

Strategic matters

Healthwatch Portsmouth Board members - representation on strategic committees

Our second meeting for Healthwatch Portsmouth (HWP) Board members to provide updates on meetings they had attended took place on 22nd January at the Somerstown Central Hub. Board members exchanged intelligence on health and social care issues that they have gathered while representing Healthwatch Portsmouth at strategic level meetings across the city. A series of electronic folders on a dedicated shared drive for HWP Board members has been set up by the IT provider for our host organisation Help and Care. The HWP Manager encouraged Board members to be provided with a Healthwatch email address to enable them to logon to this digital shared drive area, access relevant meetings folders to gain further intel on subjects of their interest and to upload their own meeting reports in which key issues and follow-up activity are captured. Training on accessing and using these folders has been offered by the Manager and is still available for remaining Board members should they wish. It is intended that these folders will enable Board members to broaden their awareness of the key health and care issues that Healthwatch Portsmouth are involved with in the city based on patient and service user feedback.

Operational matters

Healthwatch Portsmouth Operating Framework 2020

In early January a Task and Finish Group, comprising HWP Board members, HWP Manager and the Help and Care Director of Partnerships met to look at the key issues that Healthwatch needs to reflect on to answer a series of operational (and some strategic) questions regarding what and how Healthwatch Portsmouth does things. The answers will then provide the basis for a review of activities for Healthwatch Portsmouth which will be reported back on to Healthwatch England, the author of the new Operating Framework which is designed to enable all local Healthwatch to achieve a good standard of practice anywhere in the country to improve the service to the public and introduce a more homogenous standard for local authorities to include in tender documentation.

Healthwatch England report: how Trusts demonstrate their learning from patient complaints

Healthwatch Portsmouth have sent a copy of this [report](#) to both Portsmouth Hospitals Trust and Solent NHS Trust with the offer to discuss further should they wish. It is an interesting read and shows that Trusts do things very differently when it comes to reporting on their learning from complaints.

Portsmouth Hospitals Trust has offered to meet soon with Healthwatch to discuss further.

Healthwatch England research: young people's priorities for mental health & wellbeing

[report](#) - Young People's Mental Health and Wellbeing Research

Over the past three years, Healthwatch has heard from over 20,000 young people about their experiences of mental health support. To gain a deeper understanding of the issues, Healthwatch England brought together 47 young people, aged 16-25, to talk about what affects their mental health, their current experiences of care, and what services can do to better support them.

The following themes were explored: what affects young people's mental health?

1. Stigma
2. Pressures
3. Social media
4. Gender

Findings: What do young people want their mental health support to look like?

1. Better education and communication
2. More options and personalised care
3. Peer support

The research is being published to highlight young people's priorities to local stakeholders.

The Healthwatch England Annual Report was published at the end of January [Healthwatch England Annual Report](#)

and coincided nicely with the announcement that Healthwatch has been awarded a national award for its online digital campaign for the local work done last spring to engage with the public on the NHS Ten Year Plan. Here is one of the online media posts that Healthwatch Portsmouth has created to raise awareness.

<http://www.healthwatchportsmouth.co.uk/news/healthwatch-wins-national-award-for-engagement-work/>

Community

Long Term Conditions Hub

The Hub is now running both the Diabetes and Respiratory services for people with long-term conditions at Somerstown Hub Health Centre.

Dental Services in Portsmouth

[An update was sent to the Chairperson of Healthwatch Portsmouth from NHS England's Director of Primary Care and Public Health Commissioning for Wessex area:](#)

We are progressing with our plans to procure new long-term contracts to provide general dental services in the city with the aim of having new contracts in place later this year. We intend to procure two new dental contracts for the city:

- One in the area of Portsmouth north of the M27 which includes the Paulsgrove area and
- One in the area south of the M27 which includes the Portsea area.

Both of these areas were previously served by the Colosseum Dental Group which gave notice on their contracts to deliver NHS services in the city in spring 2019.

