



Public presentations 2022

What are we ?
and
What do we do ?

What's Healthwatch Portsmouth ??

**An independent patient voice champion
for health and care services in Portsmouth**

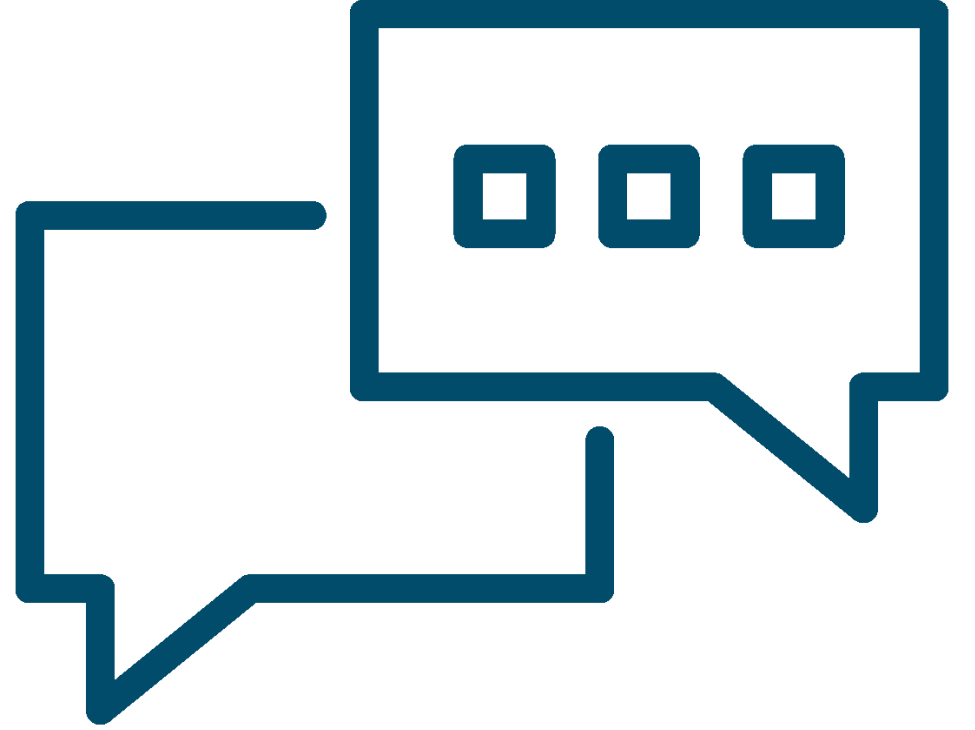
We do 8 activities





1. We encourage people to get involved to have their say about the way services are planned and provided
2. We are an independent body and gather feedback from the people who use local health and care services
3. We provide anonymised patient experiences to service planners and providers in Portsmouth to influence decisions on how to improve services
4. We comment on the quality and availability of services based on people's experiences and make recommendations for service improvement

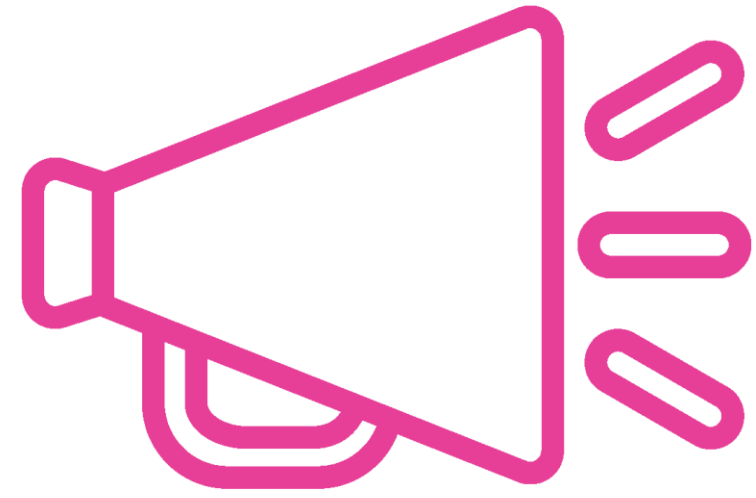
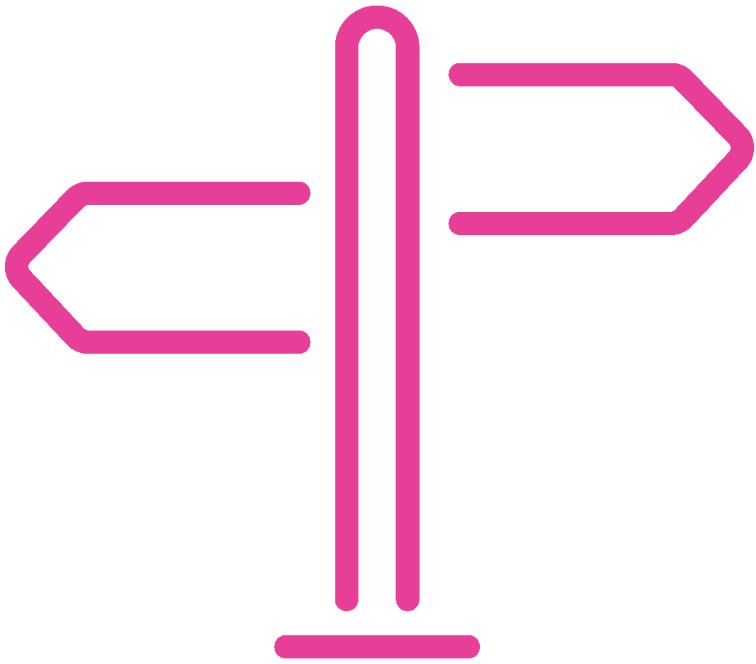
5. We provide information about available health and care services in Portsmouth to help people make informed choices
6. We review how service planners have involved patients and the public in their thinking about new services or changes to services
7. With the other 150 local Healthwatch we provide feedback to help Healthwatch England get a picture of what is going on across the country
8. We raise with Healthwatch England the key issues that affect Portsmouth to highlight a particular issue (e.g access to dentistry, GP surgeries)



