

**Healthwatch Portsmouth Board Meeting
29th April 2020
Report from Project Manager**



Coronavirus

Due to the UK wide outbreak of the virus leading some people to contract Covid-19 Disease Healthwatch Portsmouth had to suspend on 17th March all face to face interactions with members of the public, meetings and engagement activity. Healthwatch Portsmouth is following Government advice on social distancing to hopefully delay the spread of the virus to enable NHS facilities to cope with the likely increasing demand. We have provided as much reliable and relevant information as possible on our website and social media platforms during this unprecedented time of need from the public for information about their health. Healthwatch Portsmouth had had an active community engagement diary with 17 external events attended between January and 'mid March 2020. We plan to resume our activity when possible.

Since 20th March Healthwatch Portsmouth has been providing information from reliable national and local sources regarding health and social care issues. We have been using our website: www.Healthwatchportsmouth.co.uk and social media platforms (Twitter: @HealthwatchPO and Facebook: HealthWatchPortsmouth) to upload all the information. We have been pleased that hundreds of people are seeking our information channels, particularly during the Easter Bank Holiday weekend to find out about local pharmacy opening hours. We continue to upload info. We have been working with the Local Pharmacy Committee for Hampshire and the Isle of Wight and will provide further feedback on patient experience of using pharmacies during the period.

Since late March we have been gathering feedback from community and patient sources and escalating to hospital trusts, mental health service managers or local pharmacy committees any concerns regarding gaps in service or suggesting possible improvements to services. We are calling it our 'We said You did' activity and will continue to grow this intelligence gathering and escalation of issues experienced during the Coronavirus pandemic. We have had some success when suggesting to a hospital trust that they consider how to support patients in hospital without access to mobile phones, smart tablets and other communication technology while visiting restrictions are in place in order to keep in touch with their loved ones, carers and friends. Shortly afterwards the trust introduced their Family Liaison Officer role and produced information for the public about how they can keep in touch with relatives and friends in the hospital. A drop-off point for messages and provisions was created for patients' benefit.

In late March Healthwatch England issued a statement from the Chair, Sir Robert Francis QC to inform the public and commissioners about current activities for local Healthwatches during the COVID- 19 outbreak [Guidance to local Healthwatch from HWE Chair 24.3.20](#)

In early April Healthwatch Portsmouth issued its Communications Plan for the current period. [Healthwatch-Portsmouth Communications Strategy April 2020 Public Information](#)

Additionally, Healthwatch England produced some helpful guidance for HW staff and volunteers to follow when communicating with members of the public during the Coronavirus period
HWE Guidance Communicating with the public during covid 19 outbreak

The Healthwatch Portsmouth Board was sent on 23rd April the HWP the draft Interim Workplan (March – June 2020) for which I am seeking your strategic level approval. A full workplan for the rest of the activity year (July 2020 – March 2021) will be sent to you later on for your approval.

HWP Interim Delivery Plan March to June 20

At the end of April a regional Coronavirus testing centre in Portsmouth for keyworkers was set up
regional test centre for coronavirus set up for key workers by 26th April

Strategic matters

Healthwatch Portsmouth Board members - representation on strategic committees

On 18th March the Board took a decision to remove the serving Vice Chairman as a Board member from the Healthwatch Portsmouth. The decision was taken by a majority vote of the board with written reasons for doing so. The separate review undertaken in April concluded that the process, as stated in the HWP Governance Handbook, had been followed.

Healthwatch Portsmouth will be seeking to elect a new Vice Chair from nominations submitted to the Healthwatch Portsmouth Chairperson.

Board members may like to note that Healthwatch Portsmouth's host organisation, Help and Care, have signed up as an organisation to the Armed Forces Covenant, conscious that in particular areas, such as with Healthwatch projects in particular geographical areas this is particularly important.

Board members had their third 'closed' Board meeting at the end of January at which they discussed the intelligence on health and care issues affecting patients and the public that they are receiving during strategic level meetings across the city at which they represent Healthwatch Portsmouth. The Board is reviewing how many of the meetings organised by health and social care bodies (and organisations with whom Healthwatch has strong links, such as the university), to identify what capacity it has to attend the various meetings and what impact it can genuinely have. An update will be provided at later Board meetings during 2020.

Operational matters

Healthwatch Portsmouth Operating Framework 2020

It has not been possible to significantly make progress since the first Task and Finish Group meeting in January with regard to reviewing what Healthwatch Portsmouth does well and could improve upon due to the change in activities that we find ourselves doing during the Coronavirus outbreak. We will resume with the Operating Framework review later in the year and organise for the previously mentioned 'Board and staff member Awayday' to discuss how Healthwatch Portsmouth currently operates in relation to the Framework developed by Healthwatch England and what could be done on areas of weakness.