I'm sure you will appreciate that it takes some months to complete a procurement process to ensure that any new contracts put in place best meet the needs of local residents as well as ensuring a sustainable approach for the long term.

As part of this process we invited feedback from patients, stakeholders and the dental profession and have considered this when finalising the details of the contracts we intend to commission. An example of where we have used this feedback, is that patients would like to access appointments at different times of the day. As part of this procurement process, applicants will be asked to demonstrate how they will deliver greater accessibility for patients.

Once we have awarded new contracts we will also need to allow time within the process for the mobilisation of new services (which includes ensuring that any new provider has the appropriate premises, staff and equipment ready and has obtained the right registration with the Care Quality Commission (CQC)). We aim to have services available for patients as soon as possible but need to ensure that the necessary quality and safeguarding measures are in place so aim to have all services in place by the end of the year.

Interim arrangements

In the interim, we have worked with existing Portsmouth dentists, to support them to provide more appointments for NHS patients where individual practices were able to do so. We secured agreement from two existing local dental providers to provide more appointments for NHS patients during the period of the procurement. The two providers are:

- The Bupa dental practice in Cosham, Portsmouth. This practice was already working to provide appointments for new NHS patients, they also agreed and made arrangements to deliver additional NHS dental services.
- The Perfect Smile dental practice. This practice runs two dental surgeries in the city and also committed to provide additional NHS treatment. The practice has successfully recruited a further dentist to provide NHS activity.

Whilst the Bupa dental practice is now at capacity, Perfect Smile are continuing to take on new NHS patients. We had hoped to also provide further appointments through the University of Portsmouth Dental Academy but after working with them this has not been possible.

Work is ongoing to try and secure additional activity with existing NHS dental contractors in Portsmouth where they are able to provide it.

Emergency dental services

We have also worked with local practices and the 111 dental advisory service to increase access to urgent dental care on every day (including weekends and bank holidays) to ensure that individuals experiencing dental pain can continue to be seen promptly (within 24-48 hours). Any patient who needs emergency dental care can get it by calling NHS 111, when they will be offered an appointment at the nearest available practice.

At the point a patient needs treatment, or their next dental check-up, they can check the latest updates regarding dental practices that are able to offer appointments for NHS patients by visiting the local Dental Helpline website at <http://www.wessexdentalhelpline.nhs.uk>, or by calling the NHS 111 service on 111.

Healthwatch Portsmouth have discovered though that on contacting Perfect Smile to ask for an NHS dental appointment the caller was welcome to sign up as a patient but that it would simply mean they would be placed on a 10 month to 12 months waiting list rather than their being offered an appointment any sooner. We have asked NHSE for clarification about the availability of additional NHS appointments from the provider which reportedly had capacity to offer an appointment.

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 now co-produced with the group of Healthwatch Portsmouth Volunteers a final report and will be published in February. A total of 17 GP surgeries have been visited and we have spoken to 592 patients in surgery waiting rooms to find out how well known by patients is the new 'Extended Access Service' being offered at Lake Road GP Surgery.

We have been alerted to a potential merger of a GP surgery in the city. An application will be sent to Portsmouth Clinical Commissioning Group in March in which the GP surgery will need to show how it has engaged with its patients to gather their feedback on this proposal prior to submitting their ideas for future changes to be made.

Secondary Care (and community based care)

Carers

The Carers Centre has worked with Portsmouth City Council to develop a survey to find out what carers think about accessing services so that the Carers Strategy for the city can be updated. As well as online feedback from a survey that is due for release soon, carers can attend one of two sessions that are being organised in the city (today in Cosham and towards the end of the month at the Central Library in Guildhall Square) to gather feedback. Healthwatch will be present.

More details are available [here](#) about the listening event on 21st February

Positive Minds

Positive Minds, has opened and is welcoming on a daily basis (we think) up to 12 people and providing a service for 'early on' support for people in Portsmouth who are experiencing mental health difficulties, supported by trained Wellbeing Advisors who have lived experience of mental health difficulties, and healthcare professionals. People using the service are also 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 it by their GP. People are also being signposted to the new service if they are seeking health information from the HIVE Portsmouth or Advice Portsmouth. Feedback so far is that the service is helping people to access the support they need.

