

Annual General Meeting report: 2020/2021 highlights

April 2020 – managers' report highlights

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

Healthwatch Portsmouth monitored the development of services and approaches of the 'Wellbeing and Recovery Strategy' and report to subsequent Board meetings.

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.

Portsmouth Hospitals Trust New Urgent and Emergency Care Standards –national pilot project to improve patient experience in Accident and Emergency Department

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.

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>

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

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.

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.

September 2020 – managers’ report highlights

Healthwatch Portsmouth Volunteers

Have been gathering feedback from their networks and providing intelligence on what is happening locally and the impact that COVID-19 is having on patients’ access to local health and care services. In ‘mid August a group of our volunteers completed their ‘desk based review’ of GP Surgery websites in Portsmouth to find out how easy they were to find out key information for patients as well keeping well during COVID.

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

NHS111 First: Early Mover site: Portsmouth (University) Hospitals Trust

We challenged Portsmouth Hospitals University Trust on the decisions taken as an Early Mover in the 111 First initiative that was being trialled in a handful of locations. There 6 is more detail below on the 111 First initiative but we are concerned at the recent decision by the Trust to continue to re-direct patients to contact 111 if they arrive at the door of the Emergency Department having initially been assessed on arrival if they present with a life-threatening urgent care need. Portsmouth University Hospitals Trust decided not to change their patient pathway despite the changes made at the end of November to the national roll-out of 111 First which was based on feedback they had received from Portsmouth. HWP has since asked how many patients on a daily basis are continuing to arrive at QA Hospital’s A&E department and being directed to call 111 for their urgent health care need further to an initial assessment on site.

December 2020 – managers’ report highlights

Shielding for people considered to be clinically extremely vulnerable to COVID-19

In early October the Healthwatch Portsmouth Board was very concerned about the lack of government advice on shielding for those people who had previously been written to by NHS England and advised how to protect themselves in the early weeks of the pandemic. Those who had previously been shielding between April and July had received communication from NHS England. Healthwatch Portsmouth felt there was a clear need for additional guidance to be issued to those same people from August onwards. We contacted Healthwatch England to push the message to NHS

England to ask for such. Initially the response was that it would be down to local authorities (Directors of Public Health) to issue local guidance rather than link further guidance on shielding to the national policy of the three-tier approach on area's risk factors of infection. A few days later national guidance was issued.

Portsmouth based vaccination from 8.12.20: we issued an update

NHS England have said that people aged 80 and over as well as care home workers will be first to receive the jab, along with NHS workers who are at higher risk. The launch of the local programme of high priority vaccinations started at QA Hospital. There are 50 hubs in the first wave. We were delighted to hear that Portsmouth Hospitals University Trust, was included in this to offer COVID-19 vaccinations. Patients aged 80 and above who are already attending hospital as an outpatient, and those who are being discharged home after a hospital stay, will be among the first to receive the life-saving jab

GP Surgery website review

Have been gathering feedback from their networks and providing intelligence on what is happening locally and the impact that COVID-19 is having on patients' access to local health and care services. In 'mid August a group of our volunteers completed their 'desk based review' of GP Surgery websites in Portsmouth to find out how easy they were to find out key information for patients as well keeping well during COVID. The results are published.

HWP Carers project : 'What Matters Most to unpaid carers'

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<https://www.healthwatchportsmouth.co.uk/whatmattersmost/> We launched on 16th November our flagship carers feedback gathering project to find out what has been the experience of Portsmouth residents, who due to COVI-19 had to become carers overnight, what they need and what needs to change. Headline results are being prepared at the moment and will be made available at the end of the year. The full report will be available in February after have close the survey 'mid January.

Reporting of Serious Incidents (SI) during early COVID-19

Healthwatch Portsmouth asked both Solent NHS Trust and Portsmouth Hospitals University Trust (PHU) about the reporting of Serious Incidents (SI) during the early period of the COVID-19 pandemic due to anecdotal evidence of a drop in numbers reported.

