

Strategic matters

Healthwatch Portsmouth Board members - representation on strategic committees

Work has been done further to the meeting on 29th August to start discussing with Board members the ways in which Healthwatch Portsmouth can take part in the range of opportunities we have been invited to be involved with in order to represent us at a strategic level across the city. Owing to the large number of groups and we have been invited to get involved with Board members will discuss and prioritise its representation.

Board member resignation:

Philippa Pringle has submitted her resignation from the role of Healthwatch Portsmouth Board member. We would like to thank Philippa for the time and commitment that she provided during her time serving on the Board.

Operational matters

Luke Evans, Community Engagement Officer left Healthwatch Portsmouth in 'mid September to take up a university course in social work. We are in the process of starting to recruit to the post and will be advertising the role on our website and local networks. Please spread the word to anyone you think might be interested in the role.

During the period since early September we have had slightly fewer stalls than we would have liked but have had presence at the following events:

- Portsmouth Hospitals Trust AGM 3rd September
- Solent NHS Trust AGM 16th September
- Portsmouth Hospitals Trust Open Day 28th September

HWP Board members have been attending a wide range of strategic level meetings across the city which will be reported on separately.

Independent Health Complaints Advocacy Service

The Advocate has a current caseload of 27 clients with issues relating to:

- An independent provider's 2 tier complaints system preventing conclusion at local level
- Solent NHS Trust support and communications with for autistic person
- A PALs team method of dealing with NHS complaint to include the client contribution and perspective.
- A Personal Health Budget being reduced after 4 years further to an assessment and planning meeting.
- The misuse of IT drop-down menus for record keeping. Being used without due care.
- Trusts getting people's names wrong in correspondence.
- Automated electronic repeat prescription service failing to produce timely prescriptions. A complaint response that 'it's a glitch' isn't acceptable since it's becoming a repeated problem.
- Failure on the part of a Trust to offer services to clients with diagnosis of Personality Disorder despite known therapeutic approaches and NICE guidance to provide an optimistic helping relationship.

Community

Long Term Conditions Hub

The launch of the Long Term Conditions Hub (LTC Hub) has been further delayed from the most recently revised start date of 'mid September'. Healthwatch Portsmouth has been involved in the project steering and stakeholder group. We are concerned at the lack of power of scrutiny over the project for the previous and remaining period in which it is still being set up and in which it feels decisions on key aspects relating to the service have not taken place within these fora, as had been the premise of including Healthwatch in both the steering group and co-production stakeholder interest group.

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 has been undertaking during September and October the remaining site visits to 5 GP surgeries out of a total of 17 GP surgeries that we had been conducting in March before the Healthwatch Portsmouth service's temporary suspension. We have been 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)

CANCER – NHS England is considering setting up a **Rapid Diagnosis Pathway**

NHSE is considering how people might access a Rapid Diagnosis Pathway – an Essex based local Healthwatch is being asked to share some intelligence around the difficulties people, especially seldom heard communities, face in accessing GP appointments.

Wessex Cancer Alliance and partners is being asked to consider this in the design of any future services. The evidence is linked and summarised below:

- of feedback over the last 6 months – Getting a GP appt is difficult, esp for those who are vulnerable/ have specific communication needs. HW Hants engagement with D/deaf community – [Our Hands Our Tied – highlights some of the issues for BSL users accessing services](#)
- Healthwatch Isle of Wight produced a report which summarises its findings. [HW HIOW LTP engagement report – People want easy and quick access to health care when they need it, especially to GP services, and to be able to receive the treatment and support they need without long waiting times.](#)
- [Healthwatch Dorset LTP engagement report – people want quicker and easier access to primary care services.](#)

Engagement in setting up the Communities Against Cancer project – seldom heard groups and vol sector organisations said that there were various barriers for people seeking help, including difficulties in getting a GP appointment. Examples given were:

A) people with mental health issues or chaotic lives give up trying to get an appointment if they have to repeatedly try to get an appointment

B) Afghani and other BME women whose husbands work nights (and sleep through day) and need them to come to appointments with them obviously find it difficult to access GPs.