Providers

Portsmouth Hospitals Trust

Care Quality Commission's inspection report on QA Hospital published 30th January. The Inspection took place in October 2019 and is showing a rating of 'Good' overall: [CQC inspection report](#) The Trust wants to continue to improve to build on their progress made and reach even higher standards across the board.

During yesterday's meeting with Mark Cubbon, Chief Executive of Portsmouth Hospitals Trust HWP Board members discussed with Mark and the Lead Nurse, Liz Rix who attended, what were the priorities for the Trust to work on:

Reducing the frequency of days and length of time that there is a queue at QA Hospital for Ambulances to be able to handover patients into the care of the Emergency Department (ED)

Increase QA Hospital's day-to-day level of capacity for beds so that the hospital can cope with higher demand and not have to resort to regular usage of 'escalation beds' in other departments to cope.

Improve the patient discharge process at the weekend so that there is better flow of patients at weekends

Improve services that the Trusts works with in the community to support frail older patients to reduce the need for frail patients to be admitted to hospital for care.

Staff recruitment and retention is now much better for the Trust, with only a 5% vacancy rate, lower than the national target for staffing vacancies. The Trust thinks its value based approach has helped greatly. A new Veterans supporter staff member has been recruited for the Trust to better reach out to the significant veteran community.

PHT has visited the Northumbria NHS Trust to find out how they have improved their patient flow in ED.

PHT is currently looking at how it can provide support to St Mary's Hospital Trust on the Isle of Wight, to work as a partner organisation, by sharing skills, to improve services for patients living on the island.

Healthwatch Portsmouth has just started working with the Trust to develop their early stage plans for the Emergency Department Transformation project. The focus is to re-organise services to meet the current and anticipated patient demand for Emergency care, improve the patient experience and improve patient outcomes for launch in 2024.

Healthwatch Portsmouth patient experience gathering at QA Emergency Department

Healthwatch Portsmouth was commissioned by Healthwatch England to conduct patient experience surveys in the Emergency Department during 2 weeks (23 September - 6 October) to find out patient views on the care that they had received while waiting for treatment in the Emergency Department. The patient experience feedback was being gathered while Portsmouth Hospitals Trust was piloting new NHS Standards for Urgent and Emergency Care, one of 14 sites around the country. Publishing of the *Healthwatch Portsmouth local report* has been delayed significantly while Healthwatch England discuss with NHS England the findings from the national report which covers the feedback gathered from all 14 sites. We have been advised by Healthwatch England to await formal publication of the Healthwatch England report before we release our local report. We understand that the reason for this is that further to receiving an early release version of the Healthwatch England report the NHS is taking the national report findings seriously and wants to devote time to understand the implications for Trusts. NHSE England is planning to make significant decisions for making nation-wide changes to the way in which Urgent and Emergency Care is provided for patients attending Emergency Departments at hospital.

PHT PLACE Assessment October 2019 - 6 month review session

HWP have been invited to take part in the Portsmouth Hospitals Trust PLACE (Patient Led Assessment of the Care Environment) review of feedback provided by participants and action plans being put in place by the Trust. The event will take place on 14th February so we will be able to report back to our next public Board meeting in April.

PHT recruitment to Director of Comms Engagement

HWP have been invited to take part in Stakeholder Event for the Director of Communication and Engagement Interview on Thursday 30th January 2020. HWP Manager attended as a panel member.

Audiology Department

Since Healthwatch Portsmouth uploaded a poster onto its website that had been produced by Portsmouth Hospital's Audiology team which was asking for patients to get involved in a forum to help shape future services there has been more local interest!

