

Healthwatch Hampshire Impact & Outcomes Highlights Report July-September 2017

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.

Focus on... Enter and View & community engagement

Two Enter and View reports have now been completed and published. Both homes involved shared feedback to our recommendations and committed to improving experiences for those they care for, particularly residents living with dementia.

Netley Court Care Home

“Netley Court were delighted to welcome Healthwatch Hampshire to undertake an observational audit on our Dementia Community. The report produced is very balanced and has identified some of things that were being discussed for implementation prior to the visit taking place, these will be actioned within the coming months. The improvements will further enhance the service we provide to the people living at Netley Court.”

Belmont Castle Care Home

“Thank you so much for positive and constructive feedback regarding your visit to our home. It was a real pleasure, to show you all around. We definitely will be implementing your recommendations as we continuously try to improve the quality of care our people receive and always welcome others input to enable us to make a difference.”



The full reports and responses to individual recommendations can be found on our website: <http://www.healthwatchhampshire.co.uk/enter-and-view>

**citizens
advice**

Alongside promoting the work of Citizens Advice, local offices also promote their role as a delivery partner of Healthwatch Hampshire to other organisations and members of the public. **During this period local Citizens Advice reported engaging with over 2,300 people while promoting their service and their role within Healthwatch Hampshire.**

July-September in numbers:

- 1100 total interactions**
(pieces of feedback about health and social care services)
- 109 Help-desk enquiries**
(64 telephone, 45 web/email)
- 737 Walk-in enquiries**
(51% have a long term health condition or disability)
- 15 new referrals into the complaints advocacy service and 49 open cases**
- Attendance at 75 workshops, events, presentations and forums**
- Over 1200 responses to our Maternity survey**
- 'Spotlight on Mental Health' report published**



Combined reach of over 85,000 people through website and social media



Meaningful impact and outcomes:

In this quarter, we focused on rolling out our “enter and view” programme. We have also been working hard, alongside Healthwatch colleagues, to gain as much feedback as possible about Maternity services throughout Hampshire and the Isle of Wight. We are also thrilled to have been able to fund six new Community Cash Fund projects who will be focussing on the most seldom heard communities in Hampshire.

Enter and View Reports published

Our trained volunteers have accompanied us on visits and the homes involved have welcomed our input. Detailed responses have been provided for our published reports and we hope that meaningful changes will be made as result of our visits that will improve experience for those living in the homes, particularly those with dementia.



Over 1200 responses to our Maternity Services

Alongside a detailed survey we also ran outreach sessions at Health Visitor drop-in sessions to encourage further participation. The survey received over 1200 responses, giving us a robust and detailed understanding of what women and their birthing partners have experienced.

Care Opinion now share GP feedback

By working with Care Opinion, we hope to enhance our knowledge of feedback about Hampshire Services. We are currently able to share their stories on our website and produce detailed reports about the feedback received. They also share feedback received about GP services throughout Hampshire.



Wheelchair Service review now complete

West Hampshire CCG, on behalf of the CCG collaborative who commissioned wheelchair services in South Hampshire, have now completed their full-service review. The report includes all of our recommendations across broad areas of referrals, repairs and communication.

Community Cash Fund projects now under way

This year we have funded six local projects. The focus this year is on seldom heard groups, particularly those that are very hard to reach such as refugees, asylum seekers, homeless and gypsy and traveller communities. Full details of each project are now available on our website.





Our NHS Complaints Advocacy Service 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.



**citizens
advice**

NHS complaints case studies, demonstrating the impact that can be achieved for our clients once we get involved and support them with their issue:

1. A client received compensation of £4,000 due to Healthwatch involvement in the case. Prior to our involvement the client had not received a response from the **dental practice** who had lost her dentures and the lack of communication and the time it took led to further tooth loss. The client was awarded £4,000 for the cost to replace her teeth 'like for like'. The client fed back that she had no response from anyone until we became involved and that without the involvement she would not have been able to pursue or get the result that she had asked for.
2. Our client who has on-going health needs and a complex background attended a Local Resolution Meeting at **Basingstoke Hospital** supported by a Healthwatch advocate. She felt they 'had been brilliant, and that they had really listened'. The client said that she 'felt that she didn't have to worry so much and was grateful to us and to them for the chance to discuss things'. The client also said she had got to the stage where she wouldn't go to Basingstoke Hospital and she now feels so much relief that if she has to go there things will be alright. This will make a huge difference to her life and has described it as 'fantastic'. The client was offered an alert on the system so that her case notes are recorded and A & E are aware of her health requirements and medication on arrival at A & E. This has meant that the client now feels secure to attend Basingstoke Hospital as before she was refusing to attend other than in emergency.

Feedback from NHS complaints advocacy clients for 2017:

- 85% found it easy to refer to the service, with 15% remaining neutral
- 100% said their Advocate always (90%) or mostly (10%) listened to their views/wishes
- 100% said they were always or mostly were given choices about their next steps
- 90% would rate the NHS Complaints Advocacy Service as excellent or good, with 10% as average.



Fiona (advocate) was fantastic and helpful tremendously.

Thanks for the support

Advocate was excellent. She did everything correctly.



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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