



What is Healthwatch Portsmouth?

- Healthwatch is the **local, public led, independent** group that makes sure people's voices are heard in decisions about health and social care services.
- We act as a local **champion** to help people speak up about the services they receive.
- We put local people at the heart of all services and make sure their voices are always heard.

2018 - Autumn and Winter Highlights

- Board member recruitment
- Third Walk-through of QA Hospital's urgent care pathway, report and recommendations in progress
- Community Research planned with patients registered in GP surgeries to find out their awareness of and use extra GP appt slots at Lake Road
- Rolling caseload of over 40 separate cases supported by senior advocate to support Portsmouth residents wishing to make a complaint about an NHS service received are resulting in service improvements
- Series of evaluations of our service: for advocacy service clients; our volunteers; member and stakeholders: so far so good with feedback
- Strategic level discussions on PCC's information service directory
- Attended (re-started) Learning Disability Partnership Board meeting

Community Engagement work

- Stalls and talks to wide range of community groups
- Worked with other local Healthwatch to identify our concerns on lack of patient and public engagement to develop Sustainability and Transformation Partnership plans for service transformation in their area
- Patient engagement best practice recommendations taken seriously by commissioners, used in consultation on future perinatal service, Long Term Conditions Hub
- From our community research conducted in GP surgeries (late summer) our recommendations for improved communication between surgeries and their patients on reasons for and potential benefits of a merger was taken up by CCG for future best practice



Outcomes and impact of our involvement

- Informed Solent NHS Trust Estates Manager ref re-introduction of bus service for St Mary's Hospital will help patients more easily access site
- Further to clarifying to HOSP we had not been involved in discussions and agreed proposed PHT patient engagement plans for re-location of spinal service we met with Trust senior managers and discussed content of patient leaflet
- Challenge to Southern Health Foundation Trust on not being included in strategic level final review following feedback we sought on mental health Crisis Service plans for Portsmouth residents resulted in a strategic level discussion and scrutiny on Crisis Service plans with local provider Trust



Outcomes and impact of our involvement

- From contributions made from 'the patient perspective' and offered through Portsmouth Hospital's Trust Patient Family Carer Collaborative:
 - update to the Trust's Duty of Candour template letter included 6 out of the 9 changes we had recommended
 - refreshed 'Getting Involved' patient involvement approach included 8 out of 10 recommendations we had made, based on feedback we have received



Thank you for listening, any questions

**Siobhain McCurrach
Healthwatch Portsmouth Strategic Lead
02393 977 079 / 07581 188 539**

Siobhain.mccurrach@learninglinks.co.uk



www.healthwatchportsmouth.co.uk