C) Women with breast lumps on the Island are waiting to go to screening because they are unable to get GP appointments. (also see the [HW IOW primary care report that talks about difficulties with online booking systems etc](#))

Carers

In September Healthwatch Portsmouth was asked to provide comment on new National Institute for Clinical Health Excellence (NICE) guidance . We were able to provide some ideas, from a patient and carer perspective regarding raising awareness of Portsmouth residents via the free magazine of the information and support available for carers.

Mental Health

Portsmouth and South-East Hampshire (PSEH) Systems update

It has been reported to Healthwatch Portsmouth that there are a number of operational pressures in the PSEH system relating to urgent care and mental health in Portsmouth Hospitals Trust (PHT). A Mental Health Assessment Unit is not going ahead now. We are trying to find out information about future services that are to be provided in the area.

Mental Health Forum - an update

Healthwatch Portsmouth made contact with South East Hampshire Clinical Commissioning Group Engagement Team to try to find out what has been put in place instead of the Mental Health Forum across the Portsmouth and SE Hants area which had been disbanded pending a full user group review. We have been told that due to the work that Southern Health Foundation Trust was undertaking for a winter programme of support including the design of the Crisis Service, for which there was a project group consisting of mental health charity MIND, patients and service managers there was concern that if the Mental Health Forum was continuing it was likely there would be a double running of groups. A discussion has been held with MIND and patient representatives to consider whether a future forum should be the place in which the various agencies involved in supporting people with mental health issues are updated, or have a more service user engagement type forum. Healthwatch Portsmouth have asked to be kept informed of developments, via the ex-chair of the Mental Health Forum.

Positive Minds

Planning permission was announcement on World Mental Health Day, 10th October
<https://www.portsmouthccg.nhs.uk/Default.aspx?LocID-033new0a3.RefLocID-01p009.Lang-EN.htm>

Plans for Positive Minds, which will provide a service for ‘early on’ support for people in Portsmouth who are experiencing mental health difficulties will be supported by trained Wellbeing Advisors who have lived experience of mental health difficulties, and healthcare professionals, as well as being offered access to advice about other issues which can often affect people’s mental health - such as housing or debt. People can make appointments, drop-in or be signposted to by their GP.

Concerns are being raised though regarding access to decision making for stakeholders from the initial idea in February that a co-production group would be developing the service, along with Portsmouth Clinical Commissioning Group. The first meeting of a new Positive Minds Steering Group was due to take place this morning (22nd October) and was attended by Healthwatch Portsmouth Chairperson, Roger Batterbury who will provide an update in his Board member report of strategic meetings attended on behalf of Healthwatch Portsmouth. We have requested sight of the Standard Operating Practice document for the planned service.

Providers

Solent NHS Trust

Re-development of St James’ site:

Healthwatch Portsmouth is happy to receive feedback from the public who may be concerned about the implications for traffic congestion as a result of the ‘back gate’ on Edenbridge Road on the St James’ site being permanently locked. This is a decision that has been taken by NHS Property Services who own a large part of the St James Hospital site. the decision was taken following a number of security risks to the site in April

2019, and impending soil investigations by their developer around that part of the site wishes to take. Concerns are being raised though that all traffic for Falcon House, The Limes and The Orchards will need to navigate down just Locksway Rd and down The Orchards drive with only enough space for one vehicle.

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 did not see a specific demonstration of learning from the complaints process but we were invited to lead a table discussion at this year's AGM on 16th September. We are still hoping to be invited to take part in a workshop we were told was planned for this autumn to review the Trust's Complaints Handling process.

Podiatry Services

Since Solent NHS Trust shared with Healthwatch Portsmouth their plans for centralising Podiatry services at St Mary's Hospital, and addressed the Health Overview and Scrutiny Panel there has been discussion across the city to try to find out which of the 5 currently running services are to be moved and when. Further to Healthwatch raising a number of questions with regard to patient engagement on the proposed plans Health Overview and Scrutiny Panel on 12th September also raised queries about what engagement had been done so far to enable Solent to make decisions about future planned relocation of services, which would affect patients and the staff who work at the 5 locations. The Health Overview and Scrutiny Panel (HOSP) required that the Podiatry team consult with and report back on their engagement with patient groups about the plans including the explanation of the likely impact on patients as a result. We understand that this activity is still ongoing but that the Podiatry team will be reporting back to the next HOSP meeting in November.

