

Health Overview & Scrutiny Panel Update
23rd February 2016

Introduction

- Healthwatch Portsmouth is the **local, public led, independent** group that make sure people's voices are heard in decisions about health and social care services.
- **Funded** by central government **via** Portsmouth City Council, one of **152 local projects** under umbrella of Healthwatch England.
- Healthwatch Portsmouth Board **decide the priorities** for the team to focus on.
- Staff team of 3, plus volunteers.



Our 8 statutory functions:

1. Promote / support local people in **commissioning, provision and scrutiny** of local services.
2. Enabling people to **monitor** standards and **inform improvements**
3. Obtaining **local views** and making these known.
4. Producing reports / **recommendations for service improvements** to commissioners / providers.
5. Provide **information & advice** re access to services so choices made.
6. Forming **views on standards** - sharing this with Healthwatch England.
7. Making recommendations to Healthwatch England to advise CQC to make **special reviews**.
8. Provide **intelligence** to Healthwatch England...



Where have we been in last 6 months?

Foodbank

British Red Cross

QA Hospital

Beneficial
Foundation

Library

St Mary's Hospital

Cross Cultural
Men's' Group

Lip reading
group

Parent & Carers'
Board

Health
Cafe

Veterans
Outreach
Service

Community
Days

Portsmouth
Disability Forum

PRENO



Portsmouth
Parents Voice

Carers'
Centres

St Mary's Treatment
Centre

GP Practices

Guildhall Walk

OCD support
group

Families Moving
Forward

Recovery Cafe

Work Programme



What have we achieved?

Our activities sit within four key ‘work streams’:

1. Community Engagement
2. Advocacy (NHS complaints)
3. Projects
4. Signposting / Information



What have we achieved? Engagement

- ✓ Increased awareness of who we are and what we do
- ✓ Portsmouth Race Equality Network Organisation (PRENO) health events
- ✓ Board meetings - inc HOSP chair, Wellbeing Team, Leads re Blueprint
- ✓ Public involvement in commissioning (Wessex Community Voices - <http://www.healthwatchportsmouth.co.uk/story/working-together-wessex-community-voice-film> & <https://wessexvoices.wordpress.com>)
- ✓ Lip reading group film with Healthwatch Hampshire (https://www.youtube.com/watch?v=tLxWZD3uuSg&feature=player_embedded)
- ✓ Volunteer training - 'Enter & View' / 'What is the NHS?'
- ✓ System to follow up poor Care Quality Commission (CQC) reports

