

## Annual Report Summary 2015-16

Health & Wellbeing Board - 21<sup>st</sup> September 2016

# Agenda

1. Introduction - inc our 8 statutory functions
2. Reflecting on 2015-16
3. Looking ahead to 2016-17
4. GP mystery shopping summary
5. Summary & questions...

**healthwatch**



Healthwatch  
Portsmouth

Annual Report 2015/16

# 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...**



# Reflecting on 2015-16:

1 of 6

Our key aims for 2015-16 were to:

- 1. Increase awareness & understanding of our role and how people can access the team**
- 2. Grow relationships with commissioners and providers to help influence meaningful change**
- 3. Increase opportunities for local people to influence how local health & care services are provided**

We have achieved these by...



# Reflecting on 2015-16:

2 of 6

- ✓ Attending over 60 local events and meetings, speaking with around 900 local people
- ✓ Supporting volunteers to contribute to improving the local health and care landscape
- ✓ Providing input to influence engagement plans for the Clinical Commissioning Group (CCG), Solent NHS Trust and Portsmouth Hospitals Trust (PHT)
- ✓ Collaborating with NHS England to involve local people in commissioning of services <https://www.youtube.com/watch?v=-Gw4DjSUvIQ>
- ✓ Supporting local research to determine links between access to cancer screening and levels of deprivation in the city
- ✓ Contributing to how senior health and care representatives will engage with local people on the Portsmouth Blueprint...



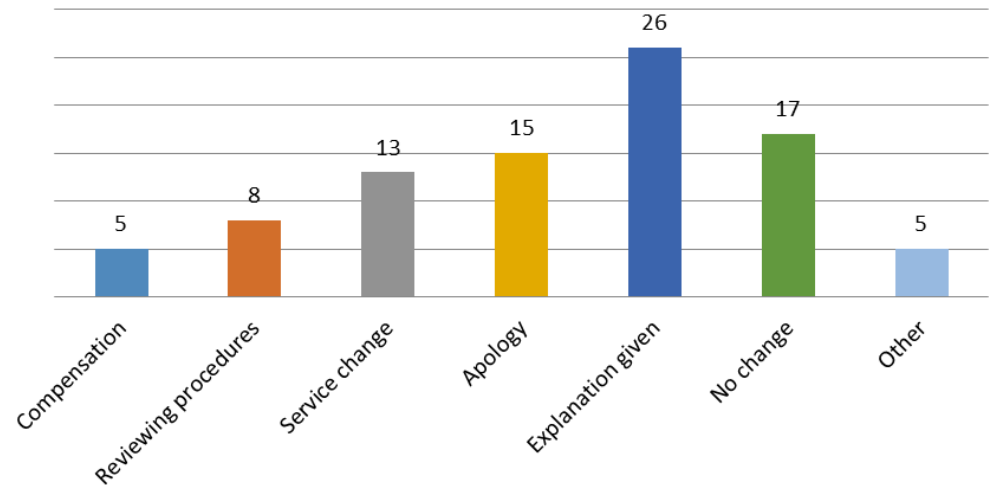
# Reflecting on 2015-16:

3 of 6

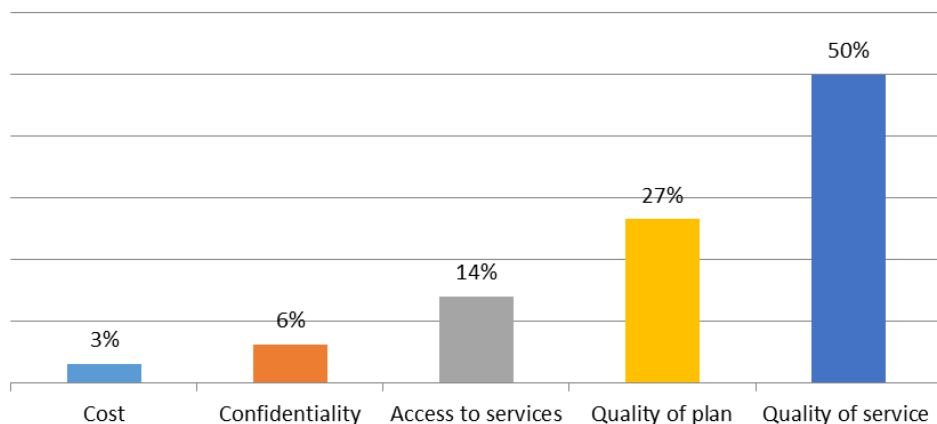
## Advocacy service

- ✓ Caseload management
- ✓ 63 people helped with one or more complaint
- ✓ Range of outcomes achieved.

**Healthwatch Portsmouth Advocacy:  
Complaints Outcomes: to 15/4/16**



**Healthwatch Portsmouth Advocacy Complaints by  
Category: to 15/4/16**



# Reflecting on 2015-16:

4 of 6

- ✓ 550+ Healthwatch Portsmouth 'members'
- ✓ 2,600 followers on social media (Twitter/Facebook)
- ✓ 38,500+ website hits (48% Portsmouth & 68% new visitors)
- ✓ 68,700+ total page views
- ✓ Online directory containing 900+ services averaging 2,260 searches per month





- ✓ Guildhall Walk
  - ✓ Independent survey of 300+ local views
  - ✓ CCG amended final proposals



# Reflecting on 2015-16:

6 of 6

- ✓ Board meetings
  - ✓ Public meetings in different locations
  - ✓ Information sharing & scrutiny of priorities and invited speakers (inc HOSP, Blueprint)
- ✓ Portsmouth Race Equality Network Organisation (PRENO)
  - ✓ Attendance at public events
  - ✓ Workshops on accessing pharmacies and walk-in centre
- ✓ GP mystery shopping...



