

Healthwatch Portsmouth Board Meeting

23rd June 2021

Report from Healthwatch Portsmouth Manager

Coronavirus pandemic

Healthwatch Portsmouth (HWP) has continued to provide information to the public through our [website](#) pages, on the telephone and via email on the support that has been provided to the public from the NHS and social care services. We reported on the impressive progress of the COVID-19 Vaccination Programme across Hampshire and the Isle of Wight [CovidVaccine briefing June 21](#)

provide Healthwatch England intelligence reports [5th COVID Vaccine stakeholder briefing April](#)

and guidance along with information about COVID-19 vaccine hesitancy from Black Caribbean and Black African communities that Solent NHS Trust has gathered from its work with local communities as well as developments in offering improved patient access to NHS dental appointments in Portsmouth. [Solent report on COVID vaccine hesitancy](#)

We have been busy gathering feedback on the impact of COVID-19 on people accessing GP appointments, accessing social care, routine and urgent dental care services. In response to the Impact of COVID-19 report that we published at the end of March which summarised feedback we have received over the previous 12 months we reviewed whether the key topics remained so. Of the two main issues in the report (access to NHS dental appointments (40% of feedback received) and access GP appointments (16% of feedback received) access to NHS dental appointments for urgent treatment represented in mid May 71% of the feedback we had received from patients collected between early April and 3 weeks into late May. As a result HWP wrote to the Director of Communications and Engagement for the HIOW Integrated Care System to ask that NHS England commission additional NHS appointments in Portsmouth for people seeking access to urgent dental care. We said that it was not enough to have commissioned extra NHS appointments in Hampshire and the Isle of Wight. We also contacted the Senior Commissioning Manager (Dental) for NHS England (South East) raise our concern about apparent gaps in services and our suggestions. Healthwatch England continues to exert pressure on dental discussions with its latest press release.

[HWE press-release-dentistry April 21](#)

Strategic Matters

Board member - Steve Glennon

It is with regret that our long standing Healthwatch Portsmouth Board member, Steve Glennon, tendered his resignation in May. Steve said that his personal circumstances had changed significantly over the last 6 months and he no longer felt he had the time to give to the role of Board member. We would like to formally give thanks to Steve for this time.

Future board meeting dates

For information, we are hoping to hold the remaining 3 HWP Board meetings of this activity year on the following dates. Board members please note these in diaries

28th , 29th or 30th September 2021

7th, 8th, or 9th December 2021

10th, 15th or 16th March 2022

We will confirm the specific date for each meeting as soon as we can. We hope to be offering these meetings in venues while retaining online access to each one.

Healthwatch Portsmouth Board to Healthwatch Portsmouth Advisory Board

This topic will be covered in more detail when a plan for the Healthwatch Portsmouth Advisory Board had been finalised by The Advocacy People and will be circulated to HWP Board members for discussion in mid/late July. Included in this will be a draft updated HWP Governance Handbook and details of whether the previously submitted Quality Framework (submitted to HW England by our previous HWP service contract provider organisation) will need updating and re-submitting.

Operational Matters

Healthwatch Portsmouth service contract

On 1st April 2021 the Healthwatch Portsmouth service contract holder organisation became The Advocacy People following their successful application to tender that had been issued by Portsmouth City Council at the end of 2020. You will have heard the introduction already from Matthew Hilton, Chief Executive of The Advocacy People. It has been a very busy 3 months for the staff team during the service transfer process from our previous contract holder organisation Help and Care to The Advocacy People. We are settling in well and have been made to feel very welcome. A replacement Board Advisor has been appointed: Chris Noble, Operations Director of The Advocacy People.

Portsmouth City Council's Public Health dept which also nominates a member of staff to take up the role of Healthwatch Portsmouth Board Advisor has recently informed Healthwatch Portsmouth that they do not have the staff resources currently to continue with this. We will be discussing this with Portsmouth City

Council and the new HWP contract holder organisation, The Advocacy People, later in the summer.

Key Performance Indicators have been provided to Healthwatch Portsmouth and we are working on our new reporting mechanisms with Portsmouth City Council. Based on the feedback we have received from patients and the public and the main elements of the Key Performance Indicators I am drawing up an Annual Workplan for 2021/22 that will I present separately to the HWP Board for its consideration, discussion and sign-off.