Investing in Volunteers - Help and Care's application for approved status

Help and Care, Healthwatch Portsmouth's host organisation applied for the Investing in Volunteers standard. In February a self - assessment was submitted. The assessor's feedback overall was positive. Some actions to meet the standard are needed, such as having a more consistent approach. There are additional actions required that are now being planned for by the small project team at Help and Care. An update will be provided in the near future.

Healthwatch Portsmouth Volunteers

Healthwatch Portsmouth held its volunteer drop-in event in 'mid February and discussed the new activities that it was organising, in conjunction with the HWP volunteers for the year ahead. There was considerable interest in undertaking the desktop review of GP surgery websites to find out how easy it was to find out information useful for patients visiting the surgery website. There was also interest in doing return visits to the GP surgeries to find out if there was an increase in patient awareness of the 'Extended Access Service' additional GP appointments that were available in the late weekday evenings and on Saturdays at Lake Road GP Surgery since we were last in the surgeries in the spring and autumn of 2019 and spoke to 592 patients.

Volunteer recruitment continued during February and March but has had to wait in April and beyond while we are required to undertake social distancing measures.

Perinatal Health

Healthwatch England report: Mental health and the journey to parenthood

How patients' views have helped improve mental health support for future new mums. March 2020. Healthwatch England wrote:

From April, all new mothers will receive a six-week mental health check-up. Find out why this would not have happened if people had remained silent.

- One in four women have a mental health problem in pregnancy and during the 24 months after giving birth.
- The most common mental health problems experienced during pregnancy and after birth are anxiety, depression and post-traumatic stress disorder.
- In the UK, maternal suicide is the leading cause of direct deaths occurring within a year after the end of pregnancy.

Last September, we shared the experiences of 1,738 women in our report Mental health and the journey to parenthood to show what was working and what was not when it came to mental health support for new parents.

Our findings echoed previous research, highlighting that while many women report good experiences of care, support is variable and does not consistently meet NICE national guidelines for what women should expect when it comes to the recognition, assessment and treatment of mental health problems during and after pregnancy.

The wide range of experiences women shared with us also highlighted how unique each person's journey to becoming a parent can be and how important it is that the support made available meets their individual needs.

Expectant and new parents interact with a variety of professionals and told us they would like more chances to discuss their mental wellbeing.

Our report therefore recommended creating more opportunities for women to talk about their mental health and supported the call by NCT and other organisations for the NHS to introduce a postnatal six-week health check for mothers.

How have your views improved care?

NHS England's announcement that from April all women in England who have a baby will have a six-week assessment of their wellbeing will include a focus on identifying mental health issues. To fund the initiative, NHS England has agreed to provide £12 million as part of a new five-year contract with GPs.

Healthwatch Portsmouth has discovered though that during the current period of coronavirus pandemic that the 'six-week wellbeing check' was not offered to a mum of a new baby in Portsmouth, blood pressure check only taken, not even a 'how are you?'

Mental Health

COVID-19 Mental Health Alliance for Portsmouth and South East Hampshire

At the end of April Solent NHS Trust invited partners in the city to help develop a 'Wellbeing and Recovery Strategy', working with partners from the commercial and business sector, emergency

services, health and social care, 3rd sector organisations and police and criminal justice services. Healthwatch Portsmouth have been invited. We've said yes, happy to become involved – probably using our 'critical friend' role we will be most useful here.

In essence apart from developing a psychosocial wellbeing strategy that a new **COVID-19 Mental Health Alliance** can adopt, they are preparing to support residents of Portsmouth and SE Hants showing symptoms, similar to PTSD (post traumatic stress disorder) which is how they are saying people are responding if affected (in the widest possible way – financially, housing etc) by the coronavirus pandemic. There is to be developed '**Trauma Informed Care**' approach. This will start with supporting the wider workforce* and systems to ensure:

- Early identification and using MECC approach (Making Every Contact Count)- to prevent distress turning into crisis
- Early interventions through integrated care pathways
- Access to liaison and clinical consultation
- Accessing welfare and emotional helplines at earlier stages with clear link into specialist mental health services
- Accessing community wide mental health wellbeing workshops including compassion focused modules
- Developing post traumatic growth and emotional resilience (a key feature in collective trauma)
- Using COVID 19 as an opportunity to empower society's mental health wellbeing to help the wider workforce be better trained and aware of detecting signs of trauma and mental distress and help address these as early as possible to prevent a distress turning into crisis.

**Wider workforce is expected to include: emergency services, health and social care, 3rd sector organisations and police and criminal justice services*

The new COVID-19 Mental Health Alliance will aim to work with other key providers to

- help better educate the public of signs and symptoms of mental health difficulties
- promote tools and methods to better manage mood, anxiety and trauma.
- ensure rapid and easy access to emotional support through dedicated helplines and online community wide support services.