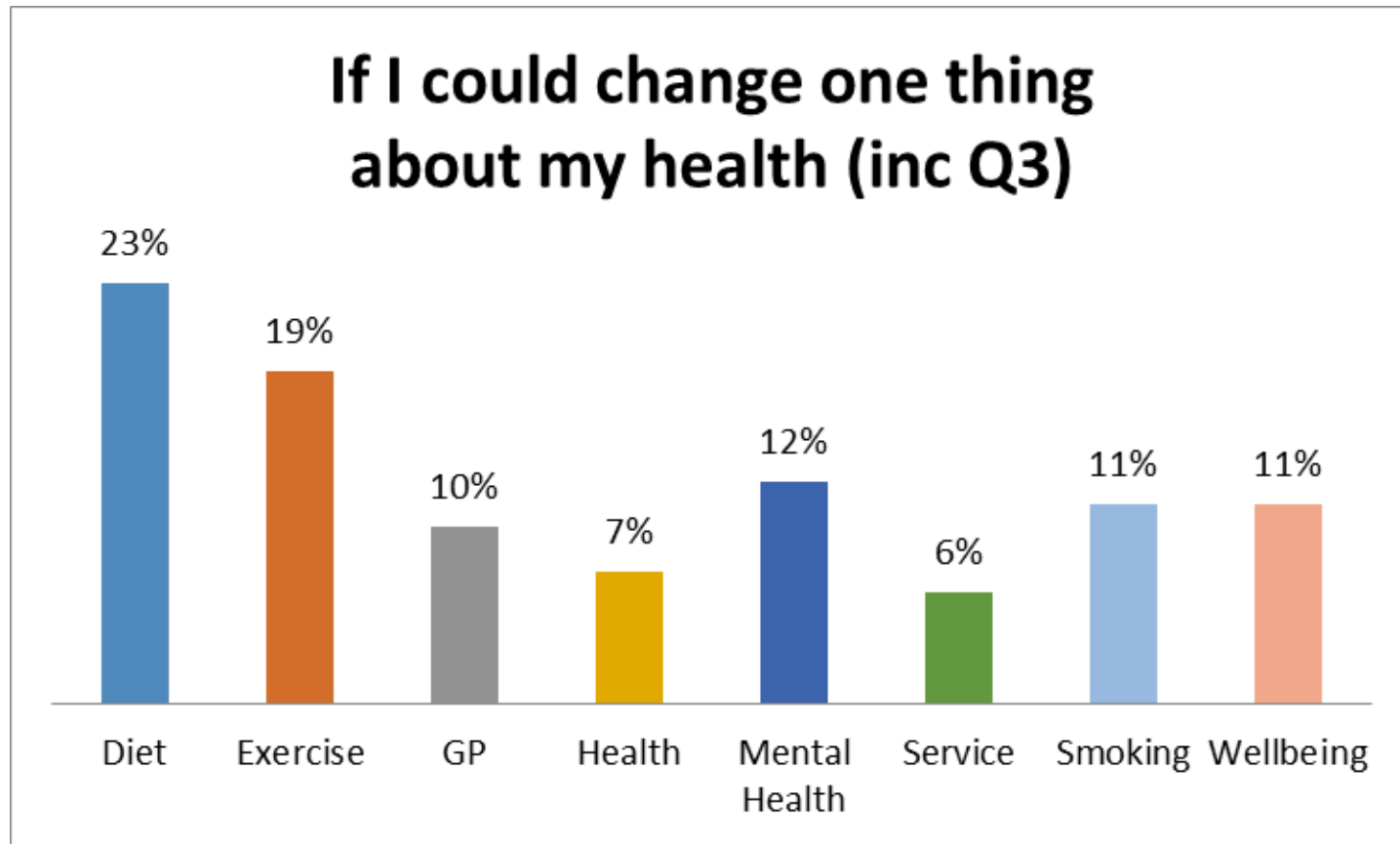


What are we doing next? Engagement

- ✓ Wider information collection & follow up strategy - inc website
- ✓ Links with providers to be 'critical friend' / 'conduit' for feedback - GPs, Dentists, Residential Care Homes, main foyers - Enter & Views.
- ✓ Comment on GP merger processes
- ✓ Mystery shopping findings and recommendations
- ✓ QA 'walk through' and patient experience of A&E, discharge and non-specialised wards
- ✓ Shared volunteers and menu of opportunities
- ✓ Widen public involvement in commissioning...



One change?



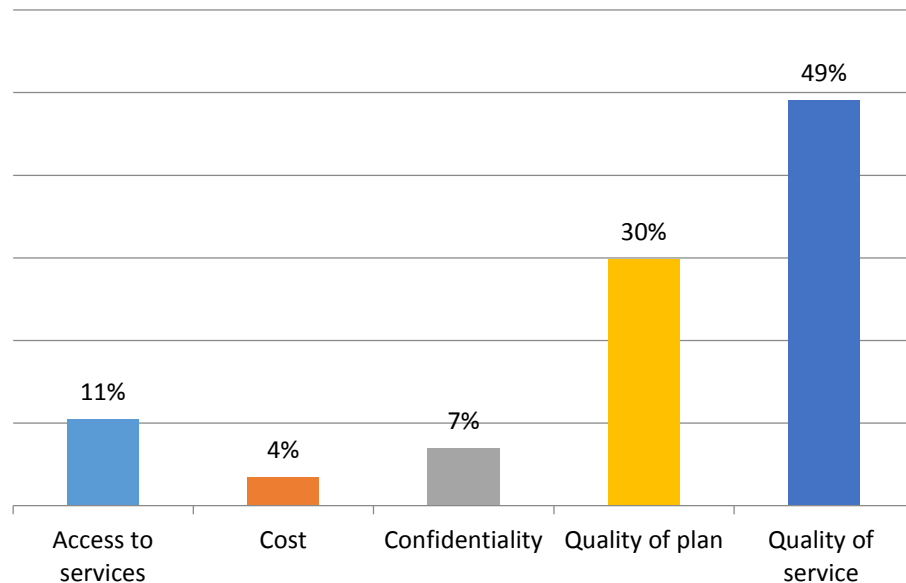
Summary of responses to a question asked
of Portsmouth residents