Healthwatch Portsmouth and Healthwatch West Berkshire have been working well together to identify common themes in our current activities and how to maximise our reach by social media on the range of Awareness Weeks, Days or Months that we have provided promotional material: we have run 10 promotions since April!

Since 1st April 2021 the provision of information, advice and guidance to enquirers regarding health and care services in Portsmouth has returned to within the staff team of Healthwatch Portsmouth rather than it being undertaken by a central 'Healthwatch hub' staff team as part of a larger network of local Healthwatch. We have had over 50 calls to the landline since April and a similar number of email enquiries to which we have been able to provide information and signposting to the Independent Health Complaints Advocacy Service, Portsmouth, which is now accessed via The Advocacy People's Contact Centre on 0330 440 9000.

We are without an office at present for Healthwatch Portsmouth and the independent Health Complaints Advocacy Service, Portsmouth following the sale of the Frank Sorrell Centre earlier this year. We are looking for premises currently.

HWP Volunteers

As a result of the HWP service contract transfer we needed to ask both our highly valued HWP Board members and registered volunteers to transfer their data and agree that it could be held by The Advocacy People. The process of transition was started in late March with all previously serving Board members agreeing to transfer on 1st April. The transfer process from the previous HPW contract holder organisation (Help and Care) for our registered volunteers was started in late March and is well under way. We were delighted that 6 of our HWP registered volunteers chose to transfer and we have recently recruited 3 new volunteers bringing the number of volunteers registering with The Advocacy People to nine.

We celebrated **Volunteers Week** (1st - 7th June) with a profile of the 5 most popular activities undertaken during 2020 and a thank you from the staff team.



Avril Adams



"Volunteer Zoom meetings"



"Minute taking at Board meetings"



"Annual golf tournament"



"Make Every Contact Count Zoom training"



"Mystery Shopper Survey on GP surgery websites, It's good to have physical proof of our efforts from the resulting report"



"I would like to thank our Healthwatch Portsmouth Volunteers for all their support in helping Healthwatch Portsmouth achieve what it does"

Healthwatch Portsmouth Manager, Siobhain McCurrach

HWP review of GP surgery websites in Portsmouth - follow-up

Following the publication of Healthwatch Portsmouth's review of GP surgery websites in January we were asked by Portsmouth Clinical Commissioning Group to do a quick review at the end of March to see if any changes had been made to websites, in line with our recommendations since the start of the year. We found that 17 changes had been made and have reported on this and published a report [here](#). We hope to look again at the websites in late summer to see if more changes have been made and look at the key topics of information displayed by surgeries then.

HWP Annual Report 2021

The Healthwatch Portsmouth Annual Report - a responsibility for the HWP contract holding organisation on 31st March 2021 (Help and Care) to produce was sent to Help and Care just before the end of March. There is a statutory duty for the contract holding organisation for the activity year (ending 31st March) to send the Annual Report to Healthwatch England by 30th June. As soon as a final copy has been made available to me I shall publish it on Healthwatch Portsmouth's website.

As part of the early pieces of work related to updating the HWP website to hold the information about our new service contract provider organisation we decided

contact the organisations who we could email to check that the details we held on our HWP Service Directory was still up to date. We recently received responses and notifications resulting in 138 changes. Please visit this [information resource](#) .

Social Media reach of Healthwatch Portsmouth

We are gaining an impressive following and are seeing new members join our newsletter membership group (now at 185) with another 92 stakeholder contacts.

Month	April	May
Facebook Page views of our page	50	87
FB new followers (liked page)	5	5
FB post reach (People see our posts)	1831	1652
Fb post engagement: people who interact with post	1892	1268
Twitter Impressions (People see our posts)	5525	12,600
New Twitter Followers	7	3
Twitter Retweets (shared our posts)	12	24
HWP Twitter page visits	1296	1363
Our social media presence	10,618	17,002

Independent Complaints Advocacy Service

I organised the transfer of service that was hosted by Help and Care to The Advocacy People which holds a very wide portfolio of health and care advocacy service contracts across the South East. The transferring clients have been welcomed by the Advocate as well as new clients to the service with some 28 clients who are at various stages in the cycle of their requesting support to the stage of their case closing. Topics have included access to mental health service and an NHS complaints handling service.