It is expected that the Alliance will develop a **joint care pathway** with the local universal mental health services to ensure those needing further support can access services as soon as needed.

The plan is that the Trauma Informed Care approach will:

Link into specialist MH services

Offer MECC (Make Every Contact Count) discussions as preventive measures

Offer early identification of trauma & Mental Health issues

Offer 'trauma informed' care training across systems/workforce

Healthwatch Portsmouth will monitor develops of services and approaches and report to subsequent Board meetings.

Care Quality Commission (CQC)

During the Coronavirus pandemic the CQC will not run their routine care inspections but maintain a watching brief on care services but have introduced a programme of support. Here is the Chief Officer's announcement of 28th April [message from CQC Chief Officer](#)

Paterson Inquiry

In March has issued this statement in response to the Paterson Inquiry report:

Ian Trenholm, Chief Executive at the Care Quality Commission (CQC) said:

"Today's report lays bare the truly devastating impact of Paterson's crimes. The experiences described by his patients and their families are deeply and profoundly shocking, and everything possible must continue to be done to prevent such a wilful abuse of patient trust from ever happening again.

"In the time since Ian Paterson was practising we have developed our regulatory model to require providers to strengthen medical governance and oversight of clinical care in both the NHS and private hospitals.

"The findings from our [comprehensive inspection programme of all independent acute hospitals](#) prompted the recently introduced Medical Practitioners Assurance Framework (MPAF). It is one clear way that independent hospitals can demonstrate the robust governance processes we expect to see when we inspect, and will help improve information exchange between private and NHS services. Our wider engagement with the sector has also set clear expectations for quality and safety.

"But, as this report shows there is more that can be done to minimise future harm to patients. We must continue to promote a culture, both in the NHS and the private sector, where people feel able to raise concerns without fear of retribution and where the voices of staff, patients and their families are listened to and acted on without exception.

"We welcome the recommendations set out by the Bishop of Norwich and his team and will work with the Department of Health and Social Care and wider system partners to play our part in taking them forward."

Community

Long Term Conditions Hub

Portsmouth Long Term Conditions Hub Pilot - update 2nd March 2020

Portsmouth Clinical Commissioning Group has decided to stand down the Project Group as the Hub moves into the 'in pilot' governance arrangements period.

A series of technical issues relating to information governance and the partnership agreement during autumn 2019 delayed the start of the Hub. The Diabetes service started in December and the Respiratory service started in mid-January. So far both services have received very positive patient feedback to date.

Both services were planned to have a gradual start to ensure systems were working as anticipated but it has taken longer than anticipated for the number of referrals to pick up. The Hub is working with the GP practices to address this, acknowledging that this is a very busy time of year for practices, which need to gain patient consent to make a referral to the Hub.

As the Hub moves into its 'governance phase' arrangements the Portsmouth Primary Care Alliance is taking on the strategic leadership and will chair the new Partnership Management Group. Portsdown Group Practice have assumed the Operational Management. The first meeting of the Partnership Management Group was due to be held in mid-March.

Dental Services in Portsmouth

With the Coronavirus outbreak there has been concern in the city to access NHS urgent care appointments with the cancellation of appointments available for routine dental care. Here is the latest info regarding urgent dental care that we shared last week

[Urgent NHS Dental Care - access for patients - NHSE briefing 24.4.20](#)

In other dental news:

Oral health care provision in residential special educational settings - launch of dental project

The NHS Long Term Plan commits to improving the health care of children, young people and adults with a learning disability, autism or both. The Office of Chief Dental Officer, England, in collaboration with the NHS England and NHS Improvement Learning Disability & Autism programme, has embarked upon a 5-year project (2019-2024) with the intention of delivering upon this commitment. This oral health project forms part of a wider initiative, which includes audiology and optometry, aiming to improve provision of and access to health care for children and young people in residential special schools and colleges.

The oral health project will involve:

- Identifying good practice models and learning from that to
- Develop a commissioning standard for oral health care provision in residential special schools and colleges
- Addressing workforce & training requirements
- Piloting and evaluation
- Producing a toolkit to support local commissioners and enable implementation of the commissioning standard.

The Office of the Chief Dental Officer is delighted to announce that Consultants in Paediatric Dentistry Claire Stevens and Urshla (Oosh) Devalia will be joining the team to provide clinical leadership to the SES project. Between them they bring a wealth of

experience. Claire is lead for the national Dental Check by One campaign and media spokesperson for the British Society of Paediatric Dentistry (BSPD). Oosh has developed and leads the national Mini Mouth Care Matters programme which aims to improve the oral care of children during their hospital stay and is incoming Honorary Secretary of BSPD.

The project team is currently organising membership of the working groups. As the work progresses we will be reaching out to additional interested parties and stakeholders to ask for input and support, which is warmly welcomed.

