

**Healthwatch Portsmouth Board Meeting
10th September 2019
Report from Project Manager**



Strategic matters

Healthwatch Portsmouth Board members - representation on strategic committees

As part of the expanding work of Healthwatch Portsmouth and last year's recruitment drive (we now have 12 HWP Board members) we reviewed on 29th of August the wide range of opportunities we have been invited to be involved with and represent Healthwatch on strategic level committees across the city. In addition to our statutory responsibilities of attending the Portsmouth Health and Wellbeing Board, Quality Surveillance Group and Portsmouth Adult/Child Safeguarding Committees, the Board is prioritising our representation at a range of committees and groups. A further update will be provided to Healthwatch Portsmouth Board meeting in December.

HIOW STP Voices (previously known as Citizens' Panel)

A series of questions were sent to engagement team at South East Hants CCG/HIOW STP office to try to find out more information about the recruitment process across the area, but in particular, for Portsmouth, for this panel. Recruitment is being handled by Membership Engagement Services (www.membra.co.uk) who are reportedly using socio-economic data to identify members of the public to approach to take part in online feedback regarding future health services. We have received answers but are still concerned about the likely long-term number of citizens who will be involved in providing feedback, how representative this will be of the general public and what opportunities there are for working collaboratively with local Healthwatches. We are writing a letter of concern to South East Hampshire Clinical Commissioning Group which is managing the project.

Operational matters

Stalls and talks

Since July we have been out and about with our Healthwatch Portsmouth (HWP) stalls or giving talks on what we do at the following events or meetings:

3rd July at the HIVE's Coffee, Cake and Creativity event

4th July talking to Dynamite Group (a service design feedback group for young people living with autism and learning disability)

9th July HWP stall QA Hospital foyer

10th July attendance at the Good Mental Health Café drop-in

20th July HWP stall at Baffins Pond Association summer fete

26th July HWP stall at Cosham Cares information day

There will be more stalls at events from September onwards

Independent Health Complaints Advocacy Service

The Advocate is actively supporting 11 of clients from the previously hosted Advocacy service who have taken up the offer made to them in May after the re-start to say that they would like the Advocacy Service, now hosted by Help and Care, to support them in making their complaint about an NHS funded service they received and were not happy about. There are an additional 3 clients who had agreed to be contacted by the Advocate through the newly hosted service but who are not currently seeking support. There are an additional 3 who have contacted the service seeking support but do not need active support right now. There are a further 6 new clients who have contacted the Advocacy service since the re-start and have asked for active support. In total there is a current caseload of 23 clients.

Community

Long Term Conditions Hub

A series of updates have been provided in relation to the setting up of the Long Term Conditions Hub (LTC Hub) which would have affected the timetable for launching the new service, now 'mid September. Healthwatch Portsmouth has been involved in the project steering group and has learned that there were important changes required to the way in which the Hub is managed due to recent changes to the way in which the Care Quality Commission responds to requests for registered providers of care to take on additional regulated activities.

In order to avoid further delay as a result of needing to register Portsmouth Primary Care Alliance (PPCA) to provide additional services, at the Somerstown Community Hub, it has been proposed that the PPCA will delegate the operational leadership of the Hub (including responsibility for clinical governance) to the Portsdown Group Practice, which is currently registered for the appropriate regulated activities and already provides services from the Somerstown Community Hub. PPCA would retain the overall leadership for the Pilot, Portsdown would not receive remuneration for taking on this leadership role and if approved, these arrangements will remain in place throughout the pilot period (up to 18 months). If the pilot project is proven to be successful, Portsmouth Clinical Commissioning Group will review the situation if the decision is made to invest in a longer term solution for the whole City.

Primary Care

Healthwatch Portsmouth community research at GP surgeries on the impact of the Enhanced Access Service on improving patients' access to GP appointments.

HWP is undertaking this month the remaining visits to 5 GP surgeries out of a total of 17 GP surgery visits that we had been conducting in March before the Healthwatch Portsmouth service's temporary suspension. Due to the extensive re-start activities and the need to re-register our volunteers with our new host organisation Help and Care it has taken some time to be in a position to be able to undertake these final visits to complete the project activity. We will be speaking with patients in surgery waiting rooms to find out how well known the new 'Extended Access Service' being offered at Lake Road GP Surgery, is by patients. A report will be published later this year.

