

# Healthwatch Hampshire Impact & Outcomes Highlights Report July-September 2016

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.



**“I would advise anyone to use the service if they need it. You don’t feel on your own with no-one to fight your corner”**

Service user in response to support provided by our NHS Complaints Advocacy team

**“I am truly thankful for all your help in getting my new chair and giving me my independence back. Thank you again (because I could never thank you enough) Healthwatch is a superb and brilliant organisation.”**

Service user in response to support provided by our NHS Complaints Advocacy team

**“This report provides an excellent insight into the issues people are currently facing. We welcome your recommendations listed in both your letter and the report.”**

West Hampshire Clinical Commissioning Group in response to our ‘Spotlight on Dementia’ Report

**“It was a very good event and the contribution Healthwatch Hampshire made was not only essential but inspirational.”**

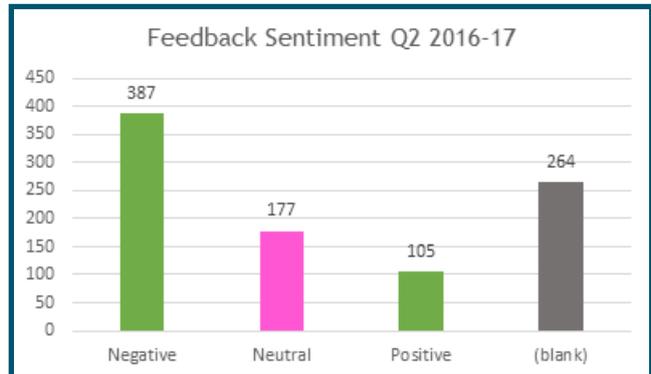
Southern Health NHS Trust in response to our involvement at a stakeholder engagement event



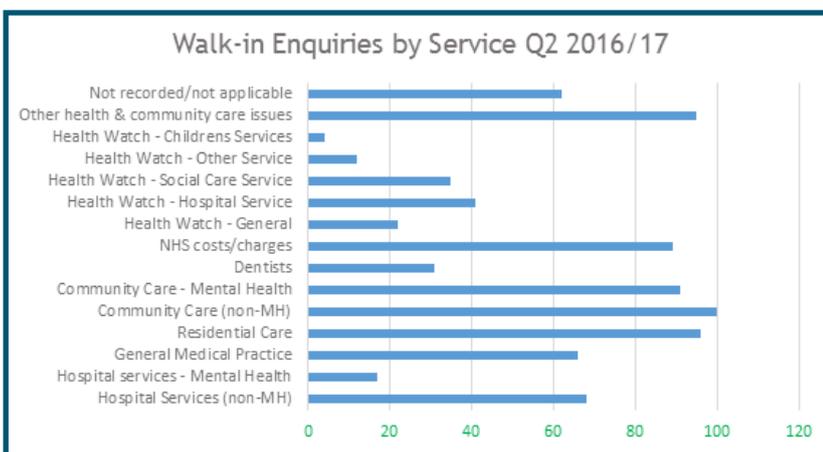
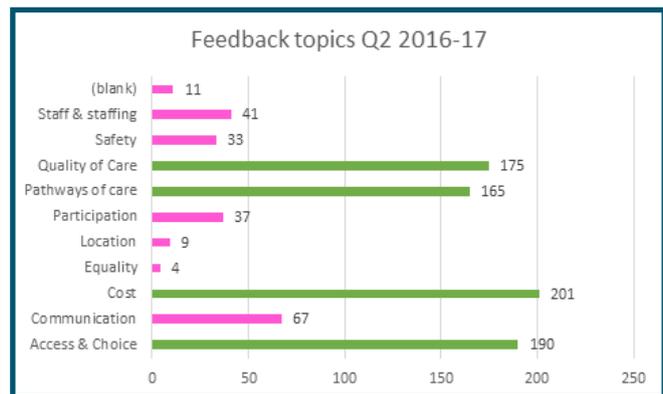


# July - September in numbers:

- 1056 total interactions**  
(pieces of feedback)
- 118 Gateway enquiries**  
(69 telephone, 48 web, 1 HW England)
- 855 Walk-in enquiries**  
(43% have a long term health condition or disability)
- 37 new referrals into the complaints advocacy service and 105 open cases**
- Attendance at over 50 workshops, events, presentations and forums**
- 6 Community Cash Fund grants awarded**
- 12 volunteers recruited**
- 1 new report launched about experiences of people with Learning Disabilities**



**Combined reach of over 82,000 people through website and social media**





# Meaningful impact & 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.

## Southern Health NHS Trust meets with patients, carers and bereaved relatives

Serious concerns were brought to our attention by a group of patients, carers and relatives effected by recent failures at Southern Health NHS Foundation Trust. The new Chief Executive of the trust, Julie Dawes, met with the group and Healthwatch to discuss concerns and how the trust can take forward their views to ensure that patient voice is at the forefront of the decision making process in the future.