For more information regarding this project please contact the Project Manager, Julija Iricijan, at england.ocdo-ses-project-manager@nhs.net.

Wheelchair Service - from April 2020

AJM Healthcare will commence as the new wheelchair service provider from 1 April 2020. The contract term is for five years, with an option to extend for two years to 31 March 2027. AJM Healthcare will offer services to the Portsmouth, Fareham & Gosport and East Hampshire areas. Current service users are also being informed of this change via a stakeholder letter. (HWP have circulated this through our newsletter.)

The new location for the wheelchair service is:

Unit D5, Voyager Park
Portfield Road
Portsmouth PO3 5FN
Email: Portsmouth.ajm@nhs.net
Tel: 0808 196 2626

Core opening hours are 8.00am to 6.00pm, Monday to Friday.

A **seven-day emergency repair** service is available from 7.00am to 11.00pm every day

Web: <https://portsmouth.wheelchair.services/>

Childhood Obesity in Portsmouth

Healthwatch Portsmouth received data for the academic year 2018/19 of school age children

Portsmouth obesity children data 2018 /19 ☆

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4			Portsmouth	Fareham	Gosport	Havant	East Hants	
5	Reception	Overweight incl obese	26.5	20.6	25.7	23.7	18.8	
6		Overweight	14	13.6	16.2	13.9	12.9	
7		Obesity incl severe	12.5	7	9.4	9.8	5.9	
8		Severe	2.8	0.9	2	2	1	
9								
10	Year 6	Overweight incl obese	36.6	30.6	34.3	37.3	28.4	
11		Overweight	15.1	16.1	14	15.2	14.3	
12		Obesity incl severe	21.6	14.6	20.2	22.1	14.1	
13		Severe	3.9	1.9	3.6	3.8	2	
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18		worse than the national benchmark						
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In addition, Healthwatch Portsmouth is providing a copy of the Marmot Report 2020 which looks at the social determinants of health - **Marmot Report - 10 Years On report**

Healthwatch Portsmouth website based Service Directory

We conducted a review of the content of the Service Directory at the end of 2019 and undertook an update of the entries earlier this year. We have been using the Directory since April as a source of information to contact local organisations to find out which of those local groups who used to meet regularly in a group setting have put their meetings into an online format and will be requesting that we can join in to gather feedback on health and care issues during the current Coronavirus outbreak.

HIVE Portsmouth health and social care directory of services

HIVE Portsmouth's new directory of local services was launched in early spring. Healthwatch Portsmouth was not invited to take part in any prior-to-launch user-testing as had been hoped for the site: <https://hiveportsmouth.org.uk/hive-directory>

Primary Care

An update was received at the end of April from Portsmouth Clinical Commissioning Group's Senior Communications and Engagement Manager:

Plans are being made by the NHS for GP surgeries to help support patients during the Coronavirus period, described as moving to a "hot and cold" model. In each local area plans are being made for people with COVID-19 related symptoms to be cared for at one site while other patients go to different sites. Some practices will have already started to do this, others will be making changes in due course. Essentially, the following will happen:

Practice websites will be updated with the specific details that their own patients need, when any changes take place in each area, and practices will be communicating to those people registered with them. The statement below is issued to clarify the changes:

STATEMENT

An NHS spokesperson said:

"It is essential that all parts of the NHS respond to the current situation, to ensure that new ways of working can be found that allow those in greatest need to receive the best, safest care as quickly as possible. We thank everyone for their understanding, and for adapting to these new systems.

"To limit the spread of Covid-19, we know that we need to reduce footfall through practices by using online consultation systems like e-consult, telephone appointments and video consultations. That helps us to give people the care they need, safely.

"At the current time, when people contact their surgery for an appointment they will receive an initial assessment through an online consultation or by telephone, by a suitably trained clinician. If anyone suspects they have Covid-19 symptoms and are assessed as requiring a face-to-face appointment, this will be arranged at a designated surgery, which has been specifically set up to better meet the patient's needs.

"In the same way, if someone requires a face-to-face appointment which isn't related to Covid-19, then they will be directed to a different surgery.

"We thank everyone for their understanding. Whilst we realise such arrangements may be inconvenient, we think it is important to keep people safe, reduce the spread of Covid-19 and get the maximum benefit from the healthcare resources which will be available."

GP surgery mergers

An application was submitted to Portsmouth Clinical Commissioning Group (CCG) in March for a merger between Hanway Road GP surgery and The Portsdown Group (PGP). The application was considered by the CCG's Primary Care Commissioning Committee at the end of March. Agreement for the merger was unanimous by the Committee. Healthwatch Portsmouth has been sent a copy of the patient letter that has been written and sent out to patients of the Hanway Rd practice, in advance of the changes due to take place, starting on 1st May 2020.

