

Healthwatch Hampshire Annual Report 2017-18 Impact & Outcomes

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

A message from our chair...

"My mother lived and died with dementia in Hampshire. That's what made me apply to be chair of Healthwatch Hampshire when it was set up five years ago. I'm proud of what we have achieved in our first five years, and pleased to know that Hampshire County Council has agreed to continue funding us for at least another three years from 1 April 2018.

This report describes our year and the work of our staff and volunteers. Each year, I learn more from people who use Hampshire health and social care services, and from the people who plan and deliver these services. Many people who get in touch with Healthwatch Hampshire tell us that they don't want compensation when something has gone wrong, they want a promise that no-one else will suffer the same experience. Often, the professionals who are responsible for services acknowledge the problem and agree to make changes. This report highlights examples.

The most important questions aren't always medical. Healthwatch Hampshire wants to make sure that ordinary people can get their voices heard. They need to tell the professionals what's most important to them.

As you read this report on our year, please let us know what you think of our work. Are we focussing on the right things? What do you think we should do to help influence the delivery of high quality social care and health services to people in Hampshire?"

Christine Holloway, Chair, Healthwatch Hampshire

Our full Annual Report is available on our website:
www.healthwatchhampshire.co.uk



The year in numbers

Find out about just some of the ways that we had a positive impact throughout 2017/18 and enhanced the voice of local people. If you have feedback to share, get in touch.

4500+ people signposted to the right information, service or agency

3248 enquiries dealt with by our Citizens Advice walk-in service

127 web enquiries answered

441 calls to our information and signposting telephone helpline

5 community projects given £2000 each to improve the well-being of their community and tell us about their experiences of health and care services

250 events, presentations, workshops and forums attended by our engagement team to collect feedback and tell people how we can help

10 reports asking commissioners and providers to respond to over **75** recommendations

8 Enter and View care home reports made over **80** recommendations to improve physical and social environments for people living with dementia

20 new volunteers recruited

72 new referrals to our NHS Complaints Advocacy service

35,000 website hits

100,000 Facebook reach

200,000 Twitter reach





Impact and outcomes:

This year projects looked at issues that have been raised by the people of Hampshire. Here are some of many examples. For more information about these projects or to find out about more of our work, please visit our website or take a look at the full version of our [Annual Report](#).

Community Cash Fund

Following the success of our first four Community Cash Fund schemes, we opened the fund again this year to encourage new ideas exploring people's experiences of local health and care services and improve well-being in their community. We were able to fund six projects. We continue to work to ensure their findings are shared with people in the system who can make a difference.



Your Voice Counts and United Communities

'Your Voice Counts' is a project to gather people's experiences of using mental health services, to look at the support that they receive and how it can be improved. Over 18 months we spoke to 739 people, attended 31 events and worked with 54 organisations. We established 'United Communities', a forum to allow members of the community to have a sustained and inclusive conversation about mental health services with their Clinical Commissioning Group (CCG).



Care at home

We published our Care at Home report after collecting the views and feedback of nearly 900 people in receipt of local authority-funded care at home services in Hampshire. In their response Hampshire County Council acknowledged the need for change and welcomed the report, at a time when they are considering changes to provision in Hampshire.



Enter and View - care homes

The aim of Healthwatch Hampshire's 2017/18 Enter & View programme was to visit care homes across Hampshire to hear the voice of residents regarding their experiences of health and care. We focussed on the quality of dementia care. With the help of our volunteers we visited eight care homes and the detailed reports, recommendations and responses can be found on our website.



Maternity Matters

We closely supported Wessex Voices in facilitating and producing the 'Maternity Matters' report. Working with the Local Maternity System we created a survey with midwives and service managers to look at experiences of women and their birthing partners around pregnancy, birth and the first 10 days after birth. We collected responses from over 1200 people and shared the final report, recommendations and response with the Local Maternity System, local commissioners and nationally.





Our **advocacy service** provides free, independent support and assistance to people who need help to make a complaint about an NHS Service. Specially trained advocates ensure people can represent their own interests as far as possible and without offering advice or influencing how an individual should act.



Our advocates do:

- Help clarify all the issues a person wants to raise in their complaint
- Help to write letters to the right people
- Prepare people for meetings and attend with them
- Answer someone's questions to help them make a decision
- Give information about how the NHS complaints process works
- Help to monitor the progress of someone's complaint
- Put people in touch with other services that might be able to help them.

This year, we dealt with around **1000** NHS Complaints Advocacy enquires, including **62** high level complex complaints referred to our NHS Complaints Advocacy service.



"I was supported all through my complaint. I was informed by post and phone. Excellent support."



"You were a lifeline to me when I needed it most. Don't ever change it! It works so well having someone to talk to."



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

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