Portsmouth Hospitals Trust

Transforming emergency care Briefing for stakeholders and partners, 30 September 2019

Between 300 and 400 people come to the emergency department (ED) at QA Hospital every day. £58.3m investment for new emergency care facilities in ED have been awarded as part of the national NHS England Wave 4 Sustainability and Transformation Partnership capital allocations, subject to standard business case approvals.

Following detailed planning, the Trust Board approved in September the strategic outline case for the investment. The Trust is now working with its regulators, commissioners and other partners to further develop the options in the outline case so that a full business case can be developed and approved which include:

plans for the capital investment; the development of the underpinning clinical models; and the immediate and on-going work the Trust carries out across the hospital and with local health and care partners to improve emergency care.

At the same time as designing the new facilities, the Trust is changing and streamlining its processes for unscheduled and emergency care so they can speed up access to tests, minimise handovers between teams, cut duplication and delay, and get patients to the right place for their care more quickly. Many of the improvements asked for by the clinical teams are not possible with the current layout and separation of services.

The strategic outline case is being submitted to the regulator, NHS Improvement, for approval as the next step in the planning process. The Trust expects to commence construction in 2021 and to be providing patient care from the new facilities by the end of 2023, subject to business case approvals.

In the meantime, the Trust says it is continuing to make improvements where it can.

By working together with its partners in other health and care services to improve urgent and emergency care for everyone in Portsmouth and South East Hampshire the Trust has agreed a 'system-wide plan' focused on 4 areas:

1) Reducing the need for people to attend ED: Increasing and promoting the range of appropriate alternatives to ED for people with minor illness and injury, including GPs and minor injuries units, and better supporting the small number of very poorly people who need frequent healthcare.

2) Continual improvements to processes and procedures in ED: These include improving ambulance handovers; enabling more people to go straight to specialist teams for same-day tests and treatment, bypassing ED where appropriate; finding new ways to better support frail elderly patients; establishing GP-led care for minor illness and injury alongside ED; and improving staff recruitment and retention.

3) Improving the flow of patients through the hospital: Making sure that there is capacity to admit patients promptly from ED to specialist departments by avoiding delays in discharging existing patients once they are medically ready. This includes ensuring prescriptions and travel arrangements are in place as soon as possible.

4) Out of hospital services: the Trust says it is working with health and care partners to make sure that appropriate services are available and ready for people when they no longer need hospital care. This is essential to ensure that there is sufficient capacity across Portsmouth and south east Hampshire to enable patients to transfer from one place of care to another in a timely fashion.

The Trust will be inviting the public to help inform the design of its new services and facilities. In the meantime more information about the Trust's plans for improving emergency care can be accessed by contacting: communications@porthosp.nhs.uk.

Urgent Care

The Healthwatch Portsmouth 'Third Walk Thru of Urgent Care' that took place in mid-October 2018 identified suggestions for improvement, focussing on discharge and support for carers on the urgent care pathway.

A full [report](#) 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's Chief Nurse in late October to take the discussion forward.

UEC visits to A&E

NHS England and Healthwatch England (HWE) have developed a project in which they have invited Local Healthwatch to participate to gather patient experience feedback in the areas identified as sites for the Urgent and Emergency Care Standards testing activity. Healthwatch Portsmouth was commissioned by Healthwatch England to undertake patient engagement activity with between 40 and 50 patients who were in the Emergency Department waiting area of Portsmouth Hospital Trust's Queen Alexandra Hospital. Healthwatch Portsmouth organised with its volunteers to undertake a series of 6 visits to the A&E Department to speak with people over two weeks in September (23rd - 27th) and first week in October (30th Sept - 4th October) to gather patient experience feedback using a standardised survey developed by NHSE/HWE. We were also tasked with speaking with at least one patient who has been admitted to hospital, having presented to A&E during the period we are surveying to find out about their experience. Early headline reporting shows that it was possible to gain much richer patient experience feedback from the admitted person rather than those who were in the waiting area who had been seen by the Navigator Nurse but were still awaiting further assessment and/or treatment.