Secondary Care (and community based care)

Healthwatch Portsmouth fed back on the plans for re-commissioning Special Care Adult and Paediatric Dental Services. Comments mainly featured on:

- the (apparently) short engagement process
- the service appears to be available for take-up by interested practitioners rather than being a requirement to provide dental services for vulnerable people
- data collection methodology
- pricing for known units of activity
- data submissions linkage with payment for services
- workforce training and development
- managed Clinical Networks minimising local variations in service provision
- length of contract, population to be served, waiting times
- managing ever rising pressure of premises and equipment costs in contract

NHS Friends and Family Test - revised guidance

NHS England recently carried out a project to find out if they could improve how the Friends and Family Test (FFT) works, the plan being to make the FFT a more effective tool in gathering patient feedback to help drive local improvements in health services.

The project has resulted in publication of revised FFT Guidance, which will be implemented from 1 April 2020 but has been published early to help providers become ready in time for the changes. There is a new specific question asking about patient experience and asking in particular which service they are providing feedback on. You can find information about the new guidance on the [Read Revised FFT guidance page](#).

Carers

In July, Portsmouth Clinical Commissioning Group (CCG) started to develop a project designed to improve the Mental Health Crisis Service. As part of this project the Carers Centre was asking carers for feedback if they had been in contact with the service. The CCG put on a focus group, distributed a questionnaire and asked to come along to carers groups to hear about people's experiences.

Carers UK working with 'Great Places to Work', a consultancy specialising in workplace culture, has created a report that focuses on supporting carers at work. It highlights the challenges facing people juggling work with care and looks at ways employers can develop a workplace culture that supports them.

The report, [Supporting Working Carers: A Growing Challenge](#), includes research on the increasing number of people in the UK juggling work and care, lists steps towards creating a culture of support for carers, as well as actions employers can take to improve their workplaces for carers.

Read [Carers UK - Supporting Working Carers: A Growing Challenge](#)

If you would like to receive a printed copy please let the Healthwatch office know.

Mental Health

Mental Health Forum - an update

Healthwatch Portsmouth are still waiting to hear what plans have been put in place for the Mental Health Forum across the Portsmouth and SE Hants area to meet.

Wessex Voices, an initiative that aims to make sure local people are involved in designing and commissioning health services, has this week published the literature review it did of children and adult's engagement in and experience of mental health services across Hampshire and the Isle of Wight.

It was well-received at the Hampshire and Isle of Wight Sustainability and Transformation Partnership Mental Health Board and the Mental Health Alliance. NHS England's Wessex Mental Health Network is will produce a response about what has already been achieved in response to what people are saying and what the system will do next.

Read [Wessex Voices - Listening to ... The thoughts and feelings of people who use mental health services in Hampshire and the Isle of Wight](#)

Healthwatch England national report on mental health and the journey to parenthood

Healthwatch England published a report yesterday (9/9/2019) which looks at the experiences of women who experienced mental health problems during and after birth and draws on national research as well as the work undertaken by eight local Healthwatches.

Read [Healthwatch England - Mental health and the journey to parenthood](#)

Providers

Solent NHS Trust

Dan Meron, the current Chief Medical Officer, will be leaving Solent NHS Trust at the beginning of December for a new role at Somerset Partnership NHS Foundation Trust and Taunton and Somerset NHS Foundation Trust, an Alliance Trust. Solent NHS Trust says that they will shortly be recruiting for a new Chief Medical Officer.

Disabled Car Parking spaces at St Mary's site

The use of disabled parking bays at the St Mary's Hospital site continued to be used to accommodate rubble in connection to the building works taking place adjacent to the Enablement Centre. Healthwatch Portsmouth has regularly reported the problems for patients of accessing available disabled parking spaces while the building work continues. We were assured at the start of September that now all the designated disabled parking bays are fully accessible for patients to now use on the site. There remains confusion around implementation of the new Access and Transport Policy that fines are being issued to staff, with the potential for an impact on patients and perhaps

Blue Badge holders - we are awaiting clarification. Signage continues to be confusing for the staff parking areas, causing confusion for patients and workmen who were parking in staff designated spaces.

Solent Annual General Meeting 2019

Further to the discussion that was held at the Healthwatch Portsmouth Board meeting in June, we asked Solent NHS Trust if it might be possible to demonstrate at its forthcoming Annual General Meeting (AGM) the Trust's commitment to learning from patient feedback received through their complaints process by showing how it has taken the learning and implemented this through organisational/process change and/or staff training. We have been invited to attend the AGM this month, lead a table discussion and take part in a workshop to be organised this autumn to review the Trust's Complaints Handling process.

