

**Healthwatch Portsmouth Board Meeting
11 December 2018
Operations and Strategic Update**

Operational matters

Independent Health Complaints Advocacy Service

The Senior Advocate continues to provide support to a rolling caseload, currently 42 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).

general themes and outcomes as a result of the patient receiving support:

- South Central Ambulance Service (SCAS) are to put in further training to call handlers on triage skills and responding to new information at follow up calls.
- Portsmouth Clinical Commissioning Group is to investigate failings at a Serious Incident Review (relating to Solent NHS) where it was stated 'no learning identified'
- A discussion is to take place at Portsmouth Hospitals Trust; 2 new matrons in the Emergency Department are to link with the Navigator Nurse to support the admission of challenging/intoxicated patients.
- Portsmouth Hospitals Trust is to promote the current safety checklist in the Emergency Department for the monitoring of "quieter" patients who may be experiencing higher levels of pain.
- GP Practice outcomes (North Harbour Medical Group): to ***"contact carer if any minor is involved and ensure cover is provided and they are looked after"*** ***" conflict resolution training update by all staff"*** ***" GP 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 PCC to contribute to a Safeguarding Adult Review and design of a practitioner learning event relating to the case (Jan 19)

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 are requesting 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 for Healthwatch is a ‘member and stakeholder’ feedback survey which we will run from the end of December to the end of February and report back to Learning Links in March.

Press coverage

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

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 have received a number of applications recently and are processing them at the moment. We hope to introduce new Healthwatch Board members at the 5th February meeting in public

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 in February the representation by staff and Board members of Healthwatch Portsmouth so that we can spread the respond to the increasing range of strategic level committees across the city that we are being invited to provide our input on. This is in addition to our statutory responsibilities, such as the Portsmouth Health and Wellbeing Board, Quality Surveillance Group and Portsmouth Adult/Child Safeguarding Committees.

Healthwatch working with Portsmouth University:

While we await news of the next series of undergraduate research and dissertations we have been approached to **contribute** ideas on user engagement and input with the School of Health Sciences and Social Work’s course on Health and Care. Two our Board members have offered to become involved and offer ideas and discuss how this can link in with the other work that they are engaged with, through the University for the benefit of developing service user input to the academic course.

Healthwatch England influencing overarching themes in NHS 10 Year Plan

Healthwatch England has been busy providing feedback to NHS England in the early stages of its developing the NHS Ten Year Plan, based on feedback that has been gathered nationally on broad patient feedback trends. National funding is being released to Local Healthwatch projects to enable them in the spring to undertake targeted public and patient feedback, using nationally devised survey questions on the draft NHS Ten Year Plan to generate more specific feedback on a national scale. Healthwatch Portsmouth has expressed an interest to undertake this activity in the spring. We await details of the NHS Ten Year Plan and the national survey template to use in local feedback gathering.

Healthwatch England intelligence from last quarter July - Sept 2018:

1. GPs - people want to be kept informed

Poor communication between GPs and their patients, leave people feeling confused about what is happening with their care.

2. Pharmacists - minimising issues with prescriptions

People tell us pharmacies provide good advice but are having a few problems relating to prescriptions; the wrong medication provided, delays when collecting, and repeat prescriptions suddenly being stopped.

3. A&E staff - the impact of misdiagnosis and poor communication

There have been situations where staff in A&E and on hospital wards have misdiagnosed patients with cancer or broken bones. This resulted in people being seen by multiple services until they got the answers. Unfortunately, there can also be serious consequences, including 2 people dying because of delays to treatment. The impact of misdiagnosis is made worse by poor communication. For example, people have told us that they struggle to access British Sign Language (BSL) interpreters even though this is a legal requirement.

4. Mental health professionals - support in a crisis isn't always adequate

People experiencing a mental health crisis have reported their not being able to access the support they need, with only their physical health needs being treated due to lack of available mental health specialist staff. Some people reported they were left unattended with their medication in A&E after taking an overdose.

