

Annual
Report

2014/2015





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Note from the Chair



The year covered by this annual report has been a challenging one for Healthwatch Portsmouth. It has seen the election of new board members at the beginning of 2014, co-option of additional members, significant staff changes and confirmation that the budget for Healthwatch will face a cut in the new financial year beginning in 2015.

At the same time Healthwatch Portsmouth has been seeking to establish itself. We were fortunate to initially retain the services of three of the interim board members, originally involved in the establishment of Healthwatch, who were elected and provided some continuity for the board. We welcomed a new manager following the departure of a predecessor to become the manager of Healthwatch Hampshire.

The first few months involved a process of learning and development for the new board members and the manager and some time was spent finalising the governance structures for Healthwatch Portsmouth. The Board agreed to pursue three areas of interest and develop a specific project in each. The three areas were mental health, cancer services and medical equipment.

As part of the Board development process a session was arranged with an external facilitator and one of the agreed actions was to appoint a permanent chairman of the Board rather than rotating it among members. Three new co-opted members were also recruited and joined the Board in October 2014.

I was one of the new members recruited and was appointed chairman of the Healthwatch Board in December 2014.

We also agreed to appoint a vice-chairman. Following the departure of our Healthwatch manager in December we recruited a new manager.

Given the huge pressures on health services change is inevitable and Healthwatch can play a vital role in ensuring that users of these services can influence change. The last year has helped us to recognise that as a small organisation we can play a vital role working with other organisations on changes to health and social care.

We will use information given to us by people in the city to help decide what we should be working on. Raising our profile further with the public so we are clearly recognised as somewhere to go if you have a concern about health issues is one of our priorities for the next year.

We can then ensure that Healthwatch Portsmouth has a strong foundation on which to build for the future.

Graham Heaney

Chairman of the Healthwatch Board

May 2015



About Healthwatch

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog, our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision

Our vision is for Portsmouth to be served by high-quality health and social care services where public voice helps shape and improve provision within the city.

Our mission

We will:

Employ multiple communication channels to reach out to and listen to Portsmouth's health and social care consumers.

Work closely with the voluntary, public and private sectors to enable them to deliver accessible, high quality care based on consumer evaluation, participation and research.

Employ a partnership approach with key stakeholders and volunteers, to applaud, challenge, question and review in the pursuit of best practice in health and social care, informed by the consumer's opinion.

Contribute the consumer voice to the deliberations and strategy of the Health and Wellbeing Board. We will contribute to Portsmouth's Joint Strategic Needs Assessment as an evidence base for health and social care. Support Healthwatch England's strategy for local and national improvement.

Be entrepreneurial to achieve our goals.

Our local priorities

The local priorities for Healthwatch Portsmouth in 2014 - 2015 included further developing governance arrangements to provide a sound platform from which to direct the services activities, and undertaking meaningful enquiries into issues identified through the board's knowledge of local needs.

Those areas identified as having research potential included: access to mental health services, the supply of medical equipment, cancer services, dementia services, Emergency Department waiting times, and GP services

Following an appraisal of questions relating to each area, Mental Health, Medical Equipment and Cancer Services were identified for further project work and a series of Project Initiation Documents were brought to the Healthwatch Portsmouth Board for consideration.

Healthwatch Portsmouth delivers eight statutory functions:

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved;
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services;

6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.

7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.

8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Additional to its statutory functions, Healthwatch Portsmouth also delivers an independent NHS Complaints Advocacy for local residents which provides increased awareness of issues with services and an addition route to effect change.





Engaging with people who use health and social care services

Understanding people's experiences

In 2014 - 2015 Healthwatch Portsmouth has delivered a comprehensive and inclusive engagement strategy that has reached out to thousands of people within the city.

The service has used a developing network of partner organisations to facilitate access to the views of diverse range of local people.

Face to face engagement activities have included a mixture of one to one interviews, focus groups and broader survey activity as appropriate to the audience and enquiry being undertaken.

Healthwatch Portsmouth has engaged with a diverse range of Portsmouth residents through attending over 140 events during 2014 -2015.