Solent NHS Trust

Meeting with Chief Executive of Solent NHS Trust

The Chair, Vice Chair and Healthwatch Manager met with Sue Harriman, Chief Executive of Solent NHS Trust in early January as part of our re-establishing contact with our key stakeholders after the re-start of Healthwatch Portsmouth in the summer. The planned 'first meeting' between Healthwatch and the Trust had to be postponed several times. The second meeting in 6 months' time will be open for all HWP Board members to attend. Sue provided for Healthwatch Portsmouth an update on key topics of interest:

The Trust will run a 'Board to Floors' Review in which a Solent NHS Trust Board member and a Trust Quality Team member will organise a planned cycle of review and involve close partners, such as Healthwatch Portsmouth in the activity to improve services.

The Trust is recruiting a new Chief Medical Officer and Healthwatch will be invited to take part in the interview process in February. Two new Non-Executive Directors have been appointed to the Trust Board and doing well to provide additional insight.

The Trust will be working with St Mary's Hospital on the Isle of Wight to provide additional support to 0-19 yrs, immunisation service, dental and special care, sexual services and acute mental health services. It will be a partnership approach to skill-share for better local services on the island.

The Rehabilitation Service that was introduced in 2019 is working well now.

Sue has been appointed as the workforce lead across the Hampshire, Portsmouth and Southampton area to co-ordinate efforts to build a flexible workforce to support patients across the health system to improve the continuity of services for patients.

Podiatry Services

Further to our reporting back to the December Board meeting here is an update on activity that has taken place, since January:

We attended the Podiatry Service hosted engagement meeting with Pompey Pensioners in early January at which a full tour of the facilities was provided. The clinic rooms at St Mary's Hospital in Block B are very well equipped and are multi-functional for a wide range of clinics to be run which will help make the most efficient use of the new clinical space. Patient signage was good but is subject to ongoing review as suggestions are made, such as those made by Healthwatch Portsmouth.; we noticed that an additional sign was required on exiting the lift to help direct patients and carers to the clinic rooms.

The Podiatry team said that during the period of engagement in November and December they have received feedback (face to face or via email) from 200 patients. They will be producing a report of the feedback and will base their proposal that they will present to the Health Overview and Scrutiny Panel in March using this feedback.

Care Quality Commission Inspection Visit

Healthwatch Portsmouth has been notified by Solent NHS Trust that the Care Quality Commission (CQC) will be returning to the Trust to conduct another inspection. One in five core services will be inspected, followed by a 'Well Led' inspection. It is expected that the planned inspection will happen before June. In preparation for the inspection visit Solent will be wanting to speak with people who use their services. Healthwatch Portsmouth will find out some more information about the forthcoming inspection and preparation that the Trust will be making.

Portsmouth City Council

Health and Wellbeing Board

Board members provided feedback on a draft Health and Wellbeing Strategy on 5th February. <https://democracy.portsmouth.gov.uk/documents/s25185/HWS-%20Progress%20and%20Future%20Plans.pdf>

Autism

There was an opportunity at the beginning of the year for bid(s) to be made to the Better Care Fund for proposals to fund small health, social or housing projects which would benefit autistic adults in Portsmouth - funding lasts for one year. A list of 7 potential projects (below) were suggested for use of this fund, based partly on the priorities agreed by attendees of the December Portsmouth Autism Community Forum meeting. We raised awareness of the opportunity for people to provide feedback.

Suggested autism project proposals for funding from Portsmouth's Better Care Fund

1. continuing the Portsmouth Serendipity Group at the Havelock Community Centre.
 2. funding employment support organisation, to support autistic adults into work.
 3. starting a peer support and self-advocacy group for autistic adults, using findings from a research visit to Edinburgh to learn from a successful peer support project (AMASE).
 4. funding to train health, education, criminal justice and other professionals in Portsmouth, to improve awareness, knowledge and skills to support autistic adults.
 6. support Portsmouth City of Sanctuary for autistic adults - council new initiative
 7. Safe Spaces - fund training, guidance, criteria for groups to register as 'safe spaces'
- An Autism Showcase event will be run on Friday 12th June at Gunwharf Quays. More information will follow on the event but Healthwatch hope to have a stall.**

Sustainability & Transformation Partnership (STP) Integrated Care System (ICS) transition