A total of 45 surveys were completed. We had several that were not completed due to the patient being called for treatment while we completing the survey.

Portsmouth City Council

Health and Wellbeing Board

Amidst a packed agenda of items the following issues were of most interest to Healthwatch Portsmouth:

Dental provision

Julia Booth gave an update on provision of dental services in Portsmouth to cover the short-term loss of 3 providers. All info provided is known to Healthwatch Portsmouth. (see p11) of the [report](#)

Cllrs asked about how contracts were to be offered in the city for the longer term in the areas in which three dental practices had closed very suddenly in the summer.

Healthwatch Portsmouth suggested that there should be more health promotion in these areas to encourage higher take-up of NHS dental appointments making them more commercially attractive to potential bidders for dental contracts. Portsmouth City Council's Public Health said they would be happy to co-ordinate this activity and link in with the national programme for early years dental health.

The Director of Public Health's Annual Report was presented with slides showing the way that the council is planning to approach tackling drug and alcohol abuse. They propose a less punitive and more supportive model. Will attach presentation showing at the end what could be done nationally and more importantly locally.

[Director of Public Health's Annual Report 2018-19](#)

Health and Care Portsmouth Operating Model Update

Members of the Health and Wellbeing Board were provided with a copy of the plans that have been discussed at the council's cabinet meeting, Healthwatch Portsmouth the Health Overview and Scrutiny Panel. Here is a copy of the update [report](#) .

Healthwatch Portsmouth asked that a simple message about the plans for the Portsmouth Operating Model be uploaded onto Health and Care's website to encourage public to become more engaged.

We were informed at the meeting that there is going to be an Economic Development Strategy for Portsmouth and related work is now in development to articulate a city vision. Cllr Steve Pitt is championing. The voluntary sector is being represented on a steering group via the HIVE. Healthwatch Portsmouth has asked that it is included in emails to members of the steering group.

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.

At a System Leaders' meeting in mid October the [plans](#) for the ICS were discussed. We were provided with a document, only in hard copy format at the actual meeting and asked for comment. Healthwatch Portsmouth will provide its feedback when it has had a chance to review the plans and the likely impact that these will have on patients. Please find available in your packs today hard copies of the planning document. We have produced a summary document and attach [here](#)

(We had asked if a summary document was being produced by HIOW STP engagement team and could be made available so that we could share it with as wide an audience as possible for the public to provide feedback on but was told that this wouldn't be available for a couple of weeks. We wanted to have something ready now for our

October Board meeting and to upload onto our website to encourage people to have their say now.) Here is the Healthwatch Portsmouth [summary](#) of the document

We attended the public engagement event that was based in Portsmouth on 16th October. This was one of 4 public engagement events that had been organised across the Hampshire and Isle of Wight Sustainability and Transformation Partnership area.

The anticipated launch in the autumn of a website for the STP that we had been told about at a meeting in July has not yet been happened, hence Healthwatch's keenness to have information available for patients and the public via our website.

Social Care

Access to information and services

Portsmouth City Council (new) Service Directory - an update

The launch of the Council's Service Directory has been further delayed from its planned launch in April. We had been invited to provide our input to the Council's new 'Single Point of Contact' working group but the first meeting of this has been postponed due to lack of availability for the meeting date.

Portsmouth Clinical Commissioning Group

With all the changes going on with the integration of health and care services it may be of interest to HWP Board members to know what is the current situation with regard to commissioning. The Kings Fund have put together an update which you can read [here](#)

Many thanks to HWP Board member Mary Amos for providing this information.

Ends

21st October 2019

Siobhain McCurrach, Healthwatch Portsmouth Project Manager.

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