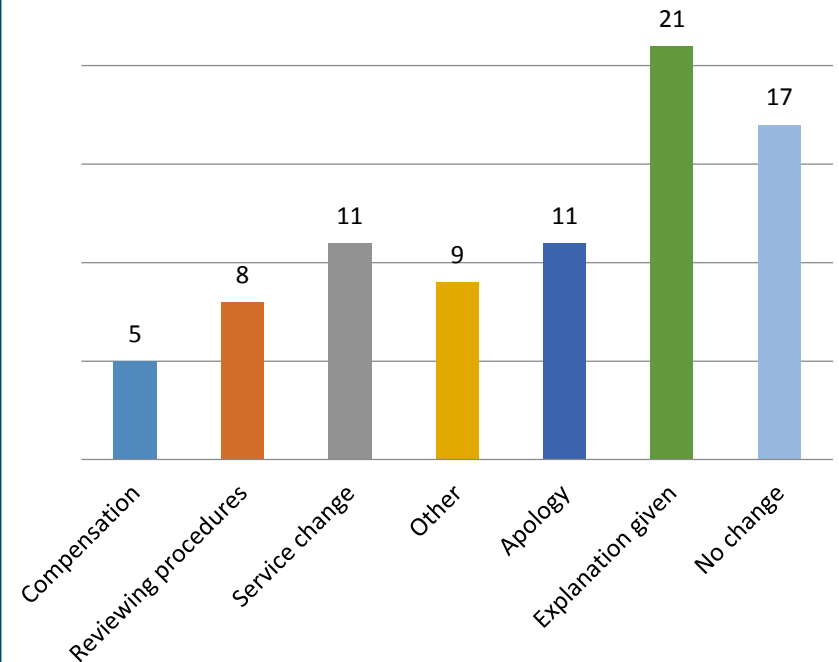
What have we achieved? Advocacy

- ✓ Caseload management
- ✓ 58 people helped with 1 or more complaint
- ✓ Average age of client = 51 years old

**Healthwatch Portsmouth Advocacy
Complaints by Category: May13-Dec15**



**Healthwatch Portsmouth Advocacy:
Complaints Outcomes: May13-Dec15**



What are we doing next? Advocacy

- ✓ Widening referral sources
- ✓ Follow-up strategy to check actions put into practice
- ✓ Better use of data
- ✓ Provider workshops to build capacity
- ✓ Peer support groups...



What have we achieved? Projects

- ✓ Bowel Cancer - link between access to screening and deprivation (University of Portsmouth)
- ✓ Mapping patient / user engagement networks (Junior Doctors)
- ✓ Guildhall Walk - walk-in consultation - 300+ responses, input into engagement plan
- ✓ Wheelchair services (Healthwatch Board Member with Portsmouth Disability Forum)...



What are we doing next? Projects

- ✓ Cancer project - Part 2: Barriers (& solutions) to screening
- ✓ Mapping engagement networks - work with CCG/PPG & engagement leads
- ✓ Health outcomes for people with learning disabilities - including barriers to service & accessible information...



What have we achieved? Information

- ✓ 650 members
- ✓ 2,500 followers on social media (Twitter/Facebook)
- ✓ 18,000+ website hits & 32,000 total page views (July-December 2015)
- ✓ Online directory containing 850+ services averaging 2,240 searches per month



What are we doing next? Information

- ✓ 'Tripadvisor' style online feedback opportunities
- ✓ Database (CRM) to improve data collection & reporting
- ✓ Review satisfaction with Healthwatch Portsmouth



Summary

- ✓ Established good foundation & connections
- ✓ Next phase - to build
 - Visits & data collection
 - Recommendations for improvements
 - Sharing of good practice
 - Increase networks /awareness
 - Volunteer development
 - Public involvement in commissioning
 - Joint-working opportunities...

= Impacting & influencing local services by local people

Find out more at: www.healthwatchportsmouth.co.uk

Thank you for your time. Any questions?