Hampshire and Isle of Wight Sustainability and Transformation Partnership website was launched on 19th December <https://hiowhealthandcare.org/>



At the end of November HIOW STP submitted to NHSE their local response to the NHS 10 Year Plan. The document remains unpublished on their website pages. A one page summary document and can be found by clicking [here](#) . The summary states there are 15 sections in the full document

1. Our population and their needs
2. Where we are as a system in 2019
3. Supporting you to stay well
4. A new integrated care model
5. Urgent and emergency care
6. Networked care
7. Cancer services
8. Outpatients transformation
9. Quality improvement
10. Capacity management
11. Workforce
12. Digital and data services
13. Investing in the future
14. A new way of collective working
15. Next steps of delivery

Portsmouth and South East Hampshire Integrated Care Partnership

Healthwatch Portsmouth attended the December meeting of the Integrated Care Partnership (ICP) Network - a key stakeholder group for the broader health system- at which it was agreed at the next meeting to consider the carer perspective in future service changes being discussed. It was recognised by the Partnership Network that carers have had little opportunity for input so far on the proposed system change for transition to an out-of-hospital based system.

It was agreed that the following topics would be discussed:

Stakeholder management, communication and engagement with carers and their support groups: that this is key for health and care organisations in the ICP to routinely do to develop the ICP's 'out of hospital' model.

To understand inter-dependencies, combined contribution of patient groups and carers to develop the new pathways of care. Recognise significant burden of care for carers.

There are complex relationships and carers have a part to play in all care pathways. To note:

- o for carers 30% of their time, roles and responsibilities are probably common but 70% can be quite different as a result of the condition that the individual being cared for has

o carers may also feature in the role that charities play and so can be seen as one stakeholder group and a sub-set of many others.

A common way of working / structured process/ common policy needs to be introduced that allows carers to be involved - to provide information - to inform decision-making

To enable this to happen education and training is required. How, who, when, where

Overall Objective:

To arrive at a common framework/best practice model for stakeholder engagement for all organisations to follow in terms of engaging carers (and charities) in the development of the ICP. To ensure ICP is working towards an end state that is sustainable for all.

HIOW Voices

At the end of last year the Hampshire and Isle of Wight (HIOW) Voices online gathering feedback from sent out a survey to its 2,000 members asking for feedback on digital technology. We look forward to reading the results of the survey which will be circulated to members of the online forum.

Wessex Voices Update

The local Healthwatches in the Wessex area (Portsmouth, Southampton, Isle of Wight, Hampshire and Dorset) received an update on the new 'Leading system-wide PPI' development programme for Hampshire and Isle of Wight health colleagues. The course is for people who lead on comms and engagement as part of their role in their health organisation, and the aim is to support them as leaders to empower cultural change in local Patient and Public Involvement (PPI) through joint working across the HIOW system. The course will be an opportunity for the comms and engagement leads to hone their influencing skills so their PPI advice and stakeholder management is more proactive, meaningful and of a consistently high quality across the area. The intention is to create a strong network of engagement specialists who be more effective in cross system working.

13 people have accepted places on the programme and they come from a variety of roles, geographies and organisations across HIOW (*no one from Portsmouth though despite promotion on HW Portsmouth website*). The HIOW STP Comms and Engagement Lead will be taking part in the course and providing additional support to it.

Applicants were asked for ideas for joint PPI projects aligned to the HIOW STP priorities. Suggestions included

- Mental Health
- Personalised care (integrated primary and secondary care)
- Prevention/wider determinants of health
- A cross system project to support PPI across HIOW

The PPI projects will be developed through the programme which has just started. The showcase will be at Central Hall in Southampton on 18th June to which HWP is invited.

Paul England, who now delivers the Empowering Engagement Programme, is leading the course with support from the Wessex Voices team and a local Healthwatch for each day.

Ends

11th February 2020

Siobhain McCurrach, Healthwatch Portsmouth Project Manager.

www.healthwatchportsmouth.co.uk