HWE write to Hampshire and Isle of Wight Integrated Care System (ICS)

The Director of Healthwatch England, Imelda Redmond and Chair of Healthwatch England, Sir Robert Francis wrote to the Chair of the Hampshire and Isle of Wight Integrated Care System (HIOW ICS) to ask about plans for engaging with patients and the public as we emerge from the COVID-19 pandemic crisis period. Healthwatch England was highlighting its concerns to Maggie MacIsaac, Chair of the HIOW ICS that the pandemic had increased health inequalities.

HIOW ICS complement all the local Healthwatch:

“We are extremely proud of how our public services responded to the pandemic and one of our greatest strengths has been the support from our partnerships and networks, including Healthwatch.”

HIOW ICS state that their top priority is to reduce health inequalities and improve outcomes for patients. They want to work with local Healthwatch to hear people’s experiences and prevent inequalities from continuing to grow.

Below is the reply in full. [NHS reply to Sir Robert 27.05.21](#)

On 22nd June, HWP participated in an online workshop discussion hosted by the ICS in which we suggesting that engagement with patients who receive services who may not feel that they have had the chance to engage with service planning should be encouraged to speak with their health professional who can pass on their feedback, but that this will require financial investment. We suggested perhaps a visual ‘explainer’ animated diagram could help patients and the public understand where their feedback can have an impact on health and care service planning and provision. Involving Primary Care Networks and local schools into the community engagement channels was suggested, as was the idea that patients and the public could influence plans (using a bottom-up approach) on broad engagement along with the statutory leadership to develop this. Engaging with people who do not have access to the internet, via future face to face feedback events could broaden the contributions made to develop how the ICS listens and engages with the public.

ICS will come back with a reflection of what was said to check they had heard right. Then, after receiving feedback, will in September develop the plan.

The Chairs of the Hampshire, Southampton, Portsmouth and Isle of Wight Healthwatches wrote to the Chair of the HIOW Integrated Care System to ask about how the funding for undertaking a catch up on activity for patients awaiting elective care will be organised and communicated with patients.

[HW letter to ICS ref catch up plan for elective delays](#)

Representation of local Healthwatches (Hants, S’ton, Portsmouth and IoW) in ICS

A request that the Healthwatch Portsmouth Board approves our being part of ‘Involving People’

As a way of developing a relationship with the Hants and Isle of Wight ICS in a co-ordinated way and making the best use of limited individual Healthwatch’s resources a proposal has been put forward to develop ‘Involving People’. Healthwatch Portsmouth Board members may recall that ‘Wessex Voices’ undertook some of the work described below but with the embedding of the ICS in the new health planning structures it was felt by the 4 local Healthwatch that we needed to develop still further our locally co-ordinated approach to ensure the voice of patients and the public can be routed effectively and that there was strong public engagement across the HIOW ICS area.

Involving People is to be the conduit for information between what individual Healthwatch in the Hants and Isle of Wight ICS area want to inform the ICS about on services from feedback and research conducted and encouraging best practice in the ICS' patient and public engagement and communication strategy relating to health service planning and decision making.

In addition, Involving People can provide consistent communications and messages about the HIOW ICS which can go through the existing local Healthwatch communication and social media channels to reach the public.

The four Healthwatch organisations can work together and be supported within this entity to inform and be involved in identified communications and engagement projects. It will also enable the four local Healthwatch to play an active role within the HIOW ICS, by attending jointly identified key ICS meetings and workshops, whilst retaining each Healthwatch organisation's statutory role and independence.

Pl see the attached slides for more information. **I ask that the Healthwatch Portsmouth Board approves our being part of Involving People.**

[Involving People proposal June 21](#)

Community based services

Dental care

HWP website page breaking news:

10 June '21 update - Hanway Rd NHS dentist open, extra interim capacity at London Rd [Healthwatch Portsmouth](#)

Healthwatch Portsmouth appeared on BBC Radio Solent 11th June 2021 7.20am slot

Healthwatch Portsmouth was contacted by the local reporter at BBC Solent who has been covering the local story of patient access to NHS dental appointments for the last year, citing Healthwatch Portsmouth as a timely information source about NHS dentistry in the city.

The topic for the section of news programme HWP appeared on centred on patient access for urgent dental treatment with the happy news (see above) that a new surgery opened on 1st June that can help absorb the unmet demand for urgent dental treatment that has grown in the city due to the pandemic and following the sudden closure of 3 dental surgeries in August 2019. Two surgeries had been commissioned by NHSE in early 2020 to provide NHS appointments in place of the 3 surgeries that had closed. When asked if HWP thought that 21,500 Units of Dental Activity (UDAs) in the south of the city and 10,000 UDAs in the north were going to be enough to meet the demand in the city - I said that NHSE had done a review of dental care needs in the city and had considered that that would be enough.

