

Healthwatch Strategic Lead and Operational Manager's Report

Operational and Strategic Matters

Healthwatch Portsmouth Board Member Recruitment

Healthwatch Portsmouth is 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 are information packs and application form available at today's Board meeting.

We are grateful to our outgoing Board member, Trish Bailey, who resigned in August, for her contributions to the work of Healthwatch Portsmouth.

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 review the representation by staff and Board members so that we can spread our representation across the city on the increasing range of strategic level committees we are providing our input to, in addition to our statutory responsibilities, such as the Portsmouth Health and Wellbeing Board and Portsmouth Adult/Child Safeguarding Committees.

Healthwatch Portsmouth talks to community groups

As part of our broadening engagement activities we are in contact with a range of local organisations and delivering talks. If there are particular organisations that you think would like to hear about the work of Healthwatch Portsmouth please contact the office about it. Since September we have had stalls at QA Hospital foyer, the Solent NHS Trust AGM and community engagement event, Fratton Family Festival, Good Mental Health World Mental Health Day event, Portsmouth City Council Learning Disability celebration and learning event, Portsmouth Together volunteers' fair, Fratton Tesco, QA Hospital open day. We have delivered talks to the Portsmouth Pensioners Association and Prime Time social group.

Independent Health Complaints Advocacy Service

Our Senior Advocate continues to provide support to a rolling caseload of about 40 clients who are seeking support to make a complaint about a health service they have received. Mostly the complaints are being responded to by Trusts at the local level rather than the local level process being exhausted and the complaint escalated to the Parliamentary Health Services Ombudsman (PHSO). General themes relate to decision making by the Clinical Commissioning Group, encouraging compassionate support-working with PHSO on communicating that they plan 'no further action' on the complaint, early support is required in clarifying the complaint in meetings, our support is resulting in more clients writing their complaint and our providing ongoing contact, we are signposting to PALs more prominent identifying the issues early on in local resolution meetings and :

Staffing News

Since early October the Healthwatch Portsmouth staff team has been fortunate to benefit from the Bridge2Work project which is funding the cost of a part-time (16hrs/week) administration assistant for 6 months. Sian Davies has been welcomed into the team and is fitting in very well.

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 embarked on the designated activities. We have run from September our standard customer service survey for clients of the Independent Health Advocacy Complaints Service. The next stage is to request feedback from HWP Board members in December about how they feel the project is helping them to achieve the goals they set out to achieve when volunteering for Healthwatch Portsmouth. The final element of the feedback gathering is a 'member and stakeholder' feedback survey which we will run from December to the end of February and report back on in March.

Healthwatch England

Two members of the staff team attended the Healthwatch England Conference earlier this month, which was held in Stratford Upon Avon. The two day conference was a good source of information and support. Healthwatch England have recently produced a Carers' Report which we have made available for today's meeting in hard copy and will upload onto our website. Healthwatch England reported that they will soon be offering:

- leadership training as well as
- a standardised Healthwatch Induction training toolkit for any new member of staff to access online.
- a facebook 'workplace' app to encourage more interaction

I was pleased to hear that Healthwatch England team have been busy providing feedback to NHS England in the early stages of developing the NHS Ten Year Plan. NHS England now look to Healthwatch England for steering on policy. In addition, there will be national funding available for all local Healthwatches to undertake targeted public and patient feedback gathering on the draft NHS Ten Year Plan.

Primary Care

Healthwatch Portsmouth community research at GP surgeries on the impact of Enhanced Access to GP Appointments and the Acute visiting service.

HWP is well into its co-production phase of planning the series of visits to GP surgeries towards the end of the year to find out from patients what they think of the longer opening times of GP surgeries and if has made it easier for patients to make appointments for when they want. We will also be asking those who have received the Acute Visiting Service from the GP surgeries involved in the scheme whether they have found it to be supportive of their care needs. Visits will start towards the end of November and run until the end of the year/into the New Year.

