

- Official -

# healthwatch Portsmouth

## Public presentations 23-24

What are we and what do we do

# What is Healthwatch Portsmouth

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

We do 8 activities



1. We encourage people 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

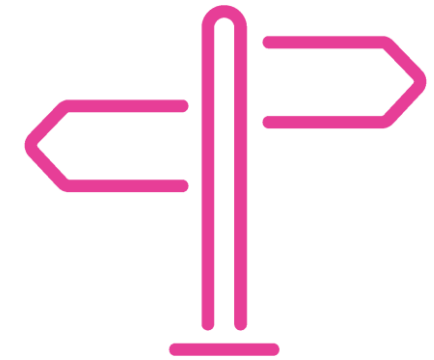
5. We provide information about available health and care services in Portsmouth to help people make informed choices
6. We review how service planners have involved patients and the public in their thinking about new services or changes to services
7. With the other 150 local Healthwatch, we provide 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 issues (e.g. access to dentistry, GP surgeries)

## How we've made a difference

- **Volunteers spoke to over 768 local people at info stalls and talks.**
- **With the introduction of Integrated Care Systems in each local area through the Health and Social Care Bill 2022 Healthwatch promoted awareness of what these do on service planning and provision.**
- **We co-produced a review of GP surgery websites and published our findings.**
- **Recommendations from our Enter and View at Russets House were implemented.**
- **Patients told us they are uneasy with the NHS style of notifying patients only if something is found. We suggested all annual health check results should be given to patients in the future.**
- **The full results of the Elective Survey 'Waiting for Hospital Care Report' are available. Recommendations were taken up by the ICB regarding the provision of information for patients to help them stay well while they were waiting.**
- **We attended a panel hosted by Stephen Morgan MP to discuss the issues affecting the city regarding access to primary health and care and access to NHS dentistry.**

# How we've made a difference

<b>Project/ activity</b>	<b>Changes made to services</b>
Portsmouth Military Mental Health Alliance	Produced a veteran pathway and a directory of membership
Hampshire and Isle of Wight Integrated Care interim strategy	A greater emphasis on the inclusion of the patient voice
Hampshire and Isle of Wight Integrated Care Board – Portsmouth team working on closure of North Harbour Med Group	The letter and overall approach to the information provided to patients who would be affected by GP surgery closing
Telephone systems in GP surgeries in Portsmouth	A commitment by Primary Care Transformation Team to increase the capacity of the phone lines.
Bladder and Bowel Service , St Mary's Community Health Campus	Voicemail message made clearer for enquirers and patient leaflet improved.



## Next steps

Over the next year we will continue:

- our role in collecting feedback from everyone in our local community
- giving people a voice to help shape improvements to services
- our work tackling inequalities and work to reduce the barriers you face when accessing care

## Top three priorities for 2023-24

1. Encouraging the public to get involved in shaping mental health services
2. GP surgery website review 2023
3. Understanding health inequalities and the effect of elective care delays

# Healthwatch Portsmouth events



Community Day Baffins Pond



John Pounds Centre



Portsmouth Pride



# Thanks for listening

You can reach us by:

**website:** [www.healthwatchportsmouth.co.uk](http://www.healthwatchportsmouth.co.uk)

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**Any questions?**