In addition to direct work with the public, a wide range of digital and social media has been used to undertake surveys, promote debate, and to support people to speak up about their experience of Health and Social Care services.

A number of community surgeries have been established to make Healthwatch staff available in public spaces. The success of these has continually improved over the course of the year as the service has gained feedback from members of the public on how their needs can be best met.

The Portsmouth Health Café

The Portsmouth Health Café provides an accessible and friendly environment for local residents to drop in and talk about their Health and Social Care needs. Run in Partnership with Portsmouth Disability Forum, this event extends the reach of the Healthwatch network

Launched in December, attendance at the event has continually improved with new visitors to the forum each month.

Representatives from the Portsmouth CCG attended to answer questions about the commissioning and delivery of local services.

healthwatch
Portsmouth



SPEAK UP

Let us have your views about local health and social care services

www.healthwatchportsmouth.co.uk



How Healthwatch Portsmouth gained the views of:

Young people (under 21)

Our partnership with the University of Portsmouth has provided a fantastic route to gaining the views of young people living in the city, and the service has actively explored opportunities to involve students in the delivery of the service as volunteers, or through undertaking community research as part of their studies.

This year saw changes for children and young people with a special educational need or disability (and their families). The introduction of the Portsmouth local offer, and roll out of Education Health and Care Plans (EHCP) saw us engage with Portsmouth Parent Voice to monitor progress and gain feedback.

Older people (over 65).

Portsmouth, in recognition of future challenges posed by changing demographics, is transforming services with a view to supporting an aging population. Healthwatch Portsmouth has worked hard to ensure it built appropriate channels to engage with residents who will be impacted by changes to services. The service has spoken with residents in care homes, at a range of lunch clubs and user groups, and undertook targeted work with the Alzheimer's Society through attendance at local Memory Cafés.

People volunteering or working in our area but who may not live in our area.

Healthwatch Portsmouth has not prioritised engaging with people who live outside of the Portsmouth boundaries, although our friendly staff have taken comment on local services where offered.

A busy calendar of community events across the city has seen us speak with users of local services including non-Portsmouth residents. Further, work to promote awareness of the service with Portsmouth City Council, the University of Portsmouth, and our extensive network of partner agencies and members, has seen a broad range of comment from people working within the city.

Engagement with groups helping Vulnerable or Disadvantaged People

Disadvantaged and vulnerable individuals often are most dependent on Health and Social Care services. In recognition of the needs of the local community the services continually looks to ensure that it is giving voice to those people who are most affected by the changing nature of provision.

In response to information gathered the service has undertaken a number of focused activities examples of which include work with Breakthrough, Veterans Outreach Service in recognition of the city's links to the Royal Navy, the Beneficial Foundation who work with disadvantage groups such as those with learning and other disabilities, and the Portsmouth Disability Forum who offer a wide range of services for disabled individual and their families.

People who are seldom heard.

Healthwatch Portsmouth recognises that those individuals with the highest needs face often the greatest barriers to voicing their experience.

Through partnership arrangements the service has worked with key agencies to ensure that the voices of communities that struggle to find representation are heard.



Examples of community partnerships can be found with work undertaken with Carers, and BME groups including the Cross Cultural Womens Group, Migrant Intervention Project, Carers Council and Carers Centre.

One of our team is a Dementia Friends Champion and provided a Dementia Friends information session to twelve women and providing them with more of an understanding of dementia and things that could make a difference to people living within their community.

Enter & View

Healthwatch Portsmouth has not exercised its power to enter and view during the 2014-2015 reporting period.

Work to support the transition between service managers and the ongoing development of governance processes has taken priority over progressing an Enter and View strategy; the service instead focusing on building a solid and sustainable platform from which to grow.

Healthwatch Portsmouth contracted provider, Learning Links, has delivered training to other local Healthwatch organisations, which stands Healthwatch Portsmouth in good stead for delivering a successful Enter and View strategy in the 2015-2016 year.

It stands to note that the lack of Enter and View activity has not precluded Healthwatch Portsmouth from engaging with users of services within a care setting.