5. Social care - help answering questions

More people and their loved ones are asking Healthwatch for information about care at home to stay independent, finding a care home and how to get funding support. There's also been an increase in questions about how to access equipment, such as incontinence pads, wheelchairs, and home adjustments.

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Community

Bus travel around the city - access to St Mary's from Tipner

It has been reported to Healthwatch Portsmouth that members of the public and patients had been struggling since September to complete their usual journeys around the city due to changes in bus routes, in particular those that served Old Portsmouth, Tipner and the Sunday 13/14 service. We were pleased to read recently that First Bus will be reinstating the services from 6th January 2019. Cllr Lynne Stagg had been discussing with bus companies and the public the need for the services to be reinstated. Cllr Stagg is organising a stakeholder meeting to engage the public to air their views to bus companies about what is needed in Portsmouth.

The Head of Estates at Solent NHS Trust, Mark Young, who addressed the Healthwatch Portsmouth Board meeting in October regarding changes to the site at St Mary's, was not aware of this news and was very pleased we had contacted him about it. Mark said the Trust continues to receive a lot of feedback on the difficulties patients are facing with public transport to St Mary's and had escalated their concerns. He was delighted with the news and will disseminate to Trust staff.

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 finalising its co-produced plans for a series of visits to GP surgeries, which we are hoping can take place from mid January to mid February '19. The aim is 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.

Secondary Care (and community based care)

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

We have now received the Hampshire and Isle of Wight STP slides

[Intro Slides HIOW QB workshop](#)

[Chris Davies Big data analytics on patient engagement - how GP feedback drives quality improvements](#)

[Using patient data to drive innovation and quality improvements](#)

[Co-production and co-design](#)

[Community ambassador programme Oct 18](#)

The above are the slides from the workshop held in Portsmouth on 15th October that two of our Board members attended for us to discuss ways in which patient and public engagement and their ideas on future plans can help to inform the changes to be made from the perspective of how it is likely to affect patients.

Healthwatch Portsmouth is participating in the Wessex Cancer Alliance's new social capital network, in the Dorset, Hampshire and Isle of Wight areas. The aim is to raise awareness of cancer and cancer screening and prevention by engaging through local social groups and relationships to influence behaviour change to improve health and wellbeing to achieve earlier diagnosis or avoid developing cancer at all.

Providers

Solent NHS Trust

Alistair Stokes, Chairman, will be retiring from Solent NHS Trust on 31 March 2019 when his current term of office comes to an end. As part of the recruitment process for our new Chairman a stakeholder event is taking place on 11 December where candidates will be asked to present/talk to an audience of key partners.

Southern Health Foundation Trust

Further to our approach to Southern Health to find out why Healthwatch Portsmouth (HWP) 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 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.

Further to our offering, as a 'critical friend', the patient perspective from the city for the Crisis Service, Healthwatch Portsmouth was recently invited by Solent NHS Trust to provide early stage comment on Rehabilitation Transformation plans.

In addition, the new Head of Patient and Public Engagement and Patient Experience of Southern Health Foundation Trust introduced herself to Healthwatch Portsmouth in November and a very constructive meeting was held, generating opportunities for Healthwatch to raise the patient voice for Portsmouth residents.

Portsmouth Hospitals Trust

We attended the public meeting hosted by Mark Cubbon, Chief Executive of Portsmouth Hospitals Trust on 29 October 2018 at the Royal Maritime Club. Mark's presentation focussed on developments at QA Hospital. We asked a question about what impact would the Lake Road GP Surgery's additional late evening, weekend and Bank Holiday GP appointments slots have on the hospital - Mark estimated that 50-70 admissions a day at QA Hospital could be avoided by patients taking up these extra appointments to see a GP at Lake Road Surgery.

We also asked about the new smoke free initiative to be introduced in 2019. Mark said that the Trust was still refining the plans and would be talking to people and other hospitals and consider how best to introduce the 'culture of QA Hospital being a non-smoking site' rather than the Trust enforcing a smoking ban on site.

