

healthwatch
Portsmouth



Healthwatch Portsmouth

Report to Health Overview and Scrutiny Panel

- Brief presentation on our activities April '17 - March '18
- But firstly, what do we do ?!

healthwatch helps people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.



Healthwatch Portsmouth

- what do we do?

- ✓ We **provide people with information**, advice and support about local health and social care services.
- ✓ We **gather views and experiences** from people on the way services are provided.
- ✓ We **influence local services** based on
 - the evidence we gather
 - through our position on the Health and Wellbeing Board
- ✓ We **work with other Healthwatch organisations** to build a national picture of people's views on health and social care services.
- ✓ We **support and guide people wishing to make a complaint** about NHS care.
- ✓ **Local people** run our organisation and get involved to improve services.



Healthwatch Portsmouth

- what we have been up to?

- **Providing information and advice** on access to services at Citizens Advice Portsmouth, talks, stalls, libraries, service directory, telephone support signposting
- **Encouraging the community to engage with consultations** - Pharmaceutical Needs Assessment, Portsmouth Clinical Commissioning Group's Big Conversation Phase 2, Healthwatch Hampshire's Maternity Matters, Adult Mental Health Crisis Service, eye services in Portsmouth, Healthwatch England Strategy 2018 - 23, Health and Wellbeing Board, Suicide Prevention Action plan, working with CCG to develop workable system for review of impact on patients following GP surgery mergers to see if benefits suggested have been realised, PHT Strategic plan 2018 - 2023
- **Development of public engagement activities in relation to the Sustainability and Transformation Partnership** to encourage local communities to have their say in the development of local health and care services in Portsmouth.



Healthwatch Portsmouth

- what we have been up to

We have a presence in the community:

- to gather feedback in hospital foyers, at community fairs, carers events, health information events in shopping centres, at Portsmouth City-wide Patient Participation Group, at Portsmouth Autism Community Forum.
- by receiving face to face feedback from the community we can provide intelligence to Healthwatch England combined with the themes we input onto our national feedback database.

We listen to issues raised and provide feedback to the scrutiny committees:

- strategic overview groups at Portsmouth Clinical Commissioning Group, Portsmouth City Council, Portsmouth Hospitals Trust, Solent NHS Trust,
- patient engagement forums, a mental health forum for Portsmouth and South East Hampshire, Healthwatch Portsmouth Board, carers groups.
- We make comments in the media, using patient feedback messages.
- We have increased our online traffic on our website and social media.



What have we been up to?

statutory functions: Enter and View Visit

Conducting independent surveys

Healthwatch Portsmouth volunteers and staff conducted 7 Enter and View visits to care homes to inform the Enhanced Health in Care Homes pilot project being developed by Portsmouth Clinical Commissioning Group. We also conducted an Enter and View visit with trained Healthwatch Portsmouth volunteers to a learning disability supported living service.

Healthwatch Portsmouth conducted **community research**

- on the identification of carers in GP surgeries
- ‘mystery shopper’ analysis of Portsmouth care home websites to find out how easy it is to find key information when wanting to choose a care home
- independent survey on person-centred care planning and personal budgets

Healthwatch Portsmouth supported University of Portsmouth student research:

- the transition of young people from CAMHS to adult mental health
- issues facing people with co-morbidities (poor mental health, diabetes)



What have we been up to Scrutiny of progress made

Healthwatch Portsmouth were invited to attend progress board meetings at Portsmouth Hospitals Trust regarding the Care Quality Commission's required service improvements relating to safeguarding of adults and children.

We were invited to become Involved in Solent NHS Trust's Quality Improvement Project to consider how to improve their NHS complaint Local Resolution Meetings.

Our volunteers undertook Patient Lead Assessment of the Care Environment (PLACE) Assessments to QA Hospital, Spire Portsmouth, St Mary's Health Campus and St Mary's Treatment Centre.

Scrutiny of Portsmouth Clinical Commissioning Group proposed health care scenarios in order to provide initial feedback on service planning ideas.
QA Hospital Urgent Care Patient Discharge survey to look at issues affecting patients on discharge from hospital.



More scrutiny and governance activities

Healthwatch Portsmouth Board elections conducted for Board Members
Staff training organised on health and Safety, volunteer support & supervision

Preparation to be compliant with General Data Protection Regulations

Regular reporting to Portsmouth City Council (PCC), Learning Links Executive Team, responding to feedback from health providers regarding our processes.

A compassionate service in the independent NHS Complaints Advocacy Service was introduced for a volunteer to support the advocate on home visits to clients seeking compassionate support in which to express their complaint.

We reviewed our volunteering activities and set up a series of monthly drop-in meetings for our volunteers to plan for activities in the year, access information on health and social care developments and provide feedback.

We attend Health and Wellbeing Board meetings, Adult Safeguarding Board, quarterly meetings with the head of Adult Social Care and Portsmouth CCG, the Carers Executive Strategy Group, PCC/Care Quality Commission bi-monthly liaison meetings, Portsmouth CCG Primary Care Commissioning Committee, NHS England Quality Surveillance Group.



Key outcomes from our work

Through the independent NHS Complaints Advocacy Service:

- Parliamentary Health Service Ombudsman has upheld a complaint relating to a Trust's non-adherence to national guidance issued 2010 on neo-natal care.
- Healthcare Trusts writing to complainants to indicate how and where they are making changes to the way in which services are provided.
- Clients feel confident to discuss and resolve issues themselves directly.

Healthwatch Portsmouth :

- Co-produced with Portsmouth Clinical Commissioning Group patient health outcomes which will form part of their commissioning of a future Multi-speciality Community Provider contract.
- We encouraged Portsmouth City Council (PCC) to run a patient survey in advance of the Pharmaceutical Needs Assessment consultation to gain wider feedback.
- Portsmouth Hospital Trust delivered a comprehensive training programme to all participants in preparation for the Patient Led Assessment of the Care Environment (PLACE) visits to hospital wards after feedback from our volunteers
- PCC altered Health and Wellbeing Strategy to include a jargon buster explainer and a Frequently Asked Questions sheet.



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Any questions?



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