Through partnership building and a consensual approach to soliciting public voice, access has been granted to a range of care settings to gain the views and experience of provision.

Healthwatch Portsmouth has found where a provider is actively engaged in facilitating independent scrutiny of their provision. This is supportive of effecting positive change as a result of any feedback obtained.





Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch Portsmouth's most effective channel for providing information on local health and social care services is through its online directory.

Healthwatch Portsmouth recognises that where possible, the most efficient way to put people in touch with the services they need is to provide up-to-date accessible information to enable them to make an informed choice on the most appropriate service to meet their need.

In promoting self-direction for the volume of its signposting, the service is able to focus its limited resources on those complex enquiries, and instances where individuals have an urgent need for information.

The service directory ranks well on google and regularly receives over 1,000 hits per month.

11,465: The number of searches made of the Healthwatch Portsmouth online directory.

This electronic resource is strengthened as responsibility for updating information and promoting it to the public is shared jointly with Portsmouth City Council.

The directory consists of over 700 Health and Social Care services and is continually growing as we discover new organisations offering support within the city.

Where direct enquiries are made to the service by email, telephone, or as a product of engagement activities, the service has gained further valuable insight into the needs of Portsmouth residents and stakeholders.

The service has noted a wide range of agencies within the city have directed the public to Healthwatch Portsmouth support, and the service will aim to build on this trend to increase its reach.

Value has been added to residents through ongoing research of local provision, and where our resources are defined by geographic boundaries, the service is able to utilise its strong working relations with neighbouring local Healthwatch organisations to ensure that people get the information they need.

Healthwatch Portsmouth has an ambitious plan for developing its directory and signposting service to ensure that feedback from residents continues to shape the way we deliver this service.

A range of developments are under consideration for this year from improving accessibility of CQC ratings, to adding more refined search options a range of developments are under consideration for the coming year.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

The service recognises that the production of reports is a development area and has an action plan in place to address this for the 2015-16 reporting period.

The service has however brought about change through making recommendations and as a result of its participation in operational and strategic forums where through shared learning, the needs of Portsmouth residents have been recognised.

A new reporting format has been designed in collaboration with Portsmouth City Council to support with evidencing the change that has resulted from work undertaken.

This move is welcomed by Healthwatch Portsmouth and the service has revisited its priorities to ensure that the scope of projects undertaken is achievable in light of the resource available.

“Healthwatch Portsmouth’s involvement was crucial in providing a strong voice of challenge to agencies, in particular health, and providing an insight into how the child at the centre and their family may have experienced agency actions.”

Helen Donelan, Portsmouth Safeguarding Children Board.

Putting local people at the heart of improving services

Healthwatch Portsmouth has been involved in a partnership project called Wessex Community Voice. The Partnership includes NHS England Wessex sub regional team, the Wessex Clinical Senate and Strategic Clinical Networks and five local Healthwatch that operate across the region; Dorset, Hampshire, Isle of Wight and Southampton.

This innovative project developed a framework for good practice and a step-by-step guide to Patient and Public engagement in commissioning that has since been well received by stakeholders across the region.

Local people received indepth training over a series of five one day session that covered the commissioning process and support their understanding and ability to engage in the design of services.

More information can be found via this link:

<https://www.youtube.com/watch?v=-Gw4DjSUvIQ>

The Healthwatch Portsmouth representative on Portsmouth City Council’s Health and Wellbeing board has been supported through a regular series of advisor meetings.



The advisor meetings allow the strategic team to come together to discuss feedback from board members and operational activity, to support the manager with any emerging issues, and to discuss and set priorities.

Regular interaction between the board and operational team has supported an increasingly consistent direction of the service which in turn has added value to our input to the Health and Wellbeing Board.

Working with others to improve local services

Healthwatch Portsmouth continues to build positive working links with providers of service within the city. Our strategy has been to pursue a partnership approach to investigating and resolving those issues reported to the service. It is our belief that through encouraging joint ownership of user experience the service enables change by forming a consensus on any required change.

