

**Healthwatch Portsmouth Board Meeting  
3<sup>rd</sup> April 2019  
Operations and Strategic Update**

**Strategic matters**

**Board member re-elections, co-options, resignation**

**Healthwatch Portsmouth Board Member Recruitment**

Healthwatch Portsmouth was recruiting during the autumn and winter for more Healthwatch Portsmouth Board Members to help support our local work and participate in this user-lead independent group's strategic planning.

We received 4 applications before the end of last year, have processed them and have invited the applicants to attend today's Healthwatch Portsmouth Board meeting in public for existing Board members to elect 3 and co-opt one applicant according to the number of available spaces we have left for election or co-option.

For April we have 2 re-elections due (Ram and Steve)

A further 2 co-options for April Board - Anthony and Peter

Brenda Skinner resigned from the Board membership in February. We are very grateful for her contribution 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 be reviewing later this month opportunities for representation. Senior staff and Board members of Healthwatch Portsmouth can then act as representatives on the increasing range of strategic level committees that we are being invited to provide our input. This is in addition to our statutory responsibilities of attending the Portsmouth Health and Wellbeing Board, Quality Surveillance Group and Portsmouth Adult/Child Safeguarding Committees.

We have asked for stakeholder feedback to prioritise a range of possible additions to the Healthwatch Portsmouth Annual Workplan for 2019 /20 . Please visit our website for details.

**Healthwatch Portsmouth with Portsmouth University:**

We are awaiting an update on the status of the undergraduate research which was reviewing, 2 years on, the state of Portsmouth patient access to bowel cancer screening in primary care. Due to strategic and operational re-structuring at the University in the summer and autumn the assessment process of the undergraduate research has been very delayed.

## **Operational matters**

We are benefitting from a part-time admin assistant, funded by the government backed Bridge2Work scheme to support the Healthwatch Portsmouth office. Dave Woods works for 16 hrs a week on Mondays, Wednesdays and Thursdays.

## **Independent Health Complaints Advocacy Service**

The Senior Advocate continues to provide support to a rolling caseload, currently 45 who are seeking support to make a complaint about a health service they have received.

The Senior Advocate contributed very significantly to the Portsmouth City Council hosted Adult Safeguarding Board to contribute to a Safeguarding Adult Review, providing his expertise and support to review the case of a service user with learning disabilities whose health and wellbeing deteriorated over a short period of time while receiving support from a range of statutory services. The Senior Advocate helped design and deliver a 'practitioner learning event' for the Portsmouth health and social care teams involved. Healthwatch has been invited to provide input into the Action Plan which will be jointly produced by Adult's and Children's Safeguarding Boards in the next couple of months, based on the recommendations in the report. Healthwatch Portsmouth will be asking statutory agencies to demonstrate how the improvements that are being proposed can be measured to indicate system improvements. The Healthwatch manager attended the review event in early March at which it was agreed that an Action Plan would be the next stage for formalised learning to be made.

## **NHS 10 Year or 'Long Term Plan'**

Engagement with the community is to commence in April with an opportunity for local residents to have their say in an online survey on the main themes contained in the plan. Healthwatch Portsmouth is hoping to organise two focus groups to encourage discussion on the priorities and how these should be implemented.

## **Community**

### **Portsmouth Disability Forum - Health Café**

Portsmouth Disability Forum has announced regrettably that due to reduced attendance by patients and service users and a range of funding cuts experienced by voluntary sector support groups across the city it was more difficult for organisations to resource attendance at the café to provide help and information on disability services. The final health café session took place on 19<sup>th</sup> March, to which Healthwatch was invited. We went along to support Portsmouth Disability Forum and thanked them for the support they had provided in the city since December 2014.

## **Primary Care**

### **Healthwatch Portsmouth community research at GP surgeries on the impact of the Enhanced Access Service on improving patients' access to GP appointments.**

HWP have started visiting GP surgeries in March and have been speaking with patients in the waiting room in each surgery to find out how well known the new 'Extended Access Service' being offered at Lake Road GP Surgery, is by patients. We want to find out how patients heard about the new service; if patients, when contacting their surgery and seeking an appointment for later that day were offered one of the later evening, weekend or Bank Holiday appointments at Lake Road surgery; and whether booking an appointment to see their GP is more important to them than booking up for an appointment with another GP which is available that day.

We will report back our findings to the Board and publish results in due course.

## **Secondary Care (and community based care)**

### **Mental Health**

#### **Mental Health Forum - an update**

Healthwatch Portsmouth are still waiting to hear what plans have been put in place for the Mental Health Forum across the Portsmouth and SE Hants area to meet.

### **Solent Rehab Transformation Plans**

Solent NHS Trust has looked at governance and operational issues relating to the proposed changes and the potential impacts of these on patient services and staff.

A Healthwatch Portsmouth Development Board meeting is planned for 25<sup>th</sup> April to discuss the proposed plans for transforming the Rehabilitation Mental Health Service.

## **Providers**

### **Solent NHS Trust**

#### **Review of draft updated Complaints Policy**

In December Healthwatch Portsmouth provided feedback, from a patient perspective, on the draft Solent NHS Trust Complaints Policy update. Our suggestions are being reviewed and we will be sent the updated document.

