



Dear members,

## Healthwatch Update to the Health Overview and Scrutiny Panel (HOSP) 17<sup>th</sup> October 2013

Thank you for the invitation to update you on the progress of Healthwatch Portsmouth so far.

Healthwatch Portsmouth is now up and running and we are providing the services required of us in the Health and Social Care Act 2012 which are:

1. Information and signposting services for health and social care services in Portsmouth
2. NHS complaints advocacy services (helping people through the complaints process)
3. Community engagement and recording local people's views on services and also enacting change.

We have been fully established since May 2013 and are beginning to build up our services and the awareness of Healthwatch in the city.

### Our work so far:

- 149 people helped to find the correct local service in Portsmouth through our information service.
- The Healthwatch network has grown to 2,132 people and 407 local services have now been mapped on the Healthwatch website.
- We have helped or are currently supporting 15 people through the NHS complaints process.
- We have made 2 official requests for information from service providers and have made 1 visit to a health care provider.
- We have weekly outreach events and visit groups throughout the city to gather views and experiences of health and social care services.

## Key outcomes so far:

- The Healthwatch interim board have identified key priorities for the year that link with the Clinical Commissioning Group and Health and Wellbeing Board priorities. They are:
  - Principles of good engagement and consultation
  - The Dementia Pathway
  - Integrated Care Pilot Projects
  - Portsmouth response to the Francis Report and other national reports
- Healthwatch Portsmouth has provided service user feedback and consultation around the service user charter being developed by the integrated commissioning unit and clinical commissioning group. This project also included an engagement event on the 16<sup>th</sup> October and has added a lot of value to the work of our partners.
- We are also playing a role in raising local issues to decision makers; such as the problems being faced by local people being reassessed from ESA benefit funding and the issue around the GP violent patient scheme.
- Healthwatch Portsmouth is also in discussion to work closer with the Portsmouth Independent Living Network and Adult Social Care on their information provision.
- We have also been in close contact with the CQC about local issues and complaints and now feed into their procedures around serious incidents that include patient feedback.



## How can Healthwatch assist in HOSP functions?

- Many of the services we offer can be of benefit to members of the public that come to HOSP with individual issues or complaints and we are happy to receive referrals.
- As we progress in our work we will be identifying trends and issues that arise and will feed those into the HOSP group for consideration.
- We are also happy to consider joint work projects around issues identified by either Healthwatch or the HOSP which could include the Healthwatch network and our community research volunteers.

I am happy to answer questions on any of the above issues at the meeting.

Yours sincerely,

*Steve Taylor*

Steve Taylor  
Manager  
Healthwatch Portsmouth