 'Long Term Plan'

In early January the NHS England published its Long Term Plan which has as its main aim that 500,000 lives will be saved over the next ten years. To enable the NHS to do this the key health service priorities are:

- ✓ Cancer
- ✓ mental health
- ✓ multi morbidity
- ✓ healthy aging (especially dementia)
- ✓ children's health
- ✓ cardiovascular and respiratory diseases
- ✓ learning disability and autism.

Primary care and mental health care are due to get higher proportion of extra funding. The model used, however, has not locked in an assumption that the increased investment in community and primary care will necessarily reduce the need for hospital beds but has provided funding for hospitals as if trends over the last three years continue.

How will it be implemented?

- The first year of the plan 2019-20 will be a transition year, to include the drawing up of plans for staffing and targets to be achieved.
- The Portsmouth and South East Hampshire (PSEH) Integrated Care System (ICS) will have until the summer to develop its local plans and inform NHSE. Then the national implementation plan will be published in the Autumn, including a workforce plan.

What's in the plan?

- NHS England is committing to end the split between primary care and community services. New 'network contracts' will enable more multidisciplinary services covering neighbouring GP practices to provide joined-up out of hospital care.
- Each area will be tasked with developing a plan to narrow health inequality gaps.
- There is going to be a big focus on trying to resolve emergency admissions to hospitals without the need for overnight stays - including Same Day Emergency Care (SDEC).
- A greater focus on prevention and empowering patients will lead to an expansion in both the use of personal health budgets and social prescribing.
- The role of local authorities is recognised both as a commissioner and provider of key health and social care services, but also their functions in relation to the wider determinants of health.
- When it comes to targets, NHS England are planning to introduce a target for mental health to encourage parity with physical health. NHS England will also focus on reducing 18-week referral to treatment target and will reintroduce fines where people are left waiting longer than 12 months.
- There is a commitment for children's and adolescent mental health services to support 345,000 children and young people a year by 2023/24 - up from the 70,000

target set out in the Five Year Forward View. The rules about the transition period are changing - the age for transition is extended to 25 with a general position that age is not an official hard and fast cut off point. It has to be about what is right for young people. This reflects what Healthwatch England has been providing as feedback to HWE.

- NHS England will also create a right for people to access GP services digitally.

What does this mean for people in Portsmouth?

- At a local level, Healthwatch Portsmouth will be asking people to give their views to help shape implementation of the local plan.
- The accountability and performance framework for ICSs will include a new ***'integration index' which draw on the views of patients, carers and the public to measure how partners are providing joined up, personalised and anticipatory care.***
- By April 2021 ICSs will cover the whole country, and commissioning arrangements will "typically involve a single CCG for each ICS area". CCGs are described as "more strategic organisations that support providers to partner with local government and other community organisations." There is still a requirement to ensure local people are consulted, and local Healthwatch will be able to ensure that all areas are properly represented.
- The plan supports collaboration to advance integration - such as CCGs and local authorities "blending health and social care budgets" and letting trusts and CCGs exercise functions, and make decisions, jointly.

We will be reporting further to the Healthwatch Portsmouth Board on public and patient engagement activities that we plan to run and the results we have received.

Community

Rowland's Pharmacies

In the New Year we were made aware of some of Rowlands pharmacies' staff reaction to patient feedback on the new pill dispensing 'Dosset packs' which have been issued to local patients. People reported that when they had said to pharmacy staff that they were unhappy about the new PilPouch system they were told they could go elsewhere if they did not like the new pouches. So much feeling of upset and disquiet had been fed back to Portsmouth CCG and the Local Pharmacy Committee that the Hampshire Medicines Safety Group (HMSG) asked for some representatives from Rowlands Pharmacy to attend their meeting on 21st January to answer for themselves the concerns raised and consider if there is anything that can be done about the new 'PilPouch'. We sought an update on the meeting and were informed that Rowlands senior executives attended the meeting and explained in great detail the reasoning behind the new packaging, how it was being used in hospitals and independent pharmacies and that 2,000/week are being manufactured and will soon be in circulation in Portsmouth. A patient usage flowchart has been generated (which is compliant with the Disability Discrimination Act) to identify those patients who are being introduced to the new PilPouch system who need additional 'reasonable adjustments' to use the new packs. Pharmacy staff have been trained to offer easy grip scissors to help with opening the pouches, and/or magnifying glasses to be able to read the type on the new pouches. It seems that earlier reports of poor customer service were isolated.