Podiatry Services

Solent NHS Trust shared with Healthwatch Portsmouth very recently their plans for centralising Podiatry services at St Mary's Hospital, that had been located at 5 sites throughout the city (including the Turner Centre, which is located on the St James' Hospital site and will need to transfer from there at the end of October due to the sale of NHS property at the site). Healthwatch has raised a number of questions with regard to patient engagement so far with the plans and questions about perceived service improvement, from the patient perspective, as described in the service proposal. Solent NHS Trust will be seeking approval from the Portsmouth Health Overview and Scrutiny Panel on 12th September at which we hope a comprehensive range of information will be made available to the Panel. The published proposal that has been shared with Healthwatch and is included in the agenda for the forthcoming scrutiny panel: [Solent NHS Trust podiatry service proposal](#)

Portsmouth Hospitals Trust

Meeting with Chief Executive of Portsmouth Hospitals Trust - 16th August 2019

The Chair and Vice Chair of Healthwatch Portsmouth met with the Chief Executive of Portsmouth Hospitals Trust, Mark Cubbon, the new Deputy Nurse and acting lead for Communications and Engagement. They had a wide-ranging discussion, including:

PHT staffing numbers, recruitment of nurses from non-EU countries, recruitment of additional Consultants in the Emergency Department), senior (non-clinical) staff appointment plans, reductions in agency fees, latest figures which have seen a reducing and now stabilising number of patients waiting in hospital to be discharged to receive ongoing care packages, the expected Care Quality Commission (CQC) inspection visit in the next few months, Healthwatch Portsmouth's offer to have presence in QA Hospital during the planned visit on 23rd October of the CQC, Chief Inspector, a qualitative and quantitative workforce initiative, led by an outside consultant that has delivered noticeable improvements to reduce staff-on-staff bullying at work. It was agreed that HWP Board members will meet again with the Chief Executive in January.

Urgent Care

The Healthwatch Portsmouth 'Third Walk Thru of Urgent Care' took place in mid-October 2018 to observe the improvements that have been made and how patients are cared for now. We took the opportunity to identify, from the patient perspective, if we thought there could be suggestions for improvement, focussing on discharge and support for carers on the urgent care pathway.

A full [report of the walk 'thru'](#) was published in March 2019 and a copy sent to Portsmouth Hospitals Trust, on which the Trust responded and included offers to consider some of the recommendations made. Healthwatch Portsmouth will be meeting with the Trust in the autumn to discuss next steps. It was agreed that there would be a Fourth Walk Thru of the Emergency Department in spring 2020 once the Care Quality Commission's visit had taken place.

We were informed shortly after our re-start that the Portsmouth Hospitals Trust Quality Review Meetings are changing into a Heatmap Meeting from June.

Healthwatch Portsmouth provided a statement from the Board for inclusion in [Portsmouth Hospitals Trust's Quality Account 18/19](#)

The Healthwatch Portsmouth service had not re-started in time to be able to provide a formal comment for inclusion to the Solent NHS Trust Quality Accounts document for this year.

Portsmouth City Council

Health and Wellbeing Board

Healthwatch Portsmouth attended the June meeting of the Health and Wellbeing Board at which Solent NHS Trust provided a review of Mental Health services for Children and Adolescents:

-Waiting times and assessment are short, but therapy/ interventions have v long waiting lists - Tier 3 intervention is what is demanded by families but what might be needed is lower level (Relate or support that schools can provide might be more relevant). Age UK Portsmouth asked about the availability of training for children to be equipped to offer front line support.

Regarding the Portsmouth Homelessness Strategy, Healthwatch Portsmouth suggested that the strategy includes an element of ensuring that GP surgeries provide information that is consistently available at GP reception desks about a homeless' person ability to register at a GP surgery. This was very well received by the homeless strategy representative. It was suggested that GP appointments could be offered to go to where the homeless person is rather than expect them to go to GP surgery for a particular time.

The Director of Public Health Dr Jason Horsley said that in Southampton they are bringing in secondary care such as podiatry for homeless people into GP surgeries. He suggested Portsmouth could do that.

The Chief of Health and Care Portsmouth, Innes Richens, wanted to link mental health with homelessness to join up planning with the delivery of services. Solent NHS Trust said that they would be happy to become involved in the mental health joint working on the homelessness strategy.

Public Health

Healthwatch Portsmouth received a request, due to our membership of the Health and Wellbeing Board to provide comment on the draft version of the Director of Public Health's Annual Report before it was due to be published in late August. The theme of the report this year is drug related harm and how to support people.

Issues replied on covered:

funding for the current Substance Misuse Service, staffing for review and follow-up of dual diagnosis, dispersion of care services and follow-up support, whether to treat first the psychiatric issue or the addiction issue current practices within the emergency service of treating the issue presented but without additional support being available to consider the drug related issue, the Alcohol Specialist Nurse Service in the emergency department at QA Hospital that doesn't have a linked drug addiction service, suggestion for a local site where dual diagnosis support could be provided, lack of access to support for younger adults and teenagers, an omission of referring to the Salvation Army's Hope House service or current training programmes. The office of the Director of Public Health sent a specific reply of thanks to Healthwatch Portsmouth for the thorough response that had been provided.