Mental Health

Health and Care Portsmouth want to find out from Portsmouth residents what would make community mental health services work best and how all voices in the city can be heard with their ideas on improving the service. Health and Care believe that the service could be simpler to access, respond better to people's needs and be more joined up so that there is "no wrong-door" when someone wants to access support. A service user event and a carers event were held online earlier this month to gather feedback but there is still time to do so. There is plenty of opportunity for patients and service users to provide feedback other than through these events so we are raising awareness of the draft Framework and would encourage anyone with a view on these services to provide feedback to Healthwatch Portsmouth that we can pass on for you anonymously. Pl see attached. Healthwatch Portsmouth have also been invited to discuss with the transformation team their ideas for the future to which we can take any feedback.

[Community Mental Health Framework](#)

[Slides Community MentalHealth](#)

Autism

The Chair of Portsmouth Autism Community Forum has announced that:

they are delighted to confirm that the funding proposals that the Portsmouth Community Autism Forum submitted to the Better Care Fund over a year ago have been approved.

Project funding has been approved for:

1. Bespoke Autism training package for professionals: £19,000
2. Community based peer support groups: £5,900
3. Employment support: support for autistic adults into and in employment: £52,000

At the moment these are one off grants for the coming financial year - though we would hope to identify on-going funding for projects that go well.

We are very keen to ensure that all these projects are genuinely co-produced by autistic adults, alongside organisations who have expertise in these areas, including exploring the possibility of enhancing/developing existing projects.

The first step will be to create separate co-production groups alongside other opportunities for people to be involved in developing each project.

The Forum members and anyone with autism that they knew were interested in being involved in the planning and oversight of one or more of the projects.

Learning Disabilities

In May the Learning Disability newsletter was circulated to stakeholders

[LD newsletter May 2021](#)

Healthwatch Portsmouth raised awareness of Learning Disability Week (14th - 20th June with a range of promotional materials including a video of a visit we made to Lily & Lime at Portsmouth Guildhall Library to profile a community interest company that was re-opening at Stage 3 of the Roadmap out of Lockdown.

[Healthwatch Portsmouth](#) we received a very high reach (**3,169 people**) with our social media posts for this awareness week and had 279 engagements, a terrific boost for HWP. We continue to build our social media presence across Portsmouth.

Care Quality Commission

CQC Launch new strategy

New CQC strategy champions regulation driven by people's experiences of care

Today we launch an ambitious new strategy based on extensive consultation with the public, providers of health and social care services, charities and partner organisations. CQC's purpose of ensuring high-quality, safe care won't change, but how it works to achieve this will.

The new strategy is set out under four themes:

- **People and communities:** regulation that is driven by people's needs and experiences, focusing on what is important to them as they access, use and move between services.
- **Smarter regulation:** a more dynamic and flexible approach that provides up-to-date and high-quality information and ratings, easier ways of working with CQC, and a more proportionate regulatory response.
- **Safety through learning:** an unremitting focus on safety, requiring a culture across health and care that enables people to speak up and in this way share learning and improvement opportunities.

Accelerating improvement: encouraging health and care services, and local systems, to access support to help improve the quality of care where it's needed most.



[Read more on our website.](#)

Meetings with NHS Trusts and service commissioners

We have been meeting with NHS Trust senior leaders in the last couple of months, have an impressive forward diary of meetings with senior service and commissioning leaders and have discussed patient access to services and the following topics with a range of health organisations and voluntary sector groups:

Equalities, Diversity and Inclusion strategies, community engagement/a people participation framework, Speech and Language Therapy services, maternity services, the wheelchair service, 111 First (the new way of accessing hospital Accident and Emergency services), the Portsmouth Blue Print, the Health and Wellbeing Strategy, the new Quality Framework for care homes in Portsmouth, improved carer identification in GP surgeries, carer access to short breaks and improved navigation of the health and care system, NHS digital strategy, the Portsmouth City-Wide Patient Participation Group and Veteran awareness.

We encouraged the public to provide feedback to service providers and commissioners on patients' experience of GP registration, the substance misuse service, Public Health's COVID research programme, what children need to live happier lives, accessing remote care, Communities Against Cancer project, the Learning Disability Partnership Board's survey on family carers, and access to care.

