

Key issues April 2022–March 23

Healthwatch Portsmouth annual review

Public engagement

Between April 2022 and March 2023, our volunteers spoke to over 832 local people about their experience of health and social care at info stalls and talks. They were invited to join the Lord and Lady Mayoress outside Portsmouth Guildhall on Saturday 18th March at a volunteer thank you event. On our website we provided info to 7273 people.

In total we have reached 21,072 people via our social media platforms relating to health and care issues of interest in the city including the latest news on availability of NHS dental care.

New website “same address, different look”. All the listings which were on our Service Directory have been put onto HIVE.

Long COVID

Access to the Long Covid service changed to let patients self-refer if they were clinically assessed by a GP.

Access to NHS Dental services

Residents contact HWP in large numbers for information about accessing treatment from an NHS dentist. We give and maintain information about dental surgeries with contracts to offer NHS appointments outside of their standard operating hours.

We spoke with dental commissioners looking at four key areas for improvement. 1) Urgent dental care, 2) urgent care needs, 3) pressure on the workforce and 4) Issue of prevention. We successfully applied to be a Patient Public Voice Partner on the temporary working group to update the NHS Dental Contract.

Evidence submitted to the Parliamentary Select Committee was published and therefore included in the Government’s assessment of what needs to change.

Healthwatch Portsmouth invite to Penny Mordaunt MP Dental Summit 10.6.22

A discussion with stakeholders about key issues and finding solutions collaboratively. A paper was drawn up on the suggestions raised and sent to Maria Caulfield, Parliamentary Under Secretary of State at the Dept of Health and Social Care.

Advisory Board meetings

March a new hormone health hub was discussed. Targeted lung checks were followed up. Pharmaceutical Needs Assessment was triggered 12 months early. Sir Robert Francis, QC, Chair of Healthwatch England addressed our Advisory Board meeting in public in October'22.

HWP review of GP surgery websites in Portsmouth – follow-up

HWP staff and volunteers undertook a co-produced review of the GP surgery websites in March and published our findings. These were presented in early June to the Portsmouth Clinical Commissioning Group’s Primary Care Commissioning Committee and received wide support from the GP surgeries and Clinical Commissioning Group for our work to identify what’s important for patients to know about and where incorrect information displayed regarding GP registration remained. We will be working with the CCG on implementing the recommendations in our report.

Healthwatch Portsmouth Fourth Walk-Thru: QA Emergency Dept

The Fourth Walk-Thru Report was finalised and published in March: [QA-ED-HWP-Walk-Thru-visit-Final-report-inc.-recomendations.pdf](#).

Patient information ref using A&E dept notice early April “use alternative A&E”

HWP suggested the NHS use the words 'life-threatening' instead of telling people to only use A&E departments for “actual emergencies.” We urged the comms and engagement team to use language the public understands and uses.

Elective Care delays

Despite the Government's 'catch-up delivery plan,' elective care days persist. The 4 local Healthwatch across Hampshire and the Isle of Wight discussed concerns with the NHS and worked to develop an Elective Care survey that ran until June.

Hampshire and Isle of Wight Integrated Care System (HIOW ICS) – 1st July '22

On 28th April 2022 the Health and Social Care Bill received Royal Assent and is now law. Healthwatch are promoting awareness of what the Integrated Care System is doing.

The Governance Advisor for the HIOW ICS responded after our volunteers and board member's scrutinised the draft constitution for the Integrated Care Board: “I am most grateful for the time, expertise and professionalism shown by Healthwatch Portsmouth in their important review of the constitution and its supporting work.”

Integrated Care Partnership (HIOW ICS)

Working with other local Healthwatch in their ICS areas to develop the engagement strategy to be implemented by the new Integrated Care System Partners.

Healthwatch encourages patient and public engagement best practice.

We provided insight into best practice on patient and public engagement by statutory bodies including the Independent Review of Community and Mental Health Services across Hampshire and the Isle of Wight. We challenged the fact that no evidence had been included in the report to demonstrate that patient and public engagement had previously taken place to inform the recommendations made in the report on key issues of health and care services for patients.

Primary Care

Patients have trouble reaching their GP surgery by phone. We asked Portsmouth CCG about informal closures of new patient registration lists other than the short term application made by Kirklands. The Director of Primary Care assured us that in May, no surgeries closed to registration. We spoke with Portsmouth Clinical Commissioning Group to find out what data can be obtained by a 'cloud telephony' system to count the number of unanswered calls and unmet demands. We pushed for improved access using cloud-based technology for phone lines and eConsult to 2 GP surgeries in the north of the city who are receiving patients transferring from North Harbour Medical Group which closed in April, creating greater pressure for patients trying to access GP surgeries in the area. We keep highlighting the issue of digital exclusion.

Community based services

Drug and Alcohol Plan for Portsmouth

A Drug and Alcohol Plan is being developed, with a Strategy Group to include the voice of patients and people with lived experience to improve services offered.

Care pathway for needle assault victims in Portsmouth nightclubs

Portsmouth CCG reported they were working with Portsmouth Public Health to work on a pathway of support. There is now a clear 'front door' for people to access care from the city's healthcare providers. Screening test kits, support services and training were provided.

