What is Healthwatch Portsmouth?

- Healthwatch is the **local**, **public led**, **independent** group that makes sure people's voices are heard in decisions about health and social care services.

- We act as a local **champion** to help people speak up about the services they receive.

- We put local people at the heart of all services and make sure their voices are always heard.

2016 – 2017 highlights – engagement

- Walk-through report with recommendations looking at the QA Hospital's urgent care pathway + second walk through visit

- Mystery shopping activity looking at access to GP surgeries

- 'Why people choose go where for medical care/advice'

   ## Our Impact
- Our care pathway recommendations are taken seriously by senior management and acted on e.g. knock-on effect of changes on patients

- GP Surgery recommendations made (e.g space for private conversations, protocols for electronic reminders, online appointments, engagement with all sections of the community

   ## Outcomes
- Improvements to hospital discharge processes, to be surveyed July 2017

- Healthwatch to visit practices this year to discover the improvements made

What is our focus for this year?

- 8 statutory functions, internal, advocacy, small scale and larger projects

- Public and patient stakeholder feedback on our priorities - 'top ten choice'

- Resulting top 4:

    Hospital Discharge

    Mental Health services

    Experience of people in care homes

    Differing methods of accessing GP services

Community Engagement work

- Sustainability and Transformation Plan (STP) engagement work in 'phase 2' surveys

- Pharmacy Needs Assessment – patient survey and resulting 'PNA' consultation

- Enter and View with trained volunteers with learning disabilities to visit 2 care homes

- Hospital Discharge survey QA Hosp patients

- Mental Health services for young people

- Supporting 'advance care planning' programme for people living in care homes

- Differing methods of accessing GP services timings /range of health professionals

Thank you for listening

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