Secondary Care (and community based care)

Hampshire and Isle of Wight Sustainability and Transformation Partnership (HIOW STP)

In August, as a local member of Wessex Voices Healthwatch Portsmouth received a presentation from the STP Communications and Engagement Lead which described plans for how the overarching structures for health and care were to develop.



HIOW system
reform proposal for

Healthwatch Portsmouth had asked the Sustainability and Transformation Partnership's Communications and 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. Unfortunately, no one from the STP was able to address the Board but we have asked for an update to our February HWP Board meeting.

In September we heard about the updated HIOW STP Communication and Engagement Strategy.



There are six key aims that the Hampshire and Isle of Wight Sustainability Partnership wish to achieve as part of the NHS 5 Year Forward View plan:

- Integrated primary and community care
- Sustainability of services on the Isle of Wight
- Transforming musculoskeletal services
- The configuration of acute services in north and mid Hampshire
- The configuration of acute mental health services
- Financial sustainability

To achieve these aims a series of key areas of improvement have been identified:

- *Prevention at scale*
- *Mental Health*
- *New Care Models*
- *Cancer*
- *Acute Alliance* (a collaboration between University Hospital Southampton, Portsmouth Hospitals, Isle of Wight Trust and Lymington Hospital to provide equity of access, highest quality, safe services for the population.)
- *Children and maternity*
- *Urgent and emergency care*
- *Digital* (to give patients control of their information and the way in which it is used)
- *Estates*
- *Workforce* (to ensure the right people, skills and capabilities support the new system)
- *Commissioning* (working at scale to reduce unnecessary duplication of commissioning and support the delivery of the transformation plan)

In addition, we received the STP Communication and Engagement Feedback Review report, which our HWP Chairman provided feedback to and which contained recommendations for further engagement to explain the benefits of the system changes but this is mostly to be targeted at the health and care organisations/staff providing the care rather than patients and the public.



HIOW comms and
eng themes recomm

Wessex Voices has recently asked the Communications and Engagement Lead of the STP how the STP is engaging with people about the local plans as well as the direction of travel and the reasons for the changes. As a geographical group of Local Healthwatches, we are unclear how the STP's 'direction of travel' is being shared and discussed with local people. The Communications and Engagement Lead has offered to add it to the agenda for the next meeting of the STP area wide Steering Group. For Portsmouth a workshop was held on 15th October to discuss ways in which patient and public engagement can inform the changes to be made.

Finally, we received information about the changes being made from the existing Sustainability and Transformation Partnership into the new Integrated Care System. We will have hard copy available at our public events and upload this document onto our website.



STP to ICS an
introduction to bre:

At the Portsmouth Health and Wellbeing Board meeting held on 3rd October, the Clinical Commissioning Group and Adult Social Care Chief Officer, Innes Richens, published an update on the proposal for the Portsmouth Blueprint - the local detail for the broader STP plan [here](#)

At the Health and Wellbeing Board on 3rd October a Partnership Working proposal was presented to incorporate the work of the Safer Portsmouth Partnership and Children's Trust Board within an expanded Health and Wellbeing Board for Portsmouth. [here](#)

Providers

Mental Health

Solent NHS Trust

Further to our approach to Southern Health to find out why Healthwatch Portsmouth had not been included in the final (strategic level review) stage of

their feedback gathering exercise on patient access to mental health services we were invited to meet in late September with the Deputy Chief Operating Officer and Mental Health lead of Solent NHS Trust. This local provider will be overseeing the Portsmouth delivery of the new Crisis Service. Healthwatch Portsmouth Vice Chairman and the Strategic Lead for Health and Care/Operations Manager were pleased with the detailed and informative answers the Trust provided to our detailed scrutinising of the new plans. The Deputy Chief Officer genuinely welcomed the insight that we brought from the patient perspective. As a result HWP are to be invited to provide input to the Portsmouth and South East Hampshire Delivery System meetings. As an additional result, further to our query on behalf of the voluntary sector organisations who had expected to take part in a review stage meeting with Southern Health in August, Portsmouth Clinical Commissioning Group's Mental Health Commissioner will arrange a meeting with the voluntary sector to discuss the early stage planning proposals for the new Crisis Service in Portsmouth. A summary report of our meeting with Solent will follow.

