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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