We have had The News asking us for comment on elective care delays, patients' disappointment that the new dental surgery on Hanway Road that had just opened at the beginning of June was not accepting any more patients by mid June, COVID-19 vaccination numbers reaching 100,000 in Portsmouth

In addition our Healthwatch Portsmouth Board members have been sharing the views of patients in Portsmouth with the Covid-19 Mental Health Alliance, the Portsmouth Military Mental Health Alliance, Portsmouth City Council (Covid response) Local Outbreak Committee, Learning Disability Partnership Board, Portsmouth University Hospital Trust's Shared Assurance and Improvement Programme, the Portsmouth & SE Hants System Quality Committee to name a few.

Secondary Care Services

Urgent and Emergency Care Standards - NHSE publish report of consultation

[Report template - NHSI website \(england.nhs.uk\)](https://www.england.nhs.uk)

The clinically-led review of access standards in Urgent and Emergency Care was intended to improve the offer for patients and deliver improved access and outcomes providing an overall better experience of care. The proposals set out how changing the measures for urgent and emergency care would not only reflect the change in how people expect to access care, but also enable the ongoing improvements in how that care is received. The intention is to enable a new national focus on measuring what is both important to the public, but also clinically meaningful.

The consultation response from NHSE has taken account of all the feedback received (354 responses, 48% of whom were clinically trained). There was overwhelming support for the 'bundle of standards' recommended for monitoring the quality of care provided to patients in Urgent and Emergency Care.

Recommendations were developed with the support of key national stakeholders including patient representatives, clinicians, and healthcare leaders, and have been tested and refined through real experience of using them in 14 test sites since May 2019. NHS Trusts will be asked to start gathering data corresponding to the new measures. There will be a phased implementation until the end of 2021. Over the next few months NHSE will work on how they present the measures to the public. The proposed measures track activity across the urgent and emergency care pathway rather than a single element of care to help people understand what to expect at each stage and to drive improvements in patients care.

Proposed new bundle of standards for urgent and emergency care are as follows:

- Service Measure Pre-hospital Response times for ambulances
- Reducing avoidable trips (conveyance) to Emergency Departments by 999 ambulances
- Proportion of contacts via NHS 111 that receive clinical input A&E Percentage of ambulance Handovers within 15 minutes
- Time to Initial Assessment - percentage within 15 minutes
- Average (mean) time in Department - non-admitted patients
- Hospital Average (mean) time in Department - admitted patients
- Clinically Ready to Proceed Whole System Patients spending more than 12 hours in A&E
- Critical Time Standards

NHS England advice to secondary care providers regarding delays in elective care

<https://www.england.nhs.uk/coronavirus/publication/good-communication-with-patients/>. The guidance has been produced with support from Healthwatch, National Voices, the Patient's Association, The Richmond Group of Charities and Versus Arthritis. There are a range of letters available for Trusts to use for their individual services to support patients to provide advice about how plans for undertaking elective care were progressing and what to do in the meantime if

patients were feeling unwell. While the initial NHSE guidance regarding good communication guidance was issued in January the update was only issued to Trusts on 26th May 2021.

Providers

Portsmouth Hospitals University Trust (PHUT)

Healthwatch Portsmouth Fourth Walk-Thru: QA Emergency Dept

We are amidst organising Portsmouth Hospitals University Trust and communicating with the volunteers who have so far offered to take part in the Walk-Thru which we hope will take place in July (after 19th). There will be an online 'pre-meet' at which we will discuss with the QA Hospital Emergency Department (ED) staff who will be hosting the activity the anticipated route that they would expect a patient would take if they came in any of the points into the department (e.g. walk-in / waiting room, transferred by ambulance, or directed by NHS 111 / GP referral). Once inside the department, it is anticipated that we would follow the various routes a patient would take - via minors and majors. It promises to be a fascinating 'patient journey' and one on which we will consider from the patient perspective if the experience could be improved. We will write up our findings, questions and recommendations. ***N.b. there's space for 1 more HWP participant, please let me know if you'd like to join us.***

PHUT: Quality Account 2020 /2021

Healthwatch Portsmouth were asked to provide some commentary to add to the Trust's published Quality Account for 2020/2021. We reviewed the Quality Account, provided our commentary which included questions regarding the content and submitted these before the deadline. We received a reply 2 days later saying that due to the very tight timeframe that the Trust was working to (the authors were due to submit a final draft for sign-off by the Trust Board meeting at the end of the week) they would not be able to, in the time remaining, address the questions that we raised and so suggested that they used the following sentence to include in the final published document:

Due to timeframes and requirements for publication of the Quality Account, the Trust has agreed with the Chairperson of Healthwatch to respond to all points raised separately.

