healthwatch Portsmouth

Health and Wellbeing Board
3rd September 2014

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In our first year we have…

- **Service Directory:** created a single point of information for health and social care services, listing approx. **600** services.
- **Signposting:** assisted**1400** people to find local health and social care services in Portsmouth.
- **Community Engagement**: At 60 events, 21 of which targeted for under 21/over 65, disadvantaged or vulnerable people.
- **Volunteer Engagement:** Delivered **1730hrs** compared to the **300hrs** contractually required.

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In our first year we have…

- **Advocacy:** Provided full independent advocacy support for over **42** cases.
- **Trends in Complaints**: poor standards of care, failure to diagnose and refer, poor communication.
- **Website:** Seen a steady and significant increase from **2,048 visits** in October to **9,384** at the end of March.
- **CQC:** In regular contact & organised Dementia review focus group as part of national survey.

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Our main priorities for 2014/15

Identified by Healthwatch Members and Board:

- Cancer Services
- Mental Health Services
- Medical Equipment
- Dementia

Community Research Projects

- GP Services
- A&E Waiting Times

The Future

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- **Remaining Independent:** Discussions on an independent chairperson to strengthen the Board
- **Information:** Continue to build our single point of access for information, work more closely with GP's
- **Influence:** delivery and design of local services through the CCG & Health and Wellbeing Board
- **Giving a Voice:** Gather views and experiences of local people on the way services are delivered & work with other Healthwatch organisations to build a national picture.
- **Consumer Champion:** Continue to engage, inform and advocate for the public
- **Longer-term** : Looking beyond 2016 for HW to function as an independent organisation.

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Questions?