

# Health Inequalities in Portsmouth: Challenges and Solutions

In Partnership with



# The Health Inequalities Project

What did the project try to find out and how?

- Explored access to health services, education, housing, good-quality employment, support networks and social arrangements.
- Project about people's experiences and their unmet needs living in Portsmouth

How did we gather insight?

- one-to-one conversations with 18 adults
- an event at which 6 people working in communities discussed their experiences.
- We asked those involved about challenges and possible solutions to the issues.



# Health Inequalities in Portsmouth:

## The Challenges

## Challenges: in Accessing Primary Healthcare

- Difficulty in booking appointments
- Repeating health issues to new staff
- Long wait times for calls and no appointments left
- Inability to book non-urgent appointments in advance
- Merging GP practices resulted in more travel for specialist services
- Use of A&E due to inaccessible primary care
- Dental appointments- Delays and cancellations
- Difficulty finding available dentists taking on new patients

## Challenges: Mental Health Services

Mental health services did not offer appropriate support.

People felt services were disconnected.

Not clear if adults could self-refer

Young people are being passed from one service to the next.

Digital barriers where access was only via online self-referral.

Ineffective remote care

Sudden withdrawal of care leaving patients without support



## Challenges: accessing educational settings

- Physical access to educational settings for people with disabilities
- Insufficient support for parents getting children to school
- Unaffordable school trips/holiday clubs.
- Lack of support in school offering mental health support to older teens with learning disabilities



# Health Inequalities in Portsmouth:

## Solutions coming from the community



# Community Solutions: Decision Making

- Need people's Involvement in decision-making processes
- Accessible information options offered beyond online channels
- Tools to check actions of elected representatives reflect community concerns



# Community Solutions- Primary Healthcare

- Advance booking for non-urgent appointments
- Arrange a specific time for a callback
- Avoid repeating health problems to new healthcare staff
- More NHS dental appointment slots
- Accessible taxis are needed
- Improved communication by healthcare staff, checking the patient understands
- understanding the impact of disabilities on people



## Community Solution-Mental Health

- Early Intervention and Prevention education for Mental Health
- Tailored Support between primary and secondary care
- Single point of access for children in crisis
- Calm Spaces for Children with Sensory Issues in hospitals
- Mental health support for carers and improved dementia support
- Quicker diagnosis access to healthcare professionals and clear wait time updates for families waiting for neurodiversity diagnosis

## Community Solutions - Education

- Equal support for SEND children across all schools
- Clear guidance for parents and GCSE students post-16 education options
- More support for parents to help get their children to school
- Affordable school trips and holiday clubs
- More staff in school offering mental health support to older teens with learning disabilities



# Community Solutions - Employment

- Understanding and support for disabled employees
- Clear job adverts stating where flexible roles are available
- Routine support offered without employees feeling exceptional
- Disability awareness and staff training

# Community Solutions: Housing and Social Support

- Good quality social housing Catering for individual Needs
- Assess extra needs for disabled individuals and their needs are met
- Local community centres should function as information hubs
- Community centres offering multiple services
- Drop-in clinics and one-stop information places
- Reopening the healthy living centre



# Thank You

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