



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.



2018 - Autumn and Winter Highlights

- Board member recruitment
- Third Walk-through of QA Hospital's urgent care pathway, report and recommendations in progress
- Community Research planned with patients registered in GP surgeries to find out their awareness of and use extra GP appt slots at Lake Road
- Rolling caseload of over 40 separate cases supported by senior advocate to support Portsmouth residents wishing to make a complaint about an NHS service received are resulting in service improvements
- Series of evaluations of our service: for advocacy service clients; our volunteers; member and stakeholders: so far so good with feedback
- Strategic level discussions on PCC's information service directory
- Attended (re-started) Learning Disability Partnership Board meeting

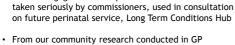


Community Engagement work

- Stalls and talks to wide range of community groups
- Worked with other local Healthwatch to identify our concerns on lack of patient and public engagement to develop Sustainability and Transformation Partnership plans for service transformation in their area

Patient engagement best practice recommendations





surgeries (late summer) our recommendations for improved communication between surgeries and their patients on reasons for and potential benefits of a merger was taken up by CCG for future best practice



Outcomes and impact of our involvement

- Informed Solent NHS Trust Estates Manager ref reintroduction of bus service for St Mary's Hospital will help patients more easily access site
- Further to clarifying to HOSP we had not been involved in discussions and agreed proposed PHT patient engagement plans for re-location of spinal service we met with Trust senior managers and discussed content of patient leaflet
- Challenge to Southern Health Foundation Trust on not being included in strategic level final review following feedback we sought on mental health Crisis Service plans for Portsmouth residents resulted in a strategic level discussion and scrutiny on Crisis Service plans with local provider Trust

Outcomes and impact of our involvement

- From contributions made from 'the patient perspective' and offered through Portsmouth Hospital's Trust Patient Family Carer Collaborative:
 - update to the Trust's Duty of Candour template letter included 6 out of the 9 changes we had recommended
 - refreshed 'Getting Involved' patient involvement approach included 8 out of 10 recommendations we had made, based on feedback we have received



Thank you for listening, any questions

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www.healthwatchportsmouth.co.uk