The letter includes information about the phased closure of the two sites, 81 Stubbington Avenue (at the end of April 2020) and the Hanway Road site (at the end of

October 2020). The patient letter explains in a clear way why the merger was necessary- that due to the changes in availability of doctors and nurses it would not be viable to continue to look after all of the surgery's patients safely at three sites as doctors and nurses which would be spread even more thinly than they currently are.

All Hanway Road patients have been advised, until the end of October, to continue to contact the practice using the existing Hanway phone number. Patients have been advised that if they are used to being seen at Stubbington Avenue they will mainly be seen at Hanway Road although, from time to time, if their appointment is urgent, they may be offered an appointment at another PGP site. From the beginning of November most Hanway Road patients will transfer to PGP's surgery at Kingston Crescent.

Patients were advised that their medical records will automatically transfer to the new merged practice and that there was no need to re-register. Patients were told that, in addition to Kingston Crescent, PGP operates from 5 other sites across Portsmouth, and they will be able to access services from whichever site is most convenient for them: Crookhorn Lane (PO7 5XP); Cosham Park House (PO6 3BG); Paulsgrove (PO6 4HJ); Somerstown Hub (PO5 4EZ); and Heyward Road (PO4 0DY)

PGP went on to say that it has planning for the potential merger for some time and, by virtue of its size, has been successful in recruiting new clinical staff over the course of the last 6 months. This process will continue through the summer to ensure that PGP has a clinical and administrative team capable of meeting the extra demand of taking on around 14,000 new patients. With regard to the building itself, when Kingston Crescent was built 10 years ago, it was designed to look after 20,000 patients. It currently looks after around 12,000 patients and there are plans in place to increase the capacity further by reconfiguring the ground floor to create an extra three consulting rooms and by changing from the traditional model of doing two surgery sessions, one in the morning and one in the afternoon, to a new model of three sessions, one in the morning, one over the lunchtime period (which will offer you more choice of appointment time) and one in the afternoon. PGP states it has also invested heavily in a state-of-the-art contact centre. Once the merger is complete there will be a single phone number for patients to ring and their call will be dealt with quickly and appropriately, ensuring patients are directed to the person most able to deal with your problem or issue. This Contact Centre allows staff to monitor the number of calls answered, abandoned calls, wait times and call times - data gathered allows them to predict periods of high demand and adjust staffing accordingly. Finally, PGP stated that they were particularly concerned to ensure that their more vulnerable patients are not disadvantaged by the merger and we will use the six-month 'transition period' to ensure that they are contacted personally by the Practice to discuss their Care Plans with them. Patients with learning disabilities or autism will also be identified so the move to the new surgery is undertaken with sensitivity and care.

Secondary Care (and community based care)

Carers

During the Coronavirus outbreak the Cares Centre has sent the following update:

We have been in touch with the Carers Centre, who are currently providing their support to carers in the city through online and telephone support, following the closure of the Carers Centre premises during the coronavirus outbreak. The Carers Centre report that they are in touch with clients who have requested weekly or fortnightly welfare telephone calls to them by a Carers Centre staff member."

"Healthwatch Portsmouth and the Carers Centre are working together to both alert each other to relevant health and care issues as they arise and can take action on them. Additionally, by linking to HIVE Portsmouth, both the Carers Centre and Healthwatch Portsmouth will be alerted to relevant health and care issues that Portsmouth City Council's single point of access City Helpdesk receive by phone. Both the Carers Centre and Healthwatch Portsmouth can take action to escalate the matter to request that a discovered gap in service can be plugged or improved.

Providers

Portsmouth Hospitals Trust

New Urgent and Emergency Care Standards -national pilot project to improve patient experience in Accident and Emergency Departments

Following research undertaken by 6 local Healthwatch* during autumn 2019 Healthwatch England (HWE) published in February: **What matters to people using A&E?**

Summary

The purpose was to inform NHS England's Clinical Review of Standards, HWE has been working to understand the impact of potential new targets by finding out what matters most to patients and the public when it comes to A&E.

The purpose of HWE research is not to argue for or against replacing the current four-hour target, but to inform the ongoing debate.H

HWE research adds to previous work by providing analysis of 330 patient interviews carried out by local Healthwatch in six of the 14 hospitals testing proposed A&E targets.

The headline message:

Time alone doesn't dictate how people feel about their experience of A&E. Overall patient experience is also shaped by:

- The quality of clinical care they receive
- The quality and frequency of the communication
- The attitude of staff and whether they have time to offer empathetic care
- Whether the A&E is working well with other services, such as NHS 111 and GPs
- The quality of the A&E facilities themselves, including things that can make the experience of long waits easier on people, such as access to food and drink.

As part of this work we also worked with Healthwatch Suffolk to analyse 6,000 free text comments gathered through the Friends and Family Test prior to the testing period and found that there was little difference in key themes when compared to patient interviews at the test sites.