Healthwatch Portsmouth Achievements 2021/22

- Transferred to our new service provider, found new offices, ***re-established contacts in the city***
- Provided info and support to the public - ***COVID, access to GP surgeries, dentists***
- Found out people's experiences of using secondary care services – ***access to A&E***
- Walk Thru' QA Hospital Emergency Dept, Enter & View of Russets – ***recommendations made***
- Engagement best practice with NHS – ***Special Care Dentistry, electronic prescribing on hospital wards***
- Scrutinised health and care services / service plans – ***dental, GP surgery websites, dementia, speech and language therapy, needle attack pathway***
- ***From these activities we have achieved the following outcomes for Portsmouth residents***

Project / Activity Area	Changes made to services
Covid-19 testing facilities	Portsmouth City Council agreed to arranging for a drive thru' testing site in the city + 23 Priority Posting Boxes
Access to Speech and Language Services	Further to patient and family feedback the service trained staff
Hospital Trust's Equality Diversity Inclusion leads meet Healthwatch	Healthwatch: Hampshire, Portsmouth, Southampton, Isle of Wight
Blood test sample vials supply issues	Portsmouth Clinical Commissioning Group to give GP receptionists a script
Access to preventative vaccinations	Shingles vaccination to be offered to at risk patients when offered flu vac
Gov White Paper on Better Access to Primary Care	Portsmouth CCG asks to use Healthwatch Portsmouth questions include in public facing comms
Electronic Prescription – delays in access	Portsmouth CCG supported GP surgery and dispensing pharmacy to resolve delays, lack of clarity in system
Hospital Trust text message: O/P appts	Message: 'not attending appt costs NHS £160' reviewed to avoid confusion
User testing of eConsult platform's accessibility guidance information	Portsmouth Learning Disability Partnership Board members to test
Portsmouth Health and Wellbeing Board – Health Inequalities	Board review recommendations in Chris Whitty's Health Inequalities doc
Patient experience of Emergency Department for autistic people	Portsmouth Hospitals University Trust to work to improve patient experience
Public concern ref council plans to site a new fire station next to care home	Portsmouth City Council Planning Unit included public concerns in its report



Healthwatch Portsmouth Plans for 2022/23

- Benchmarking of our activity against national Quality Framework standards
- Influence service delivery - seldom heard user feedback, review service plans
- Review then implement our Communications and Engagement Strategy
- Provide information on health & care services – enables informed choices
- Encourage best practice public and patient engagement in H10W ICS
- Undertake a set of Enter & View visits to care/nursing homes in Portsmouth
- *Stand-alone funded research project (w Uni Portsmouth) on health inequalities*

Healthwatch Portsmouth information stalls



- May Fayre, St Mary's Church
- Good Mental Health Drop-in
- Somerstown May Fayre
- Party for Paulsgrove
- Portsmouth Pride
- Community Day @ Baffins Pond
- Cosham Awareness Day
- Open Day for Men's Wellbeing

Healthwatch Portsmouth stalls for rest of year



- Party for Cosham
- Party for Somerstown
- Party for Hilsea
- Fratton Family Festival
- Portsmouth Carers Event

- We're also delivering 6 talks on Healthwatch Portsmouth

Thanks for listening to Healthwatch Portsmouth



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Any questions ?????