

# Healthwatch Hampshire Impact & Outcomes Highlights Report January-March 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.

We are always improving our service and welcome feedback. The following feedback has been collected about our walk-in service:

**How easy did you find it to access the Healthwatch Hampshire Service?**  
90% of clients found it easy or very easy, with 10% neutral.

**Did your adviser give you choices about the next step in your enquiry?**  
89% said yes.

**Did you feel the information / advice answered your query?**  
88% said yes.

**Once seen, was your Healthwatch enquiry dealt with in a timely manner?**  
87% said yes, with 11% neutral, with 2% saying no.

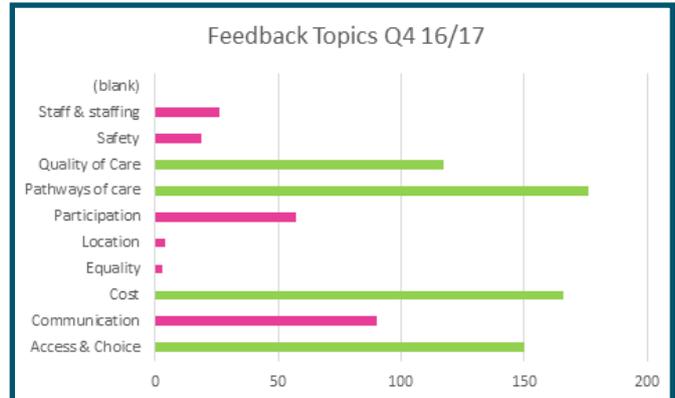
**How would you rate the Healthwatch Hampshire walk-in service?**  
94% rated it excellent or good, with 5% Average and 1% not very good.  
97% would use the service again.





# January - March in numbers:

- 984 total interactions**  
(pieces of feedback about Health and Social Care services)
- 111 Gateway enquiries**  
(92 telephone, 18 web, 1 third party)
- 831 Walk-in enquiries**  
(42% have a long term health condition or disability)



- 46 new referrals into the complaints advocacy service and 91 open cases**
- Attendance at 60 workshops, events, presentations and forums**
- 20 Healthwatch Champions joined us for our information and recruitment day**
- 3 new reports launched about GP services (Access & Identity), support for carers and wheelchair services.**



**Combined reach of over 50,000 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.

## Access & Identity Report shared with commissioners and GP practices

This Quarter we completed work on our report looking at registration processes in GP surgeries and NHS guidance regarding the use of photographic ID. This work is also being carried out by other Local Healthwatch across Wessex. We found that GP surgery staff were widely unaware of the NHS guidance and this reflects findings in other areas of Wessex.



## Carers Support 2017 - report and recommendations shared

This engagement work included an online survey (200 responses) and community engagement with seldom heard groups including carers with mental health issues, military carers, Nepali carers and young carers. A final report is being submitted to fall in line with the commissioning of new support services in the area.

## Wheelchair Service Review - report and recommendations shared

We carried out all qualitative aspects of a Wheelchair Service Review on behalf of West Hampshire CCG. This included three focus groups and 25 in-depth service user interviews. Our report has now been completed and will form part of the overall service review published in May.



## CHAMPIONS DAY - 20 volunteers attended our recruitment and information day

We also held a 'champions information day' to bring together our volunteers and introduce potential new volunteers to our plans for next year. 20 people joined us with a further 25 signed up to a further event. We are in the process of developing a detailed volunteer programme.

## Community Cash Fund projects completed

The third annual Community Cash Fund grants were awarded last year and the projects are now completed. Our fourth Community Cash Fund is in the planning for June/July 2017 and is likely to focus on the most seldom heard communities in Hampshire including the homeless and the gypsy and traveller community.





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 positive changes that can be achieved to departments, and the positive effect on our clients when they achieve the outcome they are looking for with the help of our team.

1. As a result of a client's complaint, **South Central Ambulance service** have stated that they will be looking into training courses for staff, regarding communicating effectively with patients and their families in stressful situations.
2. A client was awarded £400 in compensation, (on the advice of the Parliamentary and Health Service Ombudsman, PHSO), from **Southern Health** and the Community District Nursing team attached to **Frimley Park Hospital**, for poor after care services on discharge from hospital, and for discharging too soon.
3. As a result of a client's complaint, the Parliamentary and Health Service Ombudsman (PHSO) found failings with **South Central Ambulance Service** in the way that they triaged an NHS 111 call, meaning that the patient was not informed that they should have gone straight to A&E. In the same partly upheld complaint, the Ombudsman also found failings with a particular GP at **Abbeywell Surgery**, stating that there was a failed opportunity to provide an earlier diagnosis of a brain tumour. Both have been requested to make changes, and state what they have done to 'put things right' in a letter back to the PHSO and the client.
4. Our client is in her 90s. She has mobility problems and a home visit was arranged due to this. The client had a very clear case and provided written notes, dates etc., she felt that her arm had been put in plaster unnecessarily which had caused on going loss of strength in her arm and contributed to a fall where she cracked her hip. She felt that communication from hospital staff was lacking and that due to this she was treated inappropriately. The client was very clear that she does not want compensation or the legal route, she simply wanted to raise her complaint. Making the home visit was of particular value to this client as she is in her 90s and felt that no one would take her complaint seriously and would dismiss her loss of strength/mobility as simply age related.
5. A complaint was submitted to **Queen Alexandra Hospital**. The client had been offered an Air Boot but there was none in stock. She was then advised to buy one and giving the details on which one she should buy, this cost £57. The outcome was that she should never have been offered an Air Boot as the department involved did not have a budget for Air Boots but as a gesture of goodwill they refunded the £57 back to the client.

**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, 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)**