HWE conclusions:

The decision of NHS England's national review must be focused on doing things differently, not just counting differently. If the final report recommends a change in targets, this must come alongside a commitment to use the data to support improvements in what's most important to patients, including communication and expectation-setting.

* Healthwatch Cambridgeshire , Healthwatch Central West London, Healthwatch Dorset, **Healthwatch Portsmouth**, Healthwatch Suffolk, Healthwatch Wakefield

The work has been discussed for some time with the Department of Health, NHS England, think tanks and professional associations since before Christmas. There was coverage in HSJ this morning and good reactions from NHS Providers and the Royal College of Emergency Medicine on the day of publication.

Healthwatch England ran a national launch of the national report

Healthwatch England Targets and Complaints policy forum 26 2 20

Healthwatch Portsmouth was able to provide a local perspective from its work completed at QA Hospital last autumn. Our results of the patient experience closely matched those of other local Healthwatch involved in the pilot, most particularly that 52% of the 56 patients spoken to were not attending the A&E dept having been referred by NHS 111, a GP, Walk-in Clinic or conveyed by an ambulance but attending by their own means. Of the 52% attending by their own means a significant proportion (33%) had not received advice or a referral. The most common response (59%) about the quality of their time spent in A&E was 'average' or 'good'. There did not appear to be any correlation between the length of time waiting and this quality rating.

Key thematic responses to the open text section included the request for free access to water, better/more healthier food options available in the A&E waiting area, clearer signage in the waiting area informing those attending about the Navigator Nurse/better communication about the 'Red Area' process and praise for the staff who most often showed empathy.

Healthwatch Portsmouth local data report

Healthwatch Portsmouth patient experience research on accessing A&E

NHS providers' response to Healthwatch England report prior to NHS England response

<https://nhsproviders.org/setting-good-standards>

Portsmouth Hospitals Trust Emergency Department Transformation Plan - update on progress

Healthwatch Portsmouth has been involved in discussing with the Trust a new clinical model to serve current and future emergency care requirements at QA. The model will enable the minimisation of handovers between teams, reduction in duplication and delay, and the movement of patients to the right place for their care more quickly. Portsmouth Hospitals Trust (PHT) say that the new Emergency Department (ED) will be tailor-made to deliver this new model of care, with built-in flexibility to adapt to further enhancements to service models in the future as well as meeting national urgent care quality and access standards.

Healthwatch Portsmouth will resume involvement in the development of the ED Transformation project, inputting patient family and carer perspective, once the current pressures due to the Coronavirus pandemic for QA Hospital have eased.

PHT response action to CQC Inspection Report Recommendations - as presented to Health Overview and Scrutiny Panel 12th March 2020

<https://democracy.portsmouth.gov.uk/documents/s26341/PHT%20update.pdf>

In summary,

Must-dos (12) Should dos (6) for Urgent & emergency services:

A detailed plan to address the “must-dos” and “should-dos” has been developed, and incorporated into wider quality improvement plan, for monitoring via the monthly Quality & Performance Committee, a sub-committee of the Trust Board. The Quality & Performance Committee will report any concerns about delivery of the action plan to the public meeting of the Trust Board.

Solent NHS Trust

Chief Medical Officer selection process

Healthwatch Portsmouth was invited to attend the stakeholder event which formed part of the selection process for the Director level role of Chief Medical Officer. Healthwatch Portsmouth asked questions about patient engagement.

Podiatry Services

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

Solent's Podiatry service continued in February to gather feedback from patients and the public regarding their proposed changes and produced a report in early March. The report summarised the feedback contained a revised proposal that they present to the Health Overview and Scrutiny Panel (HOSP) which Healthwatch Portsmouth attended.

At Portsmouth City Council's Health Overview and Scrutiny Committee (HOSP) on 12th March the Solent NHS Trust (revised) proposal for re-location of their Podiatry service was approved further to the Trust responding to the patient engagement they undertook (which had been encouraged by HWP and then required by HOSP) after the challenge we made to Solent in September when it was clear that Solent NHS Trust hadn't engaged before finalising their proposal and submitting to HOSP 6 months ago. Solent had originally planned to re-locate all 5 sites in Portsmouth (PO1 – PO6) at which they had offered a range of podiatry services into one new site at St Mary's Hospital. Further to patient feedback, Solent have decided to retain (an albeit slightly reduced) presence in 3 locations in the city (in the north and central areas) to enable patients requiring low risk procedures to have these still done in locations that do not require them to travel to St Mary's Hospital with all the traffic and parking concerns that patients had and which have been well documented in other patient feedback activity. Solent have given significant recognition to Healthwatch Portsmouth in its work to encourage the patient voice to be heard with regard to this (revised) service change proposal. They plan to adopt a more co-production approach to future service change planning where there is likely to be an impact on patients.

