

Annual Review of Healthwatch Portsmouth per quarter (April 2021-March 2022)

Spring '21

We transferred to a new contract provider (The Advocacy People) so had 3 months of administration and assimilation into the structures of The Advocacy People. We needed to find a new office in Portsmouth and were delighted to become tenants in the Age UK Portsmouth's offices in North End. We worked on re-developing contacts in the city as the pandemic eased (for a time), including providing GP access cards for homeless people in shelters and developing the carers strategy

Summer '21

We moved into our offices in North End at the very end of August.

We developed our own 111 survey to find out people's experiences of accessing emergency care and undertook the Healthwatch Portsmouth 4th Walk Thru of QA Hospital Emergency Department. We worked on best practice engagement with Solent NHS Trust regarding the re-location plans in Portsmouth for Special Care Dentistry clinics. We worked with Portsmouth Hospitals University Trust with their stakeholder engagement activity to discuss electronic prescribing for hospital wards.

Autumn '21

We worked with Portsmouth Hospitals University Trust on their dementia strategy and raising awareness of the needs of deaf people in the community who were experiencing barriers in accessing services at the hospital. We continued to work with Solent NHS Trust to develop support for families and children with Down Syndrome to get a better experience from the Speech and Language Service.

Winter '22

We undertook an Enter and View visit to Russets, following infection control guidelines at the time and researched what information was available for victims of needle attacks in nightclubs. At the very end of the year we provided daily updates relating to COVID booster vaccinations, availability of the COVID booster vaccinations across the city and achieved access for Portsmouth residents to city-based priority posting boxes for COVID tests (the closest one previously in Gosport). In March we undertook a review of GP surgery websites, having co-produced a series of questions for reviewers.

4 Ways We Made a Difference

We created a website page which contained regularly updated information to Portsmouth residents about the availability of NHS dental services in the absence of regularly updated information on which surgeries were taking on NHS patients on the NHS.org website.

We connected families and children with Down Syndrome with the service providers at Solent NHS Trust and facilitated direct feedback on service provision which led to improvement to access.

We helped pharmacies in Paulsgrove and Portsmouth CCG to resolve an issue that had been resulting in delays for patients to access their repeat prescription medication via the new electronic prescription service that had been recently introduced to GP surgeries.

We championed the voice of the patient and the difficulties they were facing to access NHS dental appointments both during the immediate post-COVID recovery period when surgeries re-opened and for the rest of the activity year as we continued to alert dental commissioners to patients' needs.

We reached via our social media channels (Facebook and Twitter)

Our Facebook posts were seen 23,042 times and our Twitter posts were seen 90,821 times in 2021/2.