Primary Care

Healthwatch Portsmouth community research at GP surgeries on the impact of the Enhanced Access Service on improving patients' access to GP appointments.

HWP will be visiting GP surgeries in February and March to speak with patients in the waiting room in each surgery to find out how well known the new 'Extended Access Service' being offered at Lake Road GP Surgery, is by patients. We want to find out how patients heard about the new service; if patients, when contacting their surgery and seeking an appointment for later that day were offered one of the later evening, weekend or Bank Holiday appointments at Lake Road surgery; and whether booking an appointment to see their GP is more important to them than booking up for an appointment with another GP which is available that day.

We will report back our findings to the Board and publish results in the late spring.

Long Term Conditions (LTC) Hub - pilot project

Healthwatch Portsmouth has been attending the pilot project meetings during 2018 to support Portsmouth Clinical Commissioning Group (CCG) develop a pilot service to support people with Long Term Conditions (via a GP referral from 2 surgeries representing 25% of Portsmouth's patients) if they have been either newly diagnosed with Type 2 Diabetes, asthma, Chronic Obstructive Pulmonary Disorder (COPD) or if they have had more than one attendance at a hospital A&E relating to asthma/COPD or required more than 2 courses of treatment for asthma or COPD within 12 months. Healthwatch has been contributing ideas, based on patient feedback to help the CCG develop a patient centred service. In January this year we met with the senior programme manager and discussed the first draft of the business case for the pilot LTC Hub providing further suggestions and insight from patient experience relating to living with a long term condition(s). We will be further involved in the development of this pilot Hub which is due to launch as a pilot project for 18 months from this April. We understand that there will be a review of the progress of the pilot 9 - 12 months into the project. Healthwatch Portsmouth hopes to be involved in the review of the pilot later this year.

Secondary Care (and community based care)

Hants & Isle of Wight Sustainability & Transformation Partnership (HIOW STP)

There is a presentation at today's Healthwatch Portsmouth Board meeting from Dr Tim Cotton, Clinical Transformation Director and from Sue Harriman, Chief Executive of Solent NHS Trust. They will be describing how they are engaging with patients and the public on the development of the Sustainability and Transformation Partnership (STP) strategy which will be given a more local focus for Portsmouth and South East Hampshire during the next 6 months. The development of the HIOW STP will also link in with the broader NHS 10 Year Plan.

Mental Health

Mental Health Forum - an update

At the end of December we, as a member organisation of the Mental Health Forum (covering the Portsmouth and South East Hampshire area) received an update on the reason for the cancellation of the series of Forum meetings in the autumn. The Chair of the Forum wrote that this was:

‘due to the absence of key staff but mainly due to the need to re-assess the forum’s purpose considering changes to the MCP (multi-speciality community provider) strategy and the service improvement work going on in Southern Health and Solent NHS trusts. There have also been some concerns expressed by myself and others about the difficulty in engaging directly with service users given the constraints of the existing meeting format’.

Last week I met with the CCG commissioners, communications team and lay members to discuss the future of the forum and we agreed to adopt a new format. This will hopefully ensure more direct participation from current service users, be more relevant considering the current re-engineering work and improve communications back to service users from commissioners.

The proposal is to use existing service user focus groups facilitated by the local Mind organisations and other agencies such as the housing associations. These focus groups would meet in their localities and discuss issues and proposals nominated by the CCG. The results of their discussions would be summarised and reported to the commissioners. A quarterly high-level meeting would review the issues raised and develop an action plan in response to them. Attendees at this high-level meeting would be drawn from the commissioners, service delivery partners, other statutory and voluntary sector agencies plus of course, delegates from the service user groups. The action plan and discussion points would be communicated back to the service user groups in their localities.’

Healthwatch Portsmouth has concerns regarding the dilution of the patient voice in the new arrangements. We plan to have representation at both the users and strategic level meetings when details are provided about the arrangements. We want to ensure that users have a route to raise issues of concern as well as having access (via user group reps) to decision making.

Solent Rehab Transformation Plans

Trust is looking at governance and operational issues relating to the proposed changes and the potential impacts of these on patient services and staff from. As such they are not able to present their plans today.

When we attended the City Wide Patient Participation Group on 21st November we did receive an update on plans for the new ‘**Wellbeing House**’ which will form part of the offer for people seeking mental health support in the city.