Solent have sent the following comment as a conclusion to the work we undertook since September 2019 relating to the proposed service changes to the Podiatry service:

“From the outset of Healthwatch's involvement in our engagement process it became clear to us that we must involve Healthwatch at the very conception of service provision changes and ask that Healthwatch accompany Solent on the journey through to delivering the best outcome for service users, which is what we always aim for but may not achieve without co-production being part of our process.”

Care Quality Commission Inspection Visit

Healthwatch Portsmouth had 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 was expected that the planned inspection would happen before June but due to the Coronavirus outbreak it is likely that this inspection visit will be postponed to the autumn.

Diversity Inclusion Strategy

Solent have produced a new Diversity Inclusion Strategy in response to NHS England's requirement for all providers and Clinical Commissioning Groups to adhere to a new Equalities Delivery System to assess inequality of health across: Public health, Workforce, Leadership and Improved patient access and experience

Health organisations need to provide evidence which is then identified as Red, Amber, or Green (RAG) rated to inform future action to take to reach required benchmarks set by NHSE. CQC and other regulators with scrutiny roles.

Solent is not confident that with regard to their 'engaging with communities domain' that they are fully meeting the criteria.

Solent want to identify what needs to be done on *patient engagement with hidden communities*. They want their Diversity and Inclusion Strategy to be reflective of Solent's external vision on this.

Here is the [link](#) to the strategy

HWP Board members and the staff team were asked earlier in the year to comment on the document based on our collective experience of Solent NHS Trust's engagement with the local community in the recent past. HWP have asked the general public, having uploaded the document onto our website, to comment by early May so that Solent have time to reflect prior to finalising their Strategy document ready for inclusion in the Trust's Annual Report which will be presented to a Trust Board meeting.

Healthwatch Portsmouth met in early April with the Chief Nurse and Associate Director for Patient Experience to hear about the plans that Solent have to step up their patient engagement activities:

Solent Trust Community Engagement programme

HWP meet online in early April with the Associate Dir Patient Experience and Chief Nurse and heard about the following:

Solent Trust is working closely with carers to provide support during this particularly difficult time. Solent will have a closed feedback gathering/issues raising session to find out what carers need now and to structure future support for carers.

HWP will receive feedback after the meeting regarding the issues raised

Solent creating 3 new posts to support families and carers who have loved ones in hospital to augment its capacity: a Keep In Touch volunteer to support families, a

Clinical Communicator to relay information to families from clinical staff and a Senior Clinical role to discuss clinical treatment, family decision making, end of life care with carers and family of patient.

Solent's Volunteer Recruitment Programme being expanded by Solent to gain as wide a range of recruits from all sectors of society. Solent to develop 'best practice' policies on volunteering, have accessed funding to enable inclusive fast track recruitment.

Solent's Community Engagement Strategy is being continued despite social distancing requirements:

Solent want to promote to wider audience their 'Host a Conversation' initiative -they will send to Healthwatch Portsmouth the promotional material to disseminate.

Solent's Quarterly Complaints Feedback mtg is to go ahead (virtually if nec) in June The panel will be looking at issues spanning pre-COVID to within-COVID period and develop the rationale of the meeting to include 'learning from complaints/feedback' to get broader/richer intel on issues. Solent want to find out which depts receive fewest complaints/good survey results/ most compliments/great Family&Friends Test results and want to share how this is achieved. Solent are aware of new national draft guidance from the Care Quality Commission that will require all Trusts to operate their complaints handling to meet new national standards.

Solent Quality Account 2019/20

Healthwatch Portsmouth were asked to comment on the Trust's draft Quality Account in anticipation of their producing the Quality Account for 2020 which will be presented later in the year to the Trust's Board and included as part of the Annual Report papers. Healthwatch Portsmouth commented on the layout and the overall readability of the 'public facing' document. We commented on

Solent's evolving work to engage with the broadest community and how this can be developed for each service in the Trust

Solent's priorities for Service Lines as part of its Business Planning Process based on stakeholder feedback.

Solent's Mental Health Patient and Carer Discharge Experience, Sexual Health service, Clinical Audits, Duty of Candour, Accessible Information and the Patient Led Assessment of the Care Environment (PLACE). We will be sent a copy of the draft final version prior to publication in the summer.

Jubilee House update - presentation to HOSP 12th March 2020

A full business case was prepared and submitted to the Health Overview and Scrutiny Panel on 12th March in which an options appraisal was provided, with a recommendation to favour option two of moving the facility to St Mary's Community Health Campus.

Solent will return to HOSP mtg in June to provide an update on usage of Jubilee House and forward plans for site.

Southern Health NHS Foundation Trust

Further to an investigation carried out by NHS Improvement into way in which Southern Health investigated the death of 4 patients under its care in 2015 a report has been produced. Southern Health Chief Executive has written a letter to stakeholders for information.