There is scope for Healthwatch Portsmouth and the Care Quality Commission to work more closely together. This might be accomplished through a more structured approach including the planning of joint activities, improved sharing of information, and feedback on actions undertaken as a result of the interactions between services.

“Healthwatch Portsmouth has been brought together with the council and CCG to develop effective relationships.

Over the course of the year the major suppliers in the city underwent inspection by the CQC as part of their schedule.

Healthwatch Portsmouth has been active in monitoring CQC findings and reports to supplement its knowledge of the local Health and Social Care landscape.

During the inspection of Queen Alexandra Hospital, Healthwatch Portsmouth supported the CQC at a public engagement event with information on local issues and by supporting with knowledge of public engagements.

“Partners believe Healthwatch is empowered to act as an independent and effective voice for users, communities and the public.”

Portsmouth Health and Wellbeing Board self-assessment.

As a result of the partnerships built with local providers, where information has been requested to support enquiries undertaken by the service this has been supplied without issue.

The service has supported engaging the public in local issues through inviting key decision makers and organisational leaders to speak at board meetings held in public. At these events, time is allocated for members of the public to ask questions of the speaker.

Healthwatch Portsmouth has maintained regular communication with the Healthwatch England regional development officer and has benefitted from the support of the national organisation. The service has supplied information to support the ‘big picture’ through the scheduled intelligence returns and ad hoc feedback where significant issues have been found.



Impact Stories

Case Study One

Serious Case Review.

Our Advocate, Fergus Cameron, has contributed on a recent case review panel to ensure that agency action is challenged and to identify areas for change.

As an independent organisation Healthwatch Portsmouth was able to voice patient experience, identify learning points and areas for improvement.

Through its wider work the service understands that parents of children with newly diagnosed disabilities experience a range of emotions and that it can be difficult to process information or manage the sudden engagement with an array of health professions and processes.

This can be overlooked by a range of professionals, especially where there is a perception that an individual link professional is responsible for supporting the family.

Healthwatch Portsmouth voiced a parents priorities included wanting to ensure care of their child to be comfortable, to enjoy ordinary but essential daily living activities, to participate in their child's care and maintain their parental relationship, to exercise choice, and to consider options and alternative providers of healthcare and medical approaches.

Feedback to the review included the importance of continuity in relationships with the family, particularly in the

maintenance of the Nominated Link Nurse, An awareness of timing and commitment to agreed actions, as when these do not happen the parents lose trust and felt not listened to.

There was a missed opportunity to develop new skills in delivering care (for Parents) through direct training from the nursing team in a partnership approach. This would have allowed clinical staff to assess the parent's competence to deliver care independently, could potentially have improved relationship between staff and parents, and offered greater preparation for hospital discharge.

Feedback from the Portsmouth Safeguarding Childrens Board is as follows.

“Fergus Cameron acted as Healthwatch representative on a recent case review panel into concerning circumstances around a Portsmouth child.

The role of the panel is to oversee and scrutinise the development of the review and the resulting report; ensuring that we are effectively challenging agency action and identifying areas for change.

Healthwatch involvement was crucial in providing a strong voice of challenge to agencies, in particular Health, and providing an insight into how the child at the centre and their family may have experienced agency actions.

Fergus guided the panel through the narrative of health involvement from the perspective of the family. His insight into the everyday functioning of health provision and the patient experience enabled the panel to achieve a strong understanding of the quality of the agency practice, and more robustly identify learning for improvement.”



Case Study Two

Mental Health Champions.

Healthwatch were asked by an older man in ill health, and his daughter the main carer, to support them in their difficulties with the community health team. His poor health was resulting in repeated hospital admissions and he had Nursing and Domiciliary Care Agencies supporting him at home with several visits throughout the day.

His daughter felt a responsibility to supervise and engage with the care package, which led to growing conflict with the care providers, the relationship broke down to the extent that the lead professional notified the father that services were at risk of being withdrawn and that no alternative provider could be identified.

The daughter had a range of complaints about care coming in but the focus of the complaint was on the perceived threat of removal of service and criticism of her behaviour, this was being described as aggressive and verbally abusive to staff.