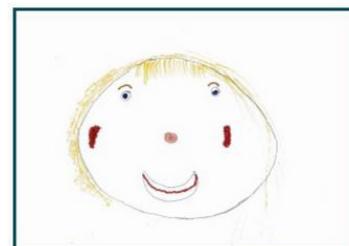


## Spotlight on Dementia Report - commissioner and provider responses

In late June we published our report into the experiences of people living with dementia, their carers and relatives of accessing health and social care services. The report highlighted good practice throughout the county and made a series of recommendations based on three key findings based on the views of over 200 people effected by dementia. We shared our report and recommendations with all 5 of Hampshire's Clinical Commissioning Groups (CCGs) and Hampshire County Council (HCC). We have since received detailed responses and commitments from 3 of the CCGs and HCC. The report and responses are available on our website.

## Learning Disabilities Report

Our latest report, detailing the thoughts of people with Learning Disabilities alongside self-portraits has now been published and shared with GP Practice Managers and presented to the Transforming Care Partnership (TCP) Steering Group. The work is being shared as good practice engagement among all of England's 43 TCPs.



## Hampshire Hospitals Foundation Trust - Young People and Emergency Departments

Healthwatch facilitated a series of workshops with school students to develop a series of questions that they would like to put to professionals that work within A&E departments. With the support of Healthwatch Hampshire, students were able to make a short film that addressed their questions directly.

## Patient Engagement Framework now implemented in NEHF CCG

The sharing of evidence of meaningful patient engagement is currently being embedded into everyday practice at the CCG using a new Framework developed with the support of Healthwatch Hampshire.



The Healthwatch Hampshire NHS Complaints Advocacy Service is available for Hampshire residents who are unable to take forward a complaint on their own, or for people involved in a complicated complaint.

The service, delivered by our partners at Citizen's Advice, is free, confidential and independent. Some examples where procedures and services have changed as a direct result of the Advocacy Service representing the views of our clients. The impact of these is much wider than our client as many thousands of Hampshire residents will go on to benefit from these changes:

1. A client received a letter stating that **Basingstoke Hospital** would **amend their procedures** when treating patients with dementia, in that they will take more time to explain procedures to them, and their families. They have also **changed the way they annotate their consent forms for dental surgery**, so they will no longer mark the teeth to be extracted in 'hospital diagrammatic speak', but will write plainly the amount of teeth that will be removed, so that the patient, or family member, is sure about what they are actually consenting to.
2. It was raised at a **Royal Hampshire County Hospital** local resolution meeting about Consultants' lack of communication with families and patients and the lack of co-ordination between wards as a result of not informing nursing staff. Healthwatch raised this as an issue which is often bought up as a complaint for patients approaching the service. The hospital is looking to raise this at recruitment of consultants, and have **recruited Clinical Matrons who will co-ordinate care of patients**. Clients felt acknowledged and that they were fully supported in their complaint. They feel that the issues were heard and that they will be listened to and acted upon.
3. Complaint reference to not receiving appropriate support with breastfeeding and feeding records not being completed correctly. **Royal Hampshire County Hospital** advised that as a result of this complaint they **have reinforced to all midwives and support workers the essential role of the feeding module** as evidence to whether or not babies are feeding effectively. The team have been instructed to ensure that the feeding module is explained to all women and their partners and is routinely completed for all babies. **They have reviewed the postnatal services** and as part of this review the postnatal wards now have a core group of midwives and maternity support workers who work predominately in this area, to provide proactive and consistent care and greater continuity.

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.

Healthwatch Hampshire, Westgate Chambers, Staple Gardens, Winchester, Hampshire, SO23 8SR

Tel: 01962 440 262

E-mail: [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk) Web: [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