We raised with Mark the feedback that we had received: that smoking can be used as a relief at one of the most stressful times in life and concerns that people might go off the hospital site with a potential risk of their being far away from the wards. Mark said they would be taking account of these concerns and talking to people in neighbouring houses with concerns of people perhaps smoking by their homes.

Earlier in 2019 as a member of the Patient, Family and Carer Collaborative, Healthwatch Portsmouth provided some suggestions to include while the Trust was reviewing its Duty of Candour letters to patients or relatives. We were pleased to see that for the letter relating to a patient affected by the incident 6 out of the 9 changes we suggested have been adopted. Additionally, for the patient involvement planning document 'Getting Involved' we were pleased to see that at this month's Trust Board meeting the document being presented contained 8 out of our 10 recommendations to make the document more meaningful for patients.

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.

A full report of the 'Walk Thru' is being produced and will be circulated to the Board, published on our website and a copy sent to Portsmouth Hospitals Trust.

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 has been awarded to Portsmouth City Council. We anticipate this will help the Trust to cope with the anticipated high demand, combined with the new initiatives we observed which are already making a difference to the way in which patients are cared for.

In early December, the Chief Executive of Portsmouth Hospitals Trust, Mark Cubbon was delighted to announce they have been awarded £58million of NHS funding to redevelop its urgent care facilities at Queen Alexandra hospital. This funding forms part of over £1billion of funding to upgrade NHS services in England.

Portsmouth City Council

Portsmouth Health and Wellbeing Board meeting 21 November 2018

Documents that were presented at the meeting relating integrating health and care services more closely together across the city.

[Portsmouth Health Care Operating Model Nov 2018](#)

[Hampshire Isle of Wight HIOW Sustainability Transformation Partnership STP System reform paper](#)

[STP System Reform presentation appendix](#)

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 at the Healthwatch Portsmouth Board meeting in April.

Learning Disabilities

Learning Disabilities Partnership Board

Learning Disability Partnership Board was re-launched on the 19th November 2018 at the Guildhall Library, hosted by the Partnership Board Co-ordinator Chris Noden, [Notes](#) from the meeting have recently been made available.

Portsmouth Autism Community Forum

A meeting of the Portsmouth Autism Community Forum which is supported by Healthwatch Portsmouth was held on 28th November at the Buckland Community Centre. The [forum agenda's](#) main topic for discussion was access to employment for autistic people from the Department of Work and Pensions, You Trust and National Careers Service.

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.

The CCG wishes to form a working group to take some of these ideas forward and Healthwatch Portsmouth has been invited to take part in this group in early 19.

Big Conversation Phase 2 - feedback summary

A [presentation](#) was made available at the end of November as a first-look, public-friendly, summary of what the Clinical Commissioning Group heard from the patient groups and people they met, as well as online feedback.

The CCG will be presenting a longer report, offering a full assessment of what people have been telling them, and relating this to the work underway regarding the development of the New Models of Care project. The Big Conversation Phases 1 & 2 was designed to find out about how people feel the services are delivered now

how they could and should be delivered in the future, as well as introducing the reasons why things will have to change, and promote discussions about what form those changes might take.

The longer presentation will capture the comments/concerns Healthwatch Portsmouth raised regarding the role of professionals in the changes to services.

The Long Term Conditions Hub

Healthwatch Portsmouth has been part of a project team planning group to identify the best way forward to develop a community based hub to support people with long term conditions in the city, starting with diabetes as a pilot project. Healthwatch Portsmouth has been invited to provide early comment on the initial plans to be developed and will be meeting in January with the Senior Programme Manager to provide more detail and discuss what is important from the patient perspective to include in the plans to develop this new community based hub.

11th December 2018

Siobhain McCurrach, Strategic Lead Healthwatch Portsmouth



**From all the team at Healthwatch Portsmouth:
we wish you a Merry Christmas and a Happy New Year !**