The conflict and breakdown in relationship with father and daughter resulted in a failure to listen to the daughter and acknowledge her history of mental health difficulties, these were pronounced and included periods of hospital admission and section under the mental health act.

The care services had become defensive and entrenched unable to communicate effectively or respond flexibly.

Healthwatch involvement highlighted the level of threat that the gentleman and his daughter were experiencing, the daughter's reaction to her father's declining health and end of life approaching.

Healthwatch identified the mental health difficulties that the daughter was experiencing and her growing anger that this was not being listened to, that she was being labelled as badly behaved.

The Trust delivers Community Adult Mental Health Services but no connection was being made with their generic primary community care teams.

Healthwatch advocated that the family were being threatened and that the daughter, carer, needed additional mental health support, and that the Trust already had the specialist services.

By early intervention on the complaint and joint working with the investigating officer the daughter's mental health needs became part of the care plan and package. The Trust acknowledged that mental health training and development should be developed and easier access to supporting mental health specialists.

This has become a commitment to identify Mental Health Champions within the Trust's Community Care Services and the learning from this was shared by Healthwatch when invited to the Trust's Clinical Governance meeting.



Opportunities and challenges for the future

Healthwatch Portsmouth will face a significant challenge this coming year having received a 30% cut to funding.

The city of Portsmouth is undergoing significant change and there is an increasing need to ensure that local people are involved in the decisions that will impact upon the provision of the health and social care services they use.

To meet these challenges we will need to place increasing emphasis on recruiting and training volunteers to increase capacity and deliver more for less.

Regular activities will need to be appraised and rebalanced to account for the loss of staff, and outreach increasingly targeted to suit the available resources.

New contract performance indicators agreed with Portsmouth City Council will support us to put local voice at the heart of projects, and success will be measured in terms of the change the service is able to effect.

The partnerships developed over this last year will become increasingly important in broadening the service's reach to ensure awareness of, and engagement with Healthwatch Portsmouth continues to grow.





Our governance and decision-making

Our Board

Graham Heaney (Chair)
Roger Batterbury (Vice Chair)
Mike Baker (Elected Board Member)
Jennie Brent (Elected Board Member)
Ken Ebbens (Elected Board Member)
Sameen Farouk (Elected Board Member)
Lynne Rigby (Elected Board Member)
Geoff Jacobs (Co-opted Board Member)
Dr Nick Murdoch (Co-opted Board Member)
Tony Horne (Board Advisor: University of Portsmouth)
Matthew Gummerson (Board Advisor: Portsmouth City Council)
Zoe Gray (Board Advisor: Learning Links)

How we involve lay people and volunteers

Healthwatch Portsmouth is well served by a board comprised of local community leaders and experts and lay people. The board participate in an array of forums relating to the quality and design of services within the city, and use feedback from residents of Portsmouth when influencing decisions.

Volunteer representatives of Healthwatch Portsmouth have been actively involved in the audit and procurement of local services, and members of staff have attended a wide range of regional and local forums to represent the interests of the local public.

In addition, the extensive network of public and professional stakeholders developed by Healthwatch Portsmouth is regularly used to promote public participation at engagement events across the city.

Our governance documents have been co-designed and ratified via the Board during meetings in public. Volunteer role descriptions have been designed in conjunction with a group of volunteers thus ensuring that volunteers are clear about their roles within our delivery and to whom they are accountable.



Financial Information

Financial Year 2014/15 (1st March to 30th April)

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		£98,767
Funding received from local authority to deliver Independent NHS Advocacy activities		£49,384
Additional income (NHS Wessex Community Voices Project)		£4,500
Total income		£152,651

EXPENDITURE		
Office costs		£26,756
Staffing costs		£90,338
Direct delivery costs		£32,467
Total expenditure		£149,570
Balance brought forward		£3,081



Contact us

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Website URL: <http://www.healthwatchportsmouth.co.uk/>

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, Care Quality Commission, NHS England, Clinical Commissioning Group, Portsmouth City Council Overview and Scrutiny Committee/s, and Portsmouth City Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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