



## Healthwatch Portsmouth Project Plans for 2023-2024

- To review Engagement and Communication strategies to maintain contact with the local community.
- To expand (digitally and by face-to-face activities) our networking and reach out to community groups and individuals who are not connected to existing networks.
- Develop a new system to gather feedback about the quality of the Healthwatch Portsmouth service.
- Provide insight on carers needs from feedback gathering, working with Portsmouth Carers Centre and local partners to implement the objectives of the Carers Plan 2022 – 25.
- Working with Hampshire and Isle of Wight Integrated Care Board-Portsmouth (ICB-P) commissioning team for Pharmacy, Optometry and Dentistry to develop a stakeholder focused approach to improving access to NHS Dentistry for residents.
- To undertake a series of surveys and engagement activities, reaching out to under-served communities. Focus on deaf community, people with sight impairment, digitally excluded communities, people living in the most deprived wards of the city;
- A separate project to support NHS Trusts adherence to 'Accessible Information Standard' and informing patient groups of their right to information in an accessible format.
- To work with the 4 local Healthwatch across Hampshire and the Isle of Wight to encourage commissioners and providers to deliver best practice patient and public engagement, identify feedback opportunities to help influence service development.
- A review of the provision of primary and community-based services in the north of the city further to the relocation of GP and community-based services.
- Follow-up on HIOW-wide elective care survey to find out how patients who are digitally excluded are being supported with information while they wait.
- Inform ICB-P Quality Group on feedback received from residents, patients, carers and families in Portsmouth care and nursing homes using HWP engagement materials.
- Working with Portsmouth City Council Safeguarding Team to support their feedback gathering exercise with people who've been supported by the Safeguarding Service
- Healthwatch Portsmouth commissioned research with University of Portsmouth to find out about health inequalities in the city.
- Healthwatch Portsmouth Enter and View visit to Spinnaker Ward at St Mary's to find out what good looks like for rehabilitation services.
- Healthwatch Portsmouth review of patient information on the city's GP surgery websites