Health and Care Portsmouth

Healthwatch Portsmouth received a request to attend a meeting with the Chief of Health and Care and the Clinical Director of Portsmouth Clinical Commissioning Group to consider a proposal for further integration of the Health and Care Portsmouth Operating Model. Healthwatch Portsmouth commented that there needed to be more mention of the plan for patient engagement in the document.

Sustainability and Transformation Partnership to become Integrated Care System

Plans are being discussed by health leaders to prepare for the transition of the Hampshire and Isle of Wight Sustainability and Transformation Partnership (HIOW STP) to become the Hampshire and Isle of Wight Integrated Care System (HIOW ICS) by April 2021. In the meantime the ICS will exist in shadow form from April 2020. A series of Task and Finish groups are being set up at present, one of which on Governance will include a place for Healthwatch to contribute ideas on engagement. There was to a system wide leaders follow-up event in early September from a meeting in July which set out plans for the ICS, to consolidate plans but this has been postponed. We were told at a meeting in July with the Chair of the HIOW STP that they will have a website in the autumn.

See the [diagram and explanation of the proposed new Hampshire and Isle of Wight Integrated Care System](#).

See the full plan for [Health and Care Portsmouth's closer working arrangements](#), it has been uploaded to the Healthwatch Portsmouth website publications page.

Linked to the Integrated Care System but at the lower level (Portsmouth and South East Hampshire Integrated Care Partnership) will be Primary Care Networks, as described in the NHS England Long Term Plan and [explained by NHS Portsmouth](#)

Wessex Voices organised an Empowering Engagement Programme for NHS England staff across the Hampshire and Isle of Wight area, holding a [showcase of their engagement projects](#) that had been undertaken as a result of the programme. Wessex Voices is disseminating its engagement toolkit with Sustainability and Transformation Partnership leads across the Hampshire and the Isle of Wight area.

Portsmouth Health Overview and Scrutiny Panel 12th September 2019

The Agenda for the meeting is due to cover major service issues including:

- Portsmouth Clinical Commissioning Group reporting on Enhanced Care Home project
- Portsmouth Hospitals Trust update on psychiatric provision in the Emergency Department, the Urgent Care Recovery Plan, recruitment and quality improvement
- Solent plans for services offered at Jubilee House
- Dental services in Portsmouth update - in particular maintaining capacity in interim, NHS England letter to patients, engagement activity re-procurement dental service
- Southern Health Foundation Trust plans to improve bed allocation for acute in-patient mental health care in Portsmouth.
- Solent NHS Trust's [plans](#) for relocating podiatry services into one hub at St Mary's
- Healthwatch Portsmouth will also be presenting a brief report of its recent activities and plans for the coming 6 months.

Social Care

Care homes in Portsmouth

There was a Portsmouth City Council, Portsmouth Clinical Commissioning Group, Care Quality Commission and Healthwatch joint Quality Board meeting in mid August at which Healthwatch Portsmouth received an update on those homes who had been inspected by the Care Quality Commission, were deemed to be needing improvement or inadequate and how Portsmouth CCG Quality Improvement Team were offering to provide support to these particular homes. Healthwatch Portsmouth will consider whether it wishes to conduct an Enter and View visit to particular care homes in the future.

Access to information and services

Portsmouth City Council (new) Service Directory - an update

The launch of the Council's Service Directory has been delayed from April. We will be invited to provide our input to the Council's new 'Single Point of Contact' working group which will be taking up the work to continue developing an information resource for Portsmouth residents. In the meantime Healthwatch Portsmouth has integrated its software upgraded Service Directory into its main website which continues to provide Portsmouth residents with a robust information resource on health and care services and groups in the city.

Portsmouth Clinical Commissioning Group

Meeting between the new HIOW STP Chair and Chairs of local Healthwatch across Hampshire and the Isle of Wight

In preparation, the Chair of Healthwatch Hampshire had written a letter to the new Chair of the Hampshire and Isle of Wight Sustainability and Transformation Partnership (STP) stating that local Healthwatch organisations are keen to ensure that patients, carers, families and the wider public who will use health and social care services in future, are given full opportunity to engage with the STP to co-produce health and care services. It was agreed that on the new task and finish group for governance that Healthwatch would have a seat and that we would be involved in recruitment process for the new Lead for the HIOW STP.

Ends

9th September 2019

Siobhain McCurrach, Healthwatch Portsmouth Project Manager.

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