

Healthwatch Hampshire Impact & Outcomes Highlights Report October-December 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.



“Excellent service. Gave me detailed information about appealing against the prescription penalty charge and a positive outcome was achieved.”

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

“The adviser was sympathetic and a good listener. She pointed out various options and was extremely knowledgeable.”

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

“Your research paper has been shared and well received, it really does highlight perceptions and realities well, and will continue to be extremely useful for some time to come in improving services.”

Hampshire County Council in response to our ‘Out of Focus’ visual impairment report

“Thank you for your continued interest and input into helping us shape our health services for local people.”

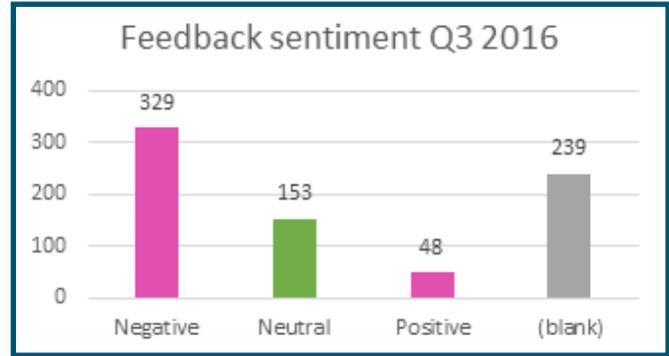
North East Hampshire and Farnham CCG in response to our involvement in local public engagement about changes to primary care services



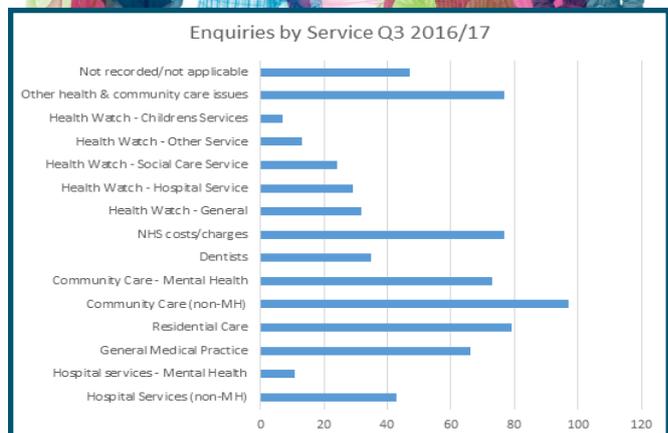
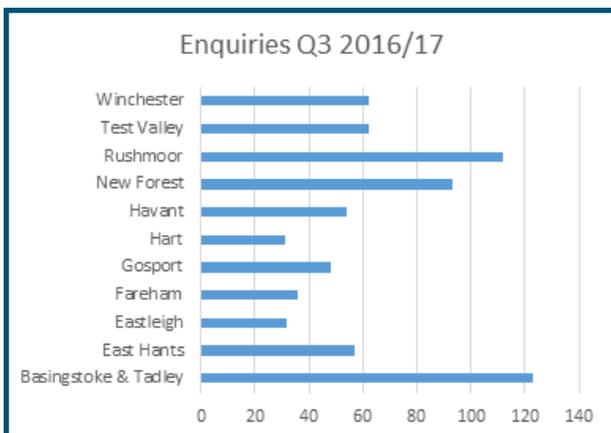
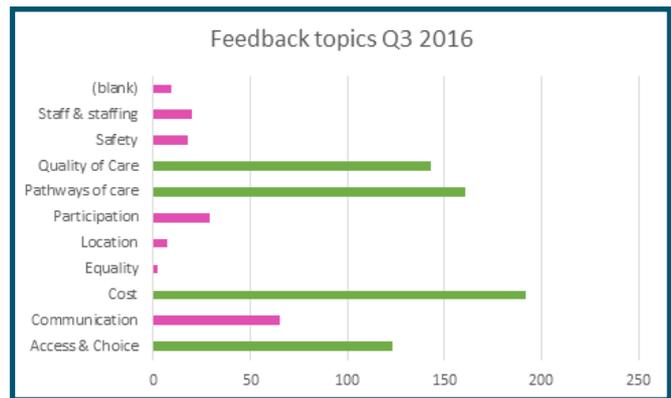


October - December in numbers:

- 947 total interactions**
(pieces of feedback)
- 101 Gateway enquiries**
(76 telephone, 23 web, 2 HW England)
- 741 Walk-in enquiries**
(56% reported having a long term health condition or disability)
- 23 new referrals into the complaints advocacy service and 93 open cases**
- Attendance at over 50 workshops, events, presentations and forums**
- Our 'Care at Home' survey received 879 responses**
- 1 new report launched about experiences of people registering a visual impairment**



Combined reach of over 80,000 people through website and social media





Meaningful 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.