Access to Mental Health support for children and young people

As a result of the Government deciding to implement* the main proposals contained in the Green paper, 'Future in Mind' the National Audit Office has published a report on whether the Government is on track to deliver promises, spending and likely outcomes [here](#)

The report concludes that the Government's plans are a step in the right direction but even if the plans are implemented (which will require significant workforce expansion) there will still be about 60% of children and young people not receiving the services that they need. The report states that the Government also needs to co-ordinate this mental health policy with other departments such as communities and local government, housing and education

*The Government published its response to the public consultation on improving children's and young people's access to mental health support



Gov response to
consultation on Gre

- below is an extract:

3 key proposals:

1. To incentivise and support all schools and colleges to identify and train a Designated Senior Lead for mental health.
2. To fund new Mental Health Support Teams, which will be supervised by NHS children and young people's mental health staff.
3. To pilot a four week waiting time for access to specialist NHS children and young people's mental health services.

Testing the proposals: the government will roll-out our new approach, to at least a fifth to a quarter of the country by the end of 2022/23. This new approach will include the Mental Health Support Teams, Designated Senior Leads and in some areas, the four week waiting time standard.

The Government will start with a number of trailblazer areas, which will be supported by robust evaluation to understand what works. The precise roll-out will be informed by learning and outcomes from wave one trailblazers, and will be considered further as the long-term plan for the NHS is developed. In the first wave of trailblazers, it is expected to have between ten and twenty areas, operational by the end of 2019.

The first set of trailblazers are due to be announced in autumn 2018.

Other measures in the proposals:

children will learn about mental health through the curriculum.

health education will become a compulsory part of the curriculum for the first time, with all schools teaching it by September 2020,

to reduce potential harms to children and young people's mental health the Government has published a draft statutory code of practice which provides guidance to social media providers on appropriate reporting mechanisms and moderation processes, to protect users from potential mental health harms, including suicide and self-harm content

transparency reporting for social media companies: reports will provide data on the amount of harmful content being reported to platforms in the UK.

To reduce stigma and promote awareness the Government plans to train a member of staff in Mental Health First Aid in a third of state secondary schools; by the autumn next year a further 1,000 schools will have been included in the scheme.

Portsmouth Hospitals Trust

A date for your diaries:

There will be a Public Meeting with Portsmouth Hospitals Trust on 29th October at the Royal Maritime Club at 3.30pm to focus on developments at QA Hospital

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

The Care Quality Commission then published an updated report (on 5th October) on their inspection visit in April <https://www.cqc.org.uk/location/RHU03>

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.

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

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

Healthwatch Portsmouth Third Walk Thru' of Urgent Care 10th October 2018

Last Wednesday, Healthwatch Portsmouth undertook our 'Third Walk Thru' of Urgent Care 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.

A full report of the 'Walk Thru' will be produced shortly and circulated to the Board.

HWP Board members' meeting with Mark Cubbon, Chief Executive of Portsmouth Hospitals Trust 15th October 2018

On 15th October the HWP Board members met with Mark Cubbon to discuss the progress the Trust is making to achieve its planned financial recovery over 3 years.

Mark explained that by this financial year's 'midpoint (end of September '18) the Trust is on track to achieve its reduction by 31% to reach a planned deficit position by the end of March 2019 of £29.9 million pounds. Mark said this reduction in spend is done without there being an impact on patient safety or quality of care.

Mark explained that a significant saving for the Trust was to change their provider of certain types of medication to purchase non-branded bio-similar drugs. Another significant saving was switching the nursing agency staff provider from 'NHS Professionals' to 'Bank of Partners' in November who will provide 3 times the

number of on-site customer support staff to identify and deliver the real time nursing staffing needs of the Trust.