### **Care Quality Commission visit autumn 2018**

England's Chief Inspector of Hospitals has welcomed improvements in the quality of services for patients during an inspection of Solent NHS Trust. As a result of the inspection, the trust is now rated as Good overall.

A team of inspectors from the Care Quality Commission visited the trust during October and November 2018 to check the quality of community health services for adults and

community health services for children, young people and families. Inspectors also looked at five mental health core services: acute wards for adults of working age and psychiatric intensive care units (PICUs), long stay/rehabilitation mental health wards for working age adults,

wards for older people with mental health problems, mental health crisis services and health based places of safety community based mental health services for older people.

CQC also looked specifically at management and leadership to answer the key question: Is the trust well led?

Previously in June 2016, the trust was rated Good for being caring and responsive and Requires Improvement for being safe, effective and well led. As a result of this inspection the trust is now rated as Good for being safe, effective, responsive and well led. The trust is now rated as Outstanding for being caring. Overall, the trust is now rated as Good, a step up from its previous rating of Requires Improvement.

### **Transport and Access policy across all Solent NHS Trust sites**

Staff feedback to a consultation that resulted in a draft policy, issued in early February that was due to be implemented on 1<sup>st</sup> March has been postponed to allow time for further consideration due to feedback received from staff, Healthwatch Portsmouth and other concerned stakeholders. We are waiting for a further update from Solent NHS Trust on alterations they may be considering.

### **Disabled Car Parking spaces at St Mary's site**

Disabled Parking bays outside Enablement Centre had been commandeered for use with building works taking place adjacent to the Centre. Alternative parking bays had not been designated until Solent Trust Estates Manager had been notified of the omission. They immediately made provision for 5 disabled bays close to the Enablement Centre but the signage for these bays looked very temporary and flimsy, not conveying a sense of respect or dignity for disabled users. When questioned about the appearance of the signage Healthwatch was informed that a more permanent signage for the designated Disabled Parking Bays will be enacted in October, the decision making process in which Healthwatch has been invited to participate. This still feels to us that designation and signage for disabled bays are not being prioritised in the plan of works.

### **Portsmouth Hospitals Trust**

#### **Complaints Investigation Plan**

We are in the process of raising our concerns about the (evidence based) negative impact on patients of a new Complaints Investigation Plan template. The document is used by the health organisation which is in receipt of a complaint from a patient about a service they have received. Patients feel that their patient letter should be the document to be used in the complaint since everything that the patient wants to raise is included in their letter. We are contacting NHS England and Portsmouth Hospitals

Trust, who we are aware have already used this CIP, to respond to patient complaints with this feedback and request that the CIP is not used as an extra step in the Complaints Handling process.

### **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 on the urgent care pathway.

A full report of the 'Walk Thru' has now been produced and is circulated today to the Board, has been published on our website and a copy sent to Portsmouth Hospitals Trust and other interested stakeholder and scrutiny bodies including NHS England's Quality Surveillance Group (Wessex area) and the General Medical Council.

### **Portsmouth City Council**

Healthwatch Portsmouth received a request to attend a meeting to consider:

#### **Health and Wellbeing Board - proposed wider function**

In order to ensure that the Health and Wellbeing Board (HWB) is able to perform the wider function, it is proposed that the constitution as agreed in 2015 is amended to:

- broaden the core membership to include the superintendent of police, representation from Hampshire Fire and Rescue, from the National Probation Service, Community Rehabilitation Company and from the Portsmouth Education Partnership
- broaden the objectives to include specifically the strategic assessment of needs and issues in relation to Crime and Disorder and children's wellbeing; and the requirement to maintain a relationship with the office of the Police and Crime Commissioner and city safeguarding boards.
- note that from time to time, the Board may establish sub-boards to deal with matters that are delegated to it.

4.2 No changes to voting rights are proposed as these relate specifically to the role of a Health and Wellbeing Board in the commissioning of the local Health and Care system (for example, in relation to local pharmacy provision).

4.3 These changes have been incorporated into the revised Constitution for the Health and Wellbeing Board at appendix A.

Healthwatch Portsmouth used its voting rights to approve this recommendation.

#### **Comment from Health and Care Portsmouth on the NHS Long Term Plan and its implications for the Portsmouth Blueprint:**

The Long Term Plan and Health & Care Portsmouth

4.1 It is particularly encouraging to note the strong emphasis in the Long Term Plan on primary and community health & care. Our Health & Care Portsmouth blueprint and

programme of work has been established on these principles for the past few years and we have collectively delivered on many of the elements described in the Long Term Plan including: □ An established Portsmouth GP Alliance, delivering services on behalf of the network of GP practices in the City □ Co-located community NHS and Local Authority social care (adults and children) with a current plan to further their integration

□ Integrated NHS community and Local Authority services - children & families, mental health, intermediate care (reablement), learning disabilities, substance misuse □ Single IT system for care records: all GP practices, NHS community provider and, by April, Adult Social Care □ Single Portsmouth approach to managing the interface with acute services, particularly around discharge □ Integrated planning, commissioning and provision arrangements between CCG and LA; the Health & Care Portsmouth Operating Model in train to integrate further □ Long term conditions hub pilot site in 2019

4.2 The alignment between our local Health & Care Portsmouth intentions and the NHS Long Term Plan is extremely strong, with our local plan benefitting from inclusion and increasing clarity about plans for adult social care, children & families and public health.