Update on our website: <http://healthwatchportsmouth.co.uk/wp-content/uploads/2019/02/HealthwatchPortsmouth-update-from-portsmouthccg-on-plans-for-wellbeinghouse.pdf>

A hard copy of the update is available for people to take away from today’s meeting.

Wessex Voices

Collaborative work with local Healthwatches in Wessex area

Healthwatch Portsmouth has been working closely with Healthwatches Hampshire, Southampton and the Isle of Wight to provide comprehensive coverage of the patient voice and providing broad access for patients and service users to provide feedback on services in their local area. Healthwatch Portsmouth Managers meet bi-monthly to identify ways of improving patient and public engagement in decision making across the area and raising the profile of the patient perspective in future service planning. We have collaborated on planning activities to engage with patients and the public on:

- ✓ Special care adult and paediatric dentistry for people with mental health conditions
- ✓ Cancer social capital network development
- ✓ Cervical and breast cancer screening awareness raising campaigns
- ✓ Neurodiversity service development to improve access to support for autistic people
- ✓ NHS Trust and Clinical Commissioning Group Non-Executive Directors training workshops using best practice in public engagement and feedback gathering in the local community, linking with Local Councillors' engagement work
- ✓ Hampshire and Isle of Wight Sustainability and Transformation Partnership strategy, encouraging meaningful public and patient engagement/influencing at a local level
- ✓ NHS England 10 year Long Term Plan : identifying what each local and jointly Healthwatches can do in their area to gather patient & public feedback on the plan.
- ✓ Research across HIOW area to find out patients' knowledge and experience of the new Extended Access Service to provide more GP appointments at designated sites.

Providers

Solent NHS Trust

Review of draft updated Complaints Policy

In December Healthwatch Portsmouth provided feedback, from a patient perspective, on the draft Solent NHS Trust Complaints Policy update. Our suggestions are being reviewed and we will be sent the updated document.

Portsmouth Hospitals Trust

Complaints Investigation Plan

We are in the process of raising our concerns about the (evidence based) negative impact on patients of a new Complaints Investigation Plan template. The document is used by the health organisation which is in receipt of a complaint from a patient about a service they have received. Patients feel that their patient letter should be the document to be used in the complaint since everything that the patient wants to raise is included in their letter. We are contacting NHS England and Portsmouth Hospitals Trust, who we are aware have already used this CIP, to respond to patient complaints with this feedback and request that the CIP is not used as an extra step in the Complaints Handling process.

Urgent Care

The Healthwatch Portsmouth 'Third Walk Thru of Urgent Care' took place in mid-October to observe the improvements that have been made and how patients are cared

for now. We took the opportunity to identify, from the patient perspective, if we thought there could be suggestions for improvement, focussing on discharge and support for carers on the urgent care pathway.

A full report of the 'Walk Thru' is being produced and will be circulated to the Board, published on our website, a copy sent to Portsmouth Hospitals Trust and other interested stakeholder and scrutiny bodies including NHS England's Quality Surveillance Group (Wessex area) and the General Medical Council.

In November Matt Hancock, Secretary State of Health and Social care announced that local authorities in England will receive a share of a £240 million fund to help local areas ease winter pressures on the NHS. £890k was awarded to Portsmouth City Council. We hoped that this would help the Trust to cope with the anticipated high demand in the winter months, combined with the new initiatives we observed, which are already making a difference to the way in which patients are cared for.

On 31st January, Portsmouth Hospital Trust (PHT) provided an update to PCC Health Overview and Scrutiny Panel describing how QA Hospital is in a much better state to cope with extra demands on Urgent Care even through the winter months. PHT used the additional funding to invest in packages of care to support follow-on healthcare in the community so they could reduce the overall number of 'Delayed Transfers Of Care' and 'Medically Fit For Discharge' patients, thus providing the hospital with more capacity to cope with short spikes in demand while maintaining their patient flow.

Gosport Independent Panel Report - Healthwatch Portsmouth involvement in Learning, Oversight and Assurance Board

Healthwatch Portsmouth has been invited to take part in the Board, which started in December and will meet monthly (up to 12 months) that will be looking to take stock of what can be learned framed by discussions on the local response which will be directed by the Independent Panel [report](#) and the Government's response, which in summary these were:

- New legislation to compel NHS Trusts to publish annual reports setting out the concerns which have been raised by staff, and how they have been addressed
- Work will be undertaken to determine how protections for NHS 'whistleblowers' can be strengthened, including changing the law
- A focus on NHS leadership to enable a more open culture within NHS organisations
- A review of the controlled drugs regime, to focus on detection of inappropriate prescribing
- A reiteration that, from April next year, medical examiners will be introduced across England to ensure every death is scrutinised by either a coroner or a medical examiner, and to provide bereaved families with a point of contact with whom to raise concerns

Locally, the Hampshire and Isle of Wight Partnership of Clinical Commissioning Groups is working with partners to co-ordinate the response across our system.