Care at Home Survey received 879 responses

This quarter saw the roll out of our care at home survey. The survey was distributed to everyone in Hampshire in receipt of council funded care at home services. In the six weeks the survey was live we collected over 879 responses. We will be analysing the results in early 2017 and working closely with Hampshire County Council to learn from the findings and improve services going forward.

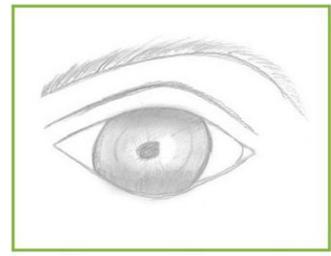
Southern Health NHS Improvement and Southern Health NHS Trust meet with patients, carers and bereaved relatives

NHS Foundation Trust

Acting on feedback received last quarter, Healthwatch Hampshire have continued to facilitate the meeting of patients concerned about the future of Southern Health Foundation Trust with the new Chief Executive, Julie Dawes and the new Interim Chair, Alan Yates. NHS Improvement also met with the group this quarter and the CQC will be meeting them in January 2017.

Learning Disabilities Report

Our latest report, detailing the thoughts of people with Learning Disabilities alongside self-portraits has now been published and shared nationally at a recent Transforming Care Event in London. An easy read version of the report has also been developed and shared with all who participated in the project.



'Out of Focus' Visual Impairment Report

Throughout the summer and autumn of 2016 we embarked on a research project looking into the experiences of people who have recently been diagnosed as sight impaired or severely sight impaired. The evidence gathered through our outreach and engagement work strongly indicated that people were finding it difficult to access the support they required, particularly with regards to emotional support and signposting to support services and groups within the community. Our final report has now been shared with commissioners and providers ahead of wider publication in 2017.

Continued development of patient engagement with North East Hampshire and Farnham CCG

This quarter Healthwatch Hampshire have supported two key new engagement programmes with the CCG. We are co-facilitators on a new 'Empowering Engagement' leadership course working closely with senior staff to develop innovative patient engagement projects. We have also supported the development of a new 'Innovation Fund' for people to apply for small grants to support projects that can improve services for local people.



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**

Examples of recent service improvements secured as a result of the NHS Complaints Advocacy Service include:

Service failures in Southern Health and Frimley Park Hospital

The PHSO found that Frimley Park Hospital failed to ensure that the patient was mobilising safely, before being discharged. They recommend that they write to the client to acknowledge the service failure, and to apologise for the impact on the family. They also recommend that the Trust pays £200 to the client, in recognition of this failure. The PHSO also found service failure with Southern Health, in that the community nursing team discharged the patient from their care too soon, and did not follow up on a food diary that had been left with the family. They have also been recommended to write to the client, acknowledging the service failure, and to pay £200 also in recognition. Both Frimley Park Hospital & Southern Health have been asked to evidence that they have carried out these recommendations in a letter to the PHSO as a result.

Southampton Hospital change in Physio Therapy policy

Client had successful meeting with Southampton Hospital in resolution of his complaint about his wife. The hospital will change policy regarding how they log physio therapy appointments. His wife had been logged as having 'treatment refused' when she was asleep. Policy will change to record more accurately why patient refused.

Southampton Hospital change their policy regarding how patients on cardiac wards are treated and monitored

Client and family had a successful meeting with Southampton Hospital regarding the death and the report on the death of their father/husband. The hospital has accepted responsibility in the way of human error in a number of learning points in a 26 page report. The hospital has changed policy regarding how patients on cardiac wards are treated and monitored and potassium levels are recorded and dealt with as a result. The family want this to be nationally implemented so that more lives can be saved as a result. The family also wanted it raised that the patient's voice is lost in the complaints process. Advocacy has raised this with the family to bring this up with the hospital as final piece of work. The patient support department would like institutional advocacy from Healthwatch Hampshire as part of attempting to resolve complaints in the first instance for complainants.

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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