### **PCC consultation on homelessness in the city - closes 30<sup>th</sup> April**

**<https://www.portsmouth.gov.uk/ext/documents-external/v2-draft-homelessness-strategy-2018-2023-for-consultation.pdf>**

On 23<sup>rd</sup> January there was a workshop hosted by Keep Well Collaborative\* at Somerstown Hub, in preparation for public consultation discussed the following: (add in the content of the workshop report)

(\*1 The Keep Well Collaborative is a network of housing, health, social care, statutory and voluntary agencies who work together to improve the mental health and wellbeing of local communities by keeping people safe and well at home)

HWP summarised the issues raised to put into context the consultation for residents.

### **Social Care**

#### **Portsmouth Health and Care hosted conference 19<sup>th</sup> December**

Healthwatch Portsmouth were invited to attend the conference to discuss adult social care in Portsmouth, the challenge and how organisations can work together to improve services. Here are the [slides](#) and workshop discussion [write-up](#) .

#### **Care homes in Portsmouth**

There was a Portsmouth City Council, Portsmouth Clinical Commissioning Group, Care Quality Commission and Healthwatch joint Quality Board meeting in mid Feb at which there were a lot of nursing homes and residential homes discussed at the meeting,

including three that Healthwatch had raised concerns about since the January Quality Board meeting; Beaconsfield and Kinross, most recently Bluewater. Here is the report:

**Beaconsfield** - They have received a Notice of Proposal to Cancel Registration, and the representation in response to this is due back to CQC next week. They've also got a Notice of Decision in place for condition of reports. Dave Joyce is leading on the work with Beaconsfield from a mental health point of view. If they do close, there may be issues finding placements for the individuals living there, as their cases are quite complex. *(HWP raised concerns in January about this residential care home)*

**Bluewater** - The Quality Team are planning on carrying out a visit and focus on the quality audit process in April. Recently had a CQC report published with a rating of Requires Improvement, and CQC have added conditions to their registration. Hannah explained that CQC have also received some whistleblowing concerns and have reported these to the MASH team, but it is likely that they will bring their inspection forward due to this.

**Kinross** - On the Quality Team schedule for the next 6 months. They recently received a rating of inadequate and had 3 warning notices published this week. A Facebook post popped up last week regarding bullying in the home, which Healthwatch picked up. An issue at Kinross was also raised through safeguarding and a social worker from the North Team went in and reviewed the service, but felt that the management team were taking it seriously and had a plan in place.

## **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. It is expected that the information portal will be launched in spring 2019.

Following our receipt of funding from PCC we are able to undertake the software upgrade and transfer to a more robust online platform to ensure the future of the Healthwatch Portsmouth Service Directory as an essential information portal on health and social care services for people in Portsmouth. We have very nearly completed work on the upgrade and hopefully the new version will be available in spring 19.

## **Portsmouth Clinical Commissioning Group**

### **GP mergers work - benefits realisation**

Healthwatch Portsmouth attended the meeting at the end of February which was to identify the learning to take forward from Healthwatch Portsmouth's community research in order to support further activity relating to GP surgery mergers in Portsmouth.

The main theme that had been identified from the research, that of the need for increased or enhanced communication with patients, was discussed at the meeting. It was agreed that realistic messages would, in future, be provided to patients about the likely positive outcomes as a result of the GP surgery mergers, rather than over optimistic claims. It was also agreed that with the introduction of 'care navigation' in surgeries in the spring this could benefit patients registered at one of the merged surgeries, who may be feeling there are fewer GP appointments available, to understand what health and community based services are available to them, in addition to GP appointments, which could better meet their needs.

### **Co-production/public involvement workshops 19<sup>th</sup>, 20<sup>th</sup> March**

Portsmouth Clinical Commissioning Group (CCG) hosted two half days of discussion on what is co-production and how can it be applied to a couple of pilot services that are being developed in the city; the Long Term Conditions Hub and a Wellbeing House. The headline outcomes from the discussions were that people wanted each service to:

Join up the gaps, across physical and mental health treatments, equal geographical access, helping people rather than saving money, personalised services from one hub, patients having more responsibility for their care, a person-centred approach, family to be included in mental health planning with service user.

In particular the Wellbeing House will help, among other things, direct people to relevant service. Patients want to feel listened to and more involved in their health and care. It is possible that it may encourage better lifestyle choices. The wellbeing house is not a hospital - not a number and stigma removed. The wellbeing house is a place that is not perceived by vulnerable people as a place for sick people. It should be an informal environment, less threatening/ overwhelming - more accessible. People will feel more empowered from having more time with clinical specialists to explain their issues. An key requirement is that the hub is easy to walk to.

Ends

29<sup>th</sup> March 2019

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