Dementia care

An Extra Care facility to support people with dementia, physical and learning disabilities was proposed and developed while planning permission had recently been awarded for Cosham Fire Station to be built next to the new facility (Edinburgh House).

Community Mental Health Framework

We were approached in February by HIVE Portsmouth to work with them to spread awareness of the forthcoming co-produced activities to re-design the service and plan how people can access the community-based service through 'no wrong door'. We're working with HIVE Portsmouth to encourage feedback from residents as well as those who have insight into accessing community mental health services currently. Solent NHS Trust used the feedback gathered from events to construct a final series of questions seeking feedback from attendees on July 13th.

Access to QA Hospital for deaf community

We were invited to the Royal Association for Deaf people's roadshow on 2nd July, showcasing our work with the Portsmouth Deaf Club and our work to bring the experiences that deaf people had of accessing services at QA Hospital to the attention of the Trust.

Support for stroke patients

We did a mystery shopping exercise to find out what signposting support was offered by staff in the Stroke ward when discharging a patient and if they got a care package.

'YourCareYourWay' Feb 22

Investigated the power the CQC has on provider compliance with the Accessible Information Standard (AIS) from the published inspection reports and is meeting with PHUT to discuss.

PHUT Trust Quality Account

We were asked to comment on Portsmouth University Hospital Trust's draft Quality Account to review and gather patient feedback. We asked the Trust to provide an easier to read format for next year, give more clarity on what achievements were met rather than what the Trust would have expected and to link new initiatives with existing work. Our comments will be published.

Solent's Speech and Language Therapy Service/Children's Service

Solent and Portsmouth Down Syndrome Association have generated staff training resources to be made available on a 6 month cycle for new staff joining and will produce video audio, easy read and BSL (British Sign Language) appropriate version. An information piece will also be developed to help families prepare for what will be discussed. This will be profiled in Trust and multi-agency websites and meetings to further learning and to help patients understand the benefit of giving feedback.

Quality Framework – Portsmouth CCG Quality Improvement Team

We worked with Portsmouth CCG's Quality Improvement Team (QIT) to find out from residents and patients in care homes and nursing homes in Portsmouth about their experience of care. We got feedback from relatives of residents in care and nursing homes.

Healthwatch Portsmouth Volunteers

A commendation from Portsmouth University: Our volunteers commented on the 'service user feedback form from those receiving care' which features in the Operating Department Practice course. HWP volunteers suggested the feedback form should be a requirement for completion. In future the revised forms will be included in assessment documents from next academic year.

NHS Trust compliance with Accessible Information Standard (AIS)

PHUT identified actions to take for AIS Digital Plan 2022 and written a PHUT Training and Education Plan on AIS Training Education Plan 2022. Healthwatch spotted that there was an reference was missed from the latest NHS England template for providing information the reference will be added.

Enter and View Visit: Russets

In September we requested an update on remaining 3 HWP recommendations: admin staff and residents update the information boards in the public areas with relevant information. The public road and pathway leading from Russets had not been upgraded but the road drains outside had been recently unblocked; staff email signatures now describe Russets as a 'short breaks facility' rather than for 'respite care' but no progress made to update the sign outside the building.

An Update from Portsmouth Adult Safeguarding Board

Portsmouth City Council (PCC) Safeguarding Service gathered feedback using a brief survey co-produced between PCC and HWP. A consent form that contained information for safeguarding service users and a link to a digital survey enabled service users to give their feedback to HWP to key into an online survey, the results of which are held securely by PCC. The project was extended until the end of March.

Health Inequalities Project:

'What Challenges Are You Facing?'; a co-produced survey with the University of Portsmouth. Questions are being made available from spring until December for people to give feedback to a researcher who has been raising awareness of the project in key areas where people are facing the greatest inequalities.

Events and panels

Panel hosted by Stephen Morgan MP on Saturday 10th December at St John's Cathedral. Jo York, Managing Director of Health and Care Portsmouth, a local GP and a local dentist discussed with the public the issues affecting the city regarding health and care.

Annual Health Check results reporting by NHSE

HWP stated that both the positive and negative ("nothing found") results of the annual health check should be given to the patient to give the patient peace of mind. Patients told us they were uneasy with the NHS style of notifying patients only if something is "found". Reply from HWE: our Policy Team will feedback to the government.

Carers: What Matters Most?

A short survey to find out 'What Matters Most to Unpaid Carers?' working with Portsmouth City Council and the Carers Centre using the recommendations. The strategy was developed in 2021 – 22 by a Carers Oversight Group which we were a key partner. It launched on Carers' Rights Day on 24th November 2022.

Urgent Treatment Centre – St Mary's, Portsmouth

The feedback results were published and shared with the Urgent Treatment Centre team. We are in the process of finding out which they will implement from the changes we recommended.

Elective Care delays

The full results of the Elective Survey 'Waiting for Hospital Care Report' are available. Recommendations were taken up by the HIOW ICB regarding the provision of information for patients to help them stay well while they were waiting (although likely still to be via the digital My Planned Care app); to reduce anxiety and stress recommendations were (to inform patients every 12 weeks about their appointment due date or give reasons for the further delay; if and alternative locations are to be offered to patients (especially to those on the Isle of Wight to reduce their wait time) for additional transport and travel needs to be taken into consideration.