We will next meet with Mark and his Communications Director in February 2019

Spinal Surgery - proposed changes in service from Portsmouth to Southampton

I provide an update here to our previously reporting of our meeting with the senior managers of Portsmouth Hospitals Trust and Portsmouth Clinical Commissioning Group. Discussion was held at the meeting with those managers who were involved with devising the proposed changes to relocate spinal surgery from Portsmouth to Southampton. Healthwatch Portsmouth made a request for clear and supportive information, especially with regard to the implications for patients needing to travel to Southampton for their surgery, was included in the patient briefing letter. We were pleased to receive in August a draft of the patient letter and invited to provide our comments. The letter is due to be released this week.

Portsmouth City Council

Healthwatch Portsmouth continues to participate in the Joint Quality Board meetings that are convened between Portsmouth City Council, the Care Quality Commission and Healthwatch Portsmouth (HWP) to build a picture of quality in care homes. Most recently the Quality Board is constructing a dashboard with results from quality reports that have been produced following inspections/visits.

The Healthwatch Portsmouth published Enter and View Reports will be included.

With regard to Healthwatch Portsmouth's concerns raised by the Care Quality Commission (CQC) inspection report rating The Haven Rest Home as 'Inadequate' and in danger of being submitted to 'special measures' we raised the question of what support was being given to the rest home? A contract quality manager for the council reported that the care home was now reporting monthly to the CQC and had suggested that the home access the support being offered by the Quality Improvement Team.

Portsmouth Health and Wellbeing Board meeting October 3rd

The Director of Public Health delivered his report for 2017 [here](#)

The chief Officer for Health and Care presented the ' Social Care Challenge' national trends and how Portsmouth hopes to respond to these [here](#)

Director for Public Health presented a paper on complex needs [here](#)

Learning Disabilities

Learning Disabilities Partnership Board

Learning Disability Partnership Board, Co-ordinator Chris Noden, hosted a launch event on 10th October at Gunwharf Quays to encourage wider community engagement. The Co-ordinator is looking to re-start the Partnership Board on 19th November 2018 at Guildhall Library 3rd floor 10 am - 1pm. Lunch will be provided. The Partnership Board states in its literature that it wants to:

- discuss issues for adults with Learning Disabilities
- identify unmet needs
- exchange information & good practice
- help set the strategy for future services.

The State of Health Care and Social Care: Care Quality Commission rep Oct 18

Summaries are available in hard copy at the Board meeting this afternoon. The full report is at <https://www.cqc.org.uk/publications/major-report/state-care>

Portsmouth City Council (new) Service Directory - an update

We can provide an update, further to HWP's initial involvement in the project to develop Portsmouth City Council's (PCC) new 'Directory of Services Plus' described as a robust information portal on all things related to health and social care. We have been contributing ideas and our learning from developing the Healthwatch Portsmouth Service Directory, providing a patient and service user perspective on what would be useful to include. The PCC commissioned project manager has been scoping existing service directories in the city, including Healthwatch Portsmouth's and identifying how these can help meet the stated requirements. Richard Myers has been speaking to key stakeholders including Healthwatch and is looking to start developing the software for the directory in late November, will test it in spring '19 (to include Healthwatch volunteers) and launch in autumn 19. Richard has offered to update the April Healthwatch Portsmouth Board meeting.

Portsmouth Clinical Commissioning Group

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. The patient and staff feedback has been analysed and a report was submitted to the Clinical Commissioning Group (CCG). In summary it was agreed in a follow-up meeting with Healthwatch Portsmouth, a representative of the practice managers and the CCG that more communication (stating the operational issues that the practices are facing and the likely benefits to patients if their surgery needs to merger with another local surgery. needs to be undertaken between the practices and their patients and that the CCG was going to make recommendations to this effect with regard to future mergers.

Perinatal mental health support in Portsmouth -update Oct 18

Healthwatch Portsmouth has been informed that there is a slight delay on completing the analysis and drafting a report. I am hoping we will have something in the next 2-3 weeks at the most. There will also be larger piece of work running into 2019 to look at the whole perinatal service offer in Portsmouth as we are aware there are significant gaps which ought to be addressed.

17th October 2018

Siobhain McCurrach, Strategic Lead for Health and Care
Healthwatch Portsmouth and Learning Links