The Learning and Assurance Oversight Board (LAOB) met for the first time on 11th December 2018. The aim of the Board is to provide assurance to the HIOW Partnership that the learning from the report is embedded across the system. To support this the themes from the self-assessments form the 7 work streams and can be summarised as medicines management, partnership working, clinical oversight, exemplary care for Older People, quality information, listening and learning - responding to concerns and, end of life care. The scope of these work streams is being developed involving relevant partners and stakeholders to ensure that there is no duplication, to utilise work in progress and address identified gaps Mapping of the work in progress is underway and will be shared at the next LAOB in January 2018 so that the actions for the workstreams and leads can be confirmed. There will be a technical specialist lead and LAOB sponsor for the workstreams. Ultimately the actions identified to address any gaps will be embedded across the system as business as usual and this will be a key function of the workstream.

Portsmouth City Council

Social Care

Adult Social Care Green Paper

In September we highlighted the response by the Local Government Association (LGA) to the continuing delay in the publication of the Green Paper on Social Care. The LGA published its 'Future of Adult Social Care' to gather views in preparation for the future Green Paper. In response to the LGA consultation document a focus group meeting was held in Southampton to find out what was most important to people regarding social care. A report of the focus group meeting Southampton published in December: <http://healthwatchportsmouth.co.uk/wp-content/uploads/2019/02/SouthamptonLGA-future-of-social-care-consultation-response-jan19.pdf>.

Access to information and services

Portsmouth City Council (new) Service Directory - an update

Healthwatch Portsmouth has continued to contribute ideas and our learning from developing the Healthwatch Portsmouth Service Directory in the Portsmouth City Council project to develop a comprehensive information portal on health, social care and community based services. The specification for the software was recently finalised and will be offered to the provider market to tender the contract, with user testing being included in the selection process. It is expected that the information portal will be launched in autumn 2019. We hope to receive an update from the Council's service directory development project manager in the spring.

Following our receipt of funding from PCC we are able to undertake the software upgrade and transfer to a more robust online platform to ensure the future of the Healthwatch Portsmouth Service Directory as an essential information portal on health

and social care services for people in Portsmouth. We expect that work will be finished on the software upgrade by the end of March.

Learning Disabilities

Learning Disabilities Partnership Board

The first meeting of the Learning Disability Partnership Board took place in November in which the Terms of Reference for the Board and key priorities for action were discussed and agreed. A second meeting was held on 4th February at which discussions were due to be held on learning disability service budgets, service users training, an update on the development of the Partnership Board's sub-groups, the self-advocacy scheme, information about the Disability Confident Scheme and a review of the Local Offer. Healthwatch has been asked to Chair the Board's Health Sub Group.

Portsmouth Autism Community Forum

Healthwatch was informed at the end of last year that the Portsmouth Autism Community Forum is no longer to be supported by an external organisation but will be supported in-house by PCC. It is not a reflection on the way in which Healthwatch Portsmouth has supported the Forum but we were told that due to funding pressures PCC wishes to support Forum from its internal staffing structure.

Portsmouth Clinical Commissioning Group

GP mergers work - benefits realisation

Healthwatch Portsmouth was commissioned by Portsmouth Clinical Commissioning Group (CCG) to find out from patients who are registered with 4 GP Practices in the city which merged 8 GP surgeries over the last 12 months. The patient and staff feedback was analysed and a report was submitted to the Clinical Commissioning Group (CCG). Further to the review meeting with Healthwatch Portsmouth, the CCG has issued a report which contained the main theme around the need for increased or enhanced communication with patients. This was not simply about the practicalities of merging, but more around educating patients on the reasons for mergers, new ways of working, seeing the right healthcare professional at the right time, and making use of self-care etc. Healthwatch is due to take part in the working group which has been organised for to take place on 28th February. We can report back to the April Board.

Ends

5th February 2019

Siobhain McCurrach, Strategic Lead
Healthwatch Portsmouth
www.healthwatchportsmouth.co.uk