Portsmouth Clinical Commissioning Group

Healthwatch Portsmouth Chair, Vice Chair and the Healthwatch Manager met with the Head of Portsmouth Health and Care and the Chair of the Clinical Commissioning Group, discussing the way in which communication and engagement messages with patients and the public are working in relation patient choices made in their use of primary care.

As a result of conversations during the meeting in which Healthwatch Portsmouth asked how it would be possible to gain advance notice of projects that were being developed for healthcare in the city we were invited to receive briefings from the facilitator of the Multi-speciality Community Provider Board . The agreed plan is for:

- a series of 2 monthly heads-up meetings with the facilitator and Head of Communications and Engagement for Portsmouth CCG to hear about the 'early stage projects initiatives that will be discussed at MCP Board a couple of days later. Healthwatch can then choose which of those new initiatives/service reviews etc we wish to get involved with in some way at the earliest stage of their development.
- This can be communicated to the project leads who attend the MCP Board and HWP can then arrange to meet separately with the project lead for a more in depth conversation and discuss what patient engagement should look like .
- Service Manager(s) running their project/service review would then report back to the next MCP Board meeting on progress made.

Every 6 months HWP will be invited to the MCP Board to give/receive a 30 minutes headline exchange on the key things that we have been involved with andn have a chance to raise issues. Due to the Coronavirus pandemic our first meeting with the facilitator has been postponed.

Portsmouth City Council

Portsmouth Cty Council has been responding to the Coronavirus outbreak with a dedicated team to support the city's needs, spearheaded by the Local Resilience Forum. Here is link to the information page that is regularly updated:

<https://www.portsmouth.gov.uk/ext/coronavirus-covid-19/coronavirus-covid-19> Details of which services have been suspended and those that continue appear here

Homelessness

With the announcement 'mid March that there was additional Government funding (see link below) we have been able to find out from our contacts at the Homelessness Unit in Portsmouth that an extension to the out of hours cover has been provided from the beginning of April in view of the Coronavirus pandemic. Hotel accommodation had been secured from 2nd April.

<https://www.gov.uk/government/news/3-2-million-emergency-support-for-rough-sleepers-during-coronavirus-outbreak>

Rough Sleepers Initiative for Portsmouth

The Government's Rough Sleeping initiative, a £112m fund first announced in 2018 to tackle rough sleeping has been further increased with Portsmouth securing £649K for 2020 - 2021. A separate fund of 25K has been awarded from the Cold Weather Fund for a project based at QA Hospital to support the homeless who are being discharged from hospital.

Portsmouth Autism Community Forum meeting 11th March 2020

Here the [agenda](#) for the meeting on 11th March. We have not yet received the minutes of this meeting.

Learning Disability Partnership Forum and Health Inequalities sub group

Healthwatch Portsmouth continue to work to broaden membership of the sub group to include service users as part of the important part of the work of the Partnership Board.

Hampshire and Isle Of Wight (HIOW) Voices

There was a pause at the start of 2020 for the HIOW Voices due to their being a data breach but activities were due to commence again in March. Unfortunately, due to the Coronavirus pandemic it was decided by the HIOW Sustainability and Transformation Partnership that engagement activities through HIOW Voices would be paused for now.

Wessex Voices Update

In mid March Wessex Voices were due to have their usual network meeting at which we were going to be discussing work for the year ahead but due to the Coronavirus outbreak the draft plans were put on hold and an interim workplan discussed at meetings in early and 'mid April:

- Gathering people's experiences of the impact of COVID-19 on the
- Production of weekly COVID-19 intelligence briefings on feedback local healthwatches have gathered so that we can provide intelligence to the Sustainability and Transformation Partnership and they can inform us of their activity across the area so that healthwatches can produce timely and informed stakeholder briefings

- Healthwatch discussed how we might support hospital trusts in their communications to patients regarding 'patient flow' for those patients who are deemed 'medically fit for discharge' but whose families are not confident to receive them home due to worries about possible infection with COVID-19 from their relative having had a hospital stay.
- It was also agreed how Healthwatches could support trusts in their messaging to patients to encourage people to still access health services when these were needed rather than hold off from presenting with illness for fear of overburdening.
- To promote the local Healthwatch flagship campaign 'Eyes and Ears' which involves asking local Healthwatch volunteers to feedback issues they become aware of in their local networks so that Healthwatches can escalate relevant issues and have influence on service change.
- Researching and circulating details about the availability of volunteering schemes both national and local that support the NHS.
- In the near future local Healthwatches will explore a joint piece of work about patient experience of having virtual / phone appointments and follow up during the Coronavirus period.

Ends

29th April 2020

Siobhain McCurrach, Healthwatch Portsmouth Project Manager.

www.healthwatchportsmouth.co.uk