COVID testing for people living in Support Living Accommodation and care home residents

Healthwatch Portsmouth has questioned the decision in Portsmouth for a single test for COVID-19 to be conducted for people living in Supported Living Accommodation while frequent testing is being planned for residents and staff in care homes. We pursued Portsmouth City Council's Director of Quality and the Chief Clinical Officer of Portsmouth Clinical Commissioning Group with our concerns who explained that it was a national policy decision rather than a local decision. We took our concerns to Healthwatch England who raised these with the Department for Health and Social Care (DHSC), citing an apparent health inequality likely to be experienced by people with learning disabilities who are reported to be 6 times more likely to die from COVID-19. 24 DHSC took notice of the concern raised by Healthwatch Portsmouth which was escalated to the national level and has requested that additional funding is provided to enable regular testing for COVID-19 for people in Supported Living and Extra Care homes.

March 2021 – manager’s report highlights

PCC forwarded our suggestion to public health comms team that they ask staff fluent in the most commonly used minority ethnic languages in Portsmouth to record guidance in a range of community languages to raise awareness of the need for compliance with national guidelines on preventing the spread of COVID-19.

Portsmouth CCG will be asking GP surgeries in Portsmouth to update their websites to provide more information to patients on a range of topics highlighted in Healthwatch Portsmouth’s report from their survey conducted on patient access to information on GP surgery websites.

The CCG to require all GP surgery websites to include:

- A statement that patients do need to have any identification to register with a GP practice
- Provide the 5 key COVID-19 prevention measures for patients in face-to-face appointments
- Provide information about Out Of Hours service provision

Portsmouth CCG have asked if we could do a quick review before the end of March of progress made on improving the information available to patients on GP surgery websites

The Appendix to the GP Website Review report was completed and submitted in January to the Portsmouth Clinical Commissioning Group Primary Care Commissioning Committee (PCCGPCCC). Discussion flowed on the findings from the review, with agreement for corrections to be made to information displayed on several GP surgery’s websites that patients wishing to register needed to provide up to 2 forms of personal ID. This is not a requirement made by NHS England and is as stated in NHSE guidance dating from 2017.

The remainder of our findings were discussed in a follow-up meeting held in early February with a commitment from the CCG to require all GP surgeries to include:

- A statement that patients do need to have any identification to register with a GP practice
- Provide the 5 key COVID-19 prevention measures for patients in face-to-face appointments
- Provide information about Out Of Hours service provision

Portsmouth CCG have asked if we could do a quick review by the end of March of progress made on improving the information available to patients on GP surgery websites and do a full review later in 2021.

Investors In Volunteers Award

In early February, Help and Care (the host organisation for Healthwatch Portsmouth) has achieved the Investors in Volunteers (IIV) award.

Some of Help and Care’s strengths highlighted from the assessor’s report:

- Their expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation.

The Healthwatch Portsmouth staff team wants to wish you all huge congratulations, this is an achievement that you all have attained as a volunteer and without you this would not have been possible. You have all been going above and beyond recently during the pandemic and we are glad that your efforts have been recognised!"

HWP's reach on social media

Our total reach on social media for Healthwatch is **125% increase** from last year.

Dental Services in Portsmouth

HWP provided patient feedback in early January to Stephen Morgan MP (Portsmouth South) who met with representatives of the British Dental Association local Board, dental commissioning hub and Healthwatch Portsmouth. We described the local pressures we were hearing about. Two days later the intelligence we provided was included in a parliamentary speech delivered by Stephen Morgan.

Hanway Road Surgery/Portsdown Group Practice – patient feedback on call system

During my intelligence gathering discussion with the local Care Quality Commission primary care liaison officer that the telephone system at the Portsdown Group Practice has had to be upgraded owing to the number of complaints that had been received from patients unable to reach the surgery. It was good to hear that from patient feedback improvement has been achieved.

What Matters Most to Unpaid Carers - survey

At the end of December with the final report and recommendations (below) were produced in early February. We had 108 responses from carers.

In the spring we will be working with Portsmouth City Council, Portsmouth Clinical Commissioning Group, the Carers Centre and other carers groups to bring about change for carers in response to what they said they need and what needs to change.

What Matters Most To Unpaid Carers report Feb 2021

What Matters Most report: Healthwatch Portsmouth recommendations

Ends 11.3.21

Siobhain McCurrach, Healthwatch Portsmouth Manager.