

Healthwatch Hampshire Impact & Outcomes Highlights Report April-June 2018

Healthwatch was created to gather and represent the views of the public. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Every voice counts when it comes to shaping the future of health and social care, and when it comes to improving it for today. Everything that local Healthwatch does will bring the voice and influence of local people to the development and delivery of local services.

People need to feel that their local Healthwatch belongs to and reflects them and their local community. It needs to feel approachable, practical and dynamic and to act on behalf of local people. Healthwatch needs to be able to clearly demonstrate effectiveness and impact on service change.

Annual Report 2017-18

Our Annual Report has now been published and we are pleased to be able to share our achievements. Last year...

- **4500** people were signposted to the right information, service or agency
- **3248** enquiries were dealt with by our Citizens Advice walk-in service
- **127** web enquiries were answered
- **441** calls were answered by our information and signposting telephone helpline
- **18** reports were published
- **72** new referrals were made to our NHS Complaints Advocacy service
- **300,000** people were reached via our website and social media platforms.

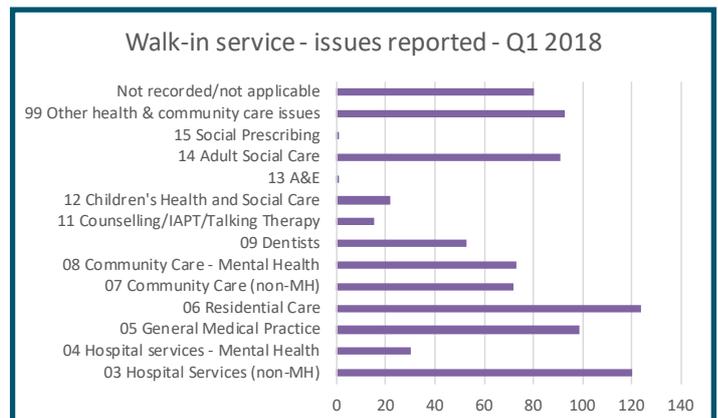
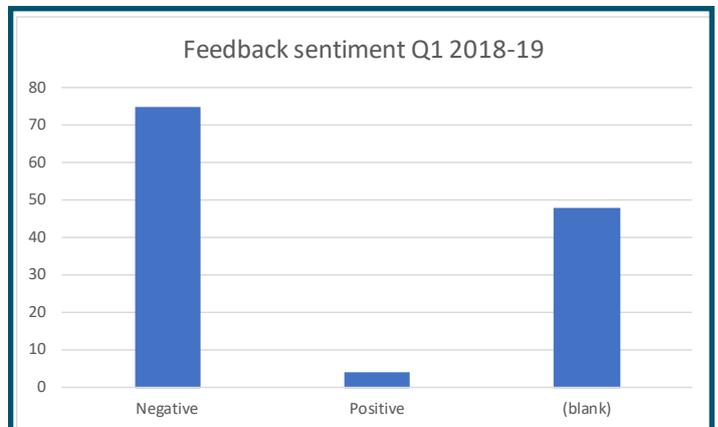
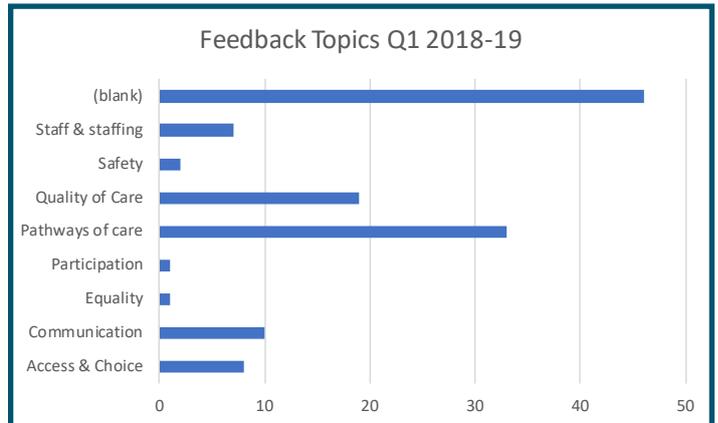
To see the full version or a shorter highlights version of the Annual Report please visit: www.healthwatchhampshire.co.uk/annual-reports





April-June 2018 in numbers:

- 1198 total interactions**
(pieces of feedback)
- 81 help-desk enquiries**
(57 telephone, 24 web)
- 820 walk-in enquiries**
(56% reported having a long term health condition or disability)
- 16 new referrals into the complaints advocacy service and 50 open cases**
- Attendance at over 40 workshops, events, presentations and forums**
- 4 new Enter and View reports published containing over 40 recommendations for care homes**
- Combined reach of over 97,000 people through website and social media**





Impact and outcomes:

This Quarter we have strong evidence of where our work has delivered meaningful impact to patients, carers and the wider public. Our work often results in direct service change but also in wider recognition from commissioners and providers that helps to demonstrate that they understand the value of meaningful patient and public engagement.

