

Healthwatch Portsmouth Service Planning – Work Plan for 2017-18 -headline summary

Aims: to be an independent voice to improve the quality of and access to health and social care services in Portsmouth.

Objectives – to meet our 8 statutory functions with the following activities:

Engagement and Feedback Gathering Activities	
1	Healthwatch Portsmouth Public, Patient and Carer Information stalls (bi-monthly)- health and social care foyers
2	Encouraging best practice in patient and public involvement to shape the Sustainability and Transformation Plan (STP) engagement process otherwise known as 'The Big Conversation on the Portsmouth Blueprint'
3	Support for Carers – Carers Executive Board, Carers Strategy Grp; Carers Week event; Patient, Family Carer Collaborative
4	Enter and View - Learning Disability for service design work visiting two care homes with trained volunteers with Learning Disabilities
5	Enter and View – GP Surgeries (coinciding with 'mock CCG reviews' in preparation for Care Quality Commission inspections)
6	Wessex Voices collaboration between NHS England and Healthwatches across Hampshire, Isle of Wight and Dorset
7	Pharmacy Needs Assessment – involvement in steering group to support project to gather patient feedback

Most Popular Activities identified in our stakeholder survey for Healthwatch Portsmouth to work on	
A	Follow-up work to the QA Hospital Urgent Care Pathway rep QA Patient Discharge Survey
A1	Solent Health Trust Quality of Hospital Discharge
B	Access to Mental Health services – review of transfer of care from Child and Adult Mental Health Service to Adult Mental Health Services
B1	Access to Mental Health services – review of access to appropriate accommodation for service users
C	Information for people and families choosing a care home – availability of information to make informed choices
C1	Experience of people in care homes - Advance Care Planning programme
D	Differing methods of accessing GP services – to include working with carers to obtain views on the range of choices
Projects linked to most popular activities identified in our stakeholder survey and our internal quality improvement work	
	Shaping the service and delivery of the Crisis Offer
	Experience of people in care homes – stroke care research
	Unpicking the carer’s story including issues affecting young carers linking with NHS England Carer Lead
	Quality Improvement Programme project with Solent Health Trust
Advocacy work - ongoing work	
1	20 advocacy caseload managed on rolling basis

Internal activity	
1	Quality Self-Assessment Process
2	Volunteer Recruitment & Training
3	Healthwatch Portsmouth Board – election of members
4	Broadening our reach in Portsmouth - Healthwatch Portsmouth outreach work at Citizens Advice Portsmouth offices
5	Information and Advice provision - involvement in Portsmouth City Council’s Information and Advice Strategy Group - improving Healthwatch Portsmouth newsletter
6	Healthwatch Portsmouth CRM database – making better use of our information system
7	Social Media Strategy – streamlining current activity
8	Outcomes and follow-up work to reviews, advocacy services and recommendations made to providers/commissioners
If resources permit to do these additional activities:	
1	Integrated Personalised Commissioning Project
2	Working with the Learning Disability Partnership Board
3	Access to Mental Health services – Dual Diagnosis service
4	Transforming Out of Hospital Care – Multi-speciality Care Provider patient engagement work