# Looking ahead to 2016-17

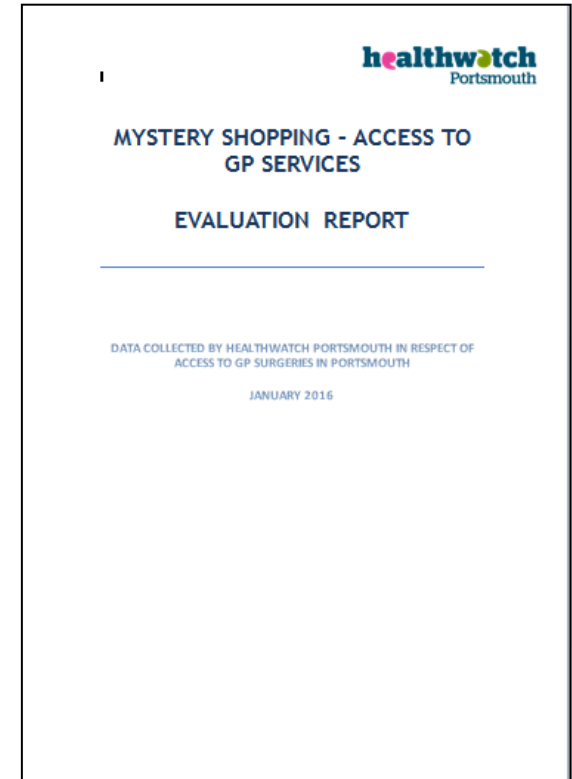
- ✓ Wider information collection & follow up strategy
- ✓ Further develop links with providers to be 'critical friend' / 'conduit' for feedback - Enter & Views.
- ✓ Widening referral sources for advocacy service
- ✓ Cancer project - Part 2: Barriers (& solutions) to screening?
- ✓ Health outcomes for people with learning disabilities
- ✓ Review satisfaction with Healthwatch Portsmouth
- ✓ Training and capacity building...



# GP Mystery Shopping - Summary

Data collected by  
Healthwatch Portsmouth  
in respect of access to  
GP surgeries in Portsmouth

January 2016



# GP Mystery Shopping - Methodology

- All surgeries anonymously ‘mystery shopped’ re:
  - Waiting times for routine/urgent appointments
  - Opening times & availability of information.
  - Guidance for patients re ID when registering.
- Letter to notify all practices activity taking place.
- Telephone calls and website reviews.
- Guidance from CCG re service standards.



# GP Mystery Shopping - Findings 1/3

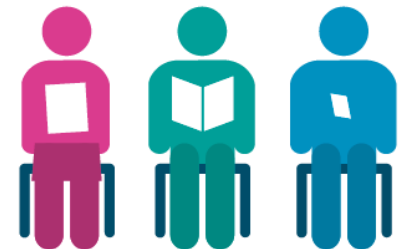
- Appointment system
  - All patients able to book routine appointments in person or by phone
  - Only 4 offer automated phone booking service
  - Variety of online booking options available
    - **Recommendation** - HWP investigate inconsistencies.
- Out of hours phone message
  - Inconsistent approach - different information, some poor re-direction, some wrong details provided.
  - **Recommendation** - Practices review / change message where needed.



# GP Mystery Shopping - Findings 2/3

- Website out of hours advice
  - Only 38% gave correct information.
  - 21% gave mis-leading or unhelpful advice
  - **Recommendation** - Surgeries review online details to ensure correct, clear and consistent.
- Current waiting times
  - Some provided clear processes to access urgent appointments.
  - Others - first come, first served.
  - Routine appointment wait - 1 to 35 days.
  - **Recommendation** - Review impact of longer waiting times.

**WAITING ROOM**



# GP Mystery Shopping - Findings 3/3

- Opening hours
  - All surgeries offer extended hours but some inconsistency over how promoted to patients.
  - **Recommendation** - surgeries highlight clearly the services available, when and how accessed.
- Registration information
  - Inconsistent approach re evidence of ID - only 5 did not require photo ID.
  - **Recommendation** - CCG provides clarity to surgeries over what is and what is not required for a patient to register - Surgeries to share with staff.





# GP Mystery Shopping - Conclusion

- Important to have **clear and consistent** information to enable fair access to services for all.
- Healthwatch Portsmouth have identified **good practice** and **gaps** in way information provided to patients.
- Recommendations shared with surgeries, city-wide PGG & endorsed by the CCG - changes implemented
- More 'shopping' next year.
- Next steps
  - Patient review of GP surgeries
  - 11 surgeries covered
  - Findings to be published



# PPG review of GP Surgeries

## Patient Participation Group Practice Rating:



Sponsored by:

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# Thank you for your time. Any questions?

Find out more at: [www.healthwatchportsmouth.co.uk](http://www.healthwatchportsmouth.co.uk)

