

healthwatch
Portsmouth



2019 - Spring and Summer activity

- Re-start of Healthwatch Portsmouth Service
 - re-engaging staff with new host organisation, Help and Care
 - publicising our re-start in new location with new contact details
 - re-engaging with Healthwatch Portsmouth volunteers
 - registering of our volunteers with new host organisation
- Re-start of Independent Health Complaints Advocacy Service
 - inc. seeking permission from clients, previously supported by the service while hosted by Learning Links, for the new host organisation to hold their personal details, in accordance with General Data Protection Regulations
- Healthwatch Portsmouth Annual Report 2018-19 : highlights include:
 - we spoke with 530 people at our stalls at 30 community events
 - 4,443 people accessed our information and advice online
 - We visited 13 health and care facilities across the city
 - We increased (by 97%) to 1,329,859 our online reach via our website and social media



Community Engagement work

- Stalls at 30 community or health service events
- Involvement in health service plan discussions:
 - Dental services in Portsmouth - sudden closure of 3 surgeries
 - Dental services Re-procurement process for Alton, Tadley, Portsmouth
 - Special Care Dentistry (adults), Paediatric Dental Service
 - HIOW Voices - we have been trying to find out how to become involved on the new online feedback forum
 - Raised concerns about disabled parking, access to/signage at St Mary's
 - Changes to the services offered at Jubilee House
 - Podiatry service review
 - Provision of Support for Adult Carers (NICE)
 - Healthwatch comments and recommendations made during our 'Third Walk Thru' at QA Hospital



Plans for September - March

- Remainder of Healthwatch community research with patients in GP surgeries to find out awareness of Enhanced Access Service at Lake Road
- Patient Led Assessment of the Care Environment visits to QA Hospital, St Mary's Hospital, St Mary's Treatment Centre, Spire Portsmouth
- Testing of the new Urgent and Emergency Care Standards at QA Hospital, part of national pilot programme
- Volunteer refresher training on Enter and View
- Fourth Walk Thru of Emergency Department at QA Hospital in spring '20
- Issues raised with service managers in connection to advocacy service work to support clients wishing to complain about NHS service they received



Thank you for listening, any questions

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