'Our Hands Tied' Report

We have now completed work on our report looking into issues facing the deaf community when accessing services. Key themes for the deaf community included:

-  Lack of knowledge of services available due to a lack of accessible information
-  Difficulties in accessing BSL interpreters
-  Unnecessary and inappropriate use of family/friends as interpreters
-  Deaf parents and carers not receiving enough accessible information to allow them to effectively look after the person they care for



The final report, which shares the views of over 200 deaf people and British Sign Language (BSL) interpreters is currently with providers and commissioners for their responses ahead of publication in late July.



Community Cash Fund

We received over 20 applications to our latest [Community Cash Fund](#). This year we have been able to fund six projects that all support people to stay well both now and in the future. The projects will begin in the summer and complete by March 2019.

Innovation Conference

In May we supported North East Hampshire and Farnham CCG with their innovation conference. Based on the Community Cash Fund model they provide grants of up to £2000 for local community groups. We also made [this short film](#) to promote the event which was screened at the CCG AGM in June and is now available on our website.



'Maternity Matters' Webinar

After the publication of [Maternity Matters](#) last quarter, we were invited to take part in an online webinar to share the findings of the Wessex Voices work and the work carried out by HW Dorset. The Webinar was accessed by professionals and parents from across the country.



NHS 70

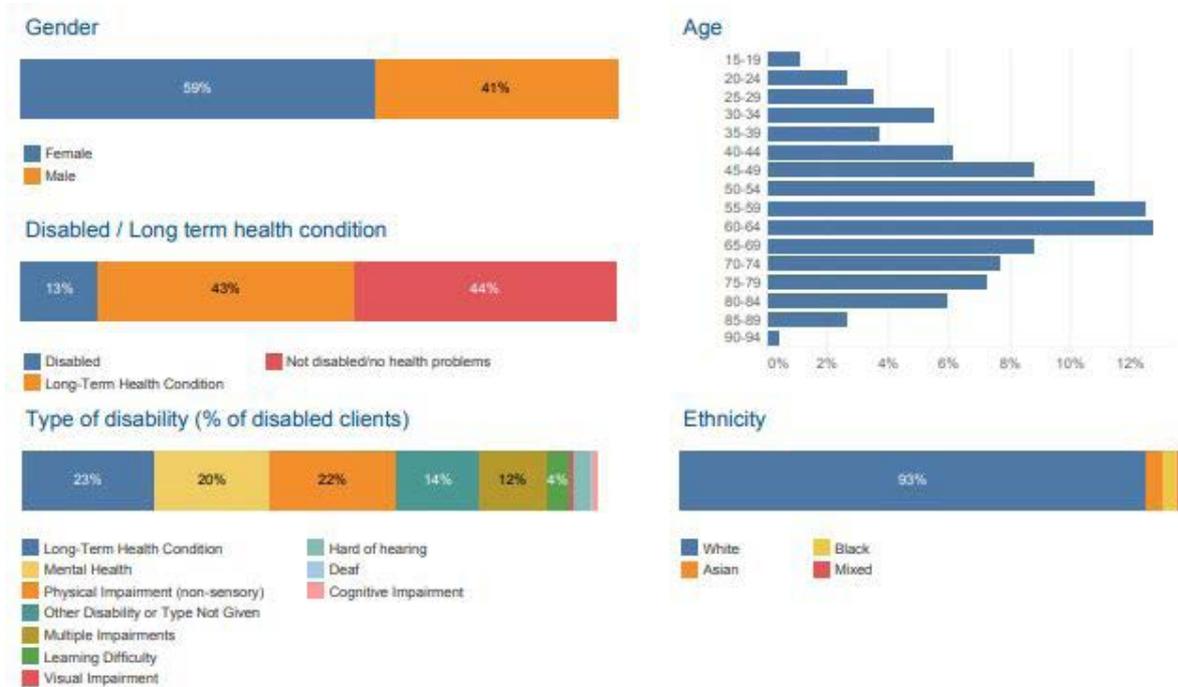
The National Health Service turned 70 on 5 July 2018. It was the perfect opportunity to celebrate, recognise and thank the extraordinary NHS staff who are there to guide, support and care for us. This [short film](#), filmed in Aldershot, features staff and patients from across the Frimley system and features our very own Project Officer Fi Biggs!



Citizens Advice Hampshire operate our walk-in advice and information service. You can access this service via any of the CA offices in Hampshire. For details of your nearest office please [visit their website](#).



This quarter Citizens Advice received 820 walk-in enquiries. Of these, demographics and issues reported recorded for 420 clients as shown below.



Our NHS Complaints Advocacy Service, also operated by Citizens Advice Hampshire, supports people who may lack the ability to take forward a complaint on their own or who are involved in a particularly complex complaint. While investigating and resolving the complaints, NHS service providers often introduce improvements to the way they work which has lasting impact and benefits for future service users. For more information about the service please contact us using the details below or [visit our website](#) for detailed information and resources that can support you to make a complaint about an NHS service.



For more information about anything contained in this report please contact us using the details below or visit our website for full reports, recommendations and responses to our work from commissioners and providers of services.

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