In response we suggested that the Trust could adjust for future years the deadline so there is an opportunity for reply and inclusion in the Quality Account to any questions we and other scrutiny bodies are asking.

The Trust explained that NHSE's stated deadlines for publication of Trusts' Quality Accounts was not confirmed until very close to the deadline. This was due to the

expectation that NHSE would again (due to the pandemic) delay the deadline for Trust's publication of their Quality Account to later in the year. The confirmed date for publication was only confirmed to PHUT recently so they were working to very tight deadlines. The Trust has confirmed that it is [updating its processes for the drafting of the Account for next year to allow for earlier engagement and communication](#) which will hopefully avoid these issues going forward. The Trust has also confirmed that they will respond to our queries and return these as soon as possible.

Here is what we sent to PHUT

[5 June 2021 HWP resp to PHUT Qu Acc](#)

Solent : draft Quality Account 20/21

Here is what we sent to Solent

[HWP comments Solent Qu Acc 20 21](#)

Southern Health

Here is our response to the draft Quality Account 20/21 we received this week

[HWP resp to draft Southern H Qu Acct-20 21](#)

Portsmouth City Council

Health and Wellbeing Strategy 2021 - 2025

HWP response to the Health and Wellbeing Board's request for feedback on the early draft that will be presented for comment later in the year when responses have been gathered from the current found of feedback sought.

[HWP response to the Portsmouth Health and Wellbeing Strategy 2021](#)

Place Based Partnership event - 16th June 2021 organised for Portsmouth Health and Wellbeing Board and Portsmouth Provider Partnership members.

The meeting looked at the current arrangements for joint working between Portsmouth's Health and Wellbeing Board, Portsmouth Health and Care, Portsmouth Clinical Commissioning Group, Portsmouth's Provider Partnership and the voluntary sector to identify: What about place-based working is going well in Portsmouth? What do we have the opportunity to improve and build on in new

place-based partnership arrangements? What would good look like for your sector; your organisation; and your service; What are the key ingredients?

The workshop started from the premise that *'place-based partnerships are the key vehicle for joint delivery of services and that they are the forum for shared decision-making, democratic accountability and collaboration.'*

It is anticipated that the city partners will bring the arrangements together into a clear framework for place-based leadership in line with the emerging guidance following the [White Paper](#) .

Healthwatch Portsmouth participated and provided the patient perspective in discussions about what was currently good, what were the opportunities and what would good look like in the future.

Notes from the full meeting and breakout rooms will be shared with participants around the beginning of July, then a further discussion held to crystallise ideas into a way forward. Healthwatch Portsmouth will continue to be involved in this.

Care homes

In mid May the Care Quality Commission issued an inspection report relating to Bluewater Care Home in Portsmouth. The inspection rating given was 'inadequate'. HWP asked Portsmouth CCG's Quality Improvement Team (set up in 2018) to support care homes to improve the quality of service they provided whether they had plans to support Bluewater to improve their services. An immediate reply was received informing HWP that the response to the inadequate rating is currently being led by Portsmouth Adults Safeguarding Service, with some involvement from the CCG's Quality Improvement Team (QIT) . I have thanked the CCG and asked that when, in due course, the QIT is more involved would it be possible to hear what steps have been taken/are planned with the care home. We will monitor the developments and consider whether a Healthwatch Portsmouth Enter and View visit to Bluewater Care Home could be an activity later this year.

As a development of our feedback gathering work across health and social care Portsmouth Clinical Commissioning Group's Quality Improvement Team will be organising to provide all care homes in Portsmouth with the Healthwatch Portsmouth information and feedback gathering leaflet (when we have had an update printed with our new contact details including office address) to encourage care home residents to provide their own direct feedback on their patient experience so that we can analyse the range of issues that residents are feeding back on, consider the factors that may be influencing these and bring these to the attention of the Quality Improvement Team.

Ends

22nd June 2021

Siobhain McCurrach, Healthwatch Portsmouth Manager
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