

How you helped make health and social care better in Hampshire

Contents

More than 'nice to have'	1
Hearing views and experiences	3
Hearing from everyone	4
Award-winning work with young carers	7
Taking action	10
Making an impact	17
Small change, big difference	17
Signposting in action	19
Formal reporting	23

More than 'nice to have'

Organisations who plan, buy and provide services **have to take notice** of what we say and respond to our requests for information.

We are here to:

- encourage people to share their need for, and experiences of, local services
- tell people how they can share their views and use their experiences to improve health and social care services
- provide advice, information and signposting to make it easier for people to access health and social care services
- give people the information they need to enable them to have a choice about the services they use
- help people make a complaint about health and social care services and provide an impartial, confidential and free advocacy service for NHS complaints
- promote and support local people to get involved in the commissioning, provision and scrutiny of local services
- enable local people to monitor the standard of local services

- make reports and recommendations about how local services could or ought to be improved.

Need help, advice or information?

We can provide a wide range of information, non-clinical advice and local knowledge about accessing health and social care services. This includes:

- help to navigate through the complex NHS system
- non-clinical information about local health or social care services
- support in making choices about the services people can receive
- how to make a complaint
- signposting to another organisation
- information about a particular service, care facility or NHS venue.

Find out more about our signposting service on page 20.

- £30,000 given to 17 projects and groups to gain information about people's experiences of health and care services
- Over 7,000 people shared their experiences and highlighted issues
- 2,500 people signposted to the right information, service or agency
- 12 reports shared with commissioners and providers
- 150 new referrals to our NHS complaints advocacy service
- 12 videos produced
- Over 100 volunteers

Email: enquiries@healthwatchhampshire.co.uk

Tel: 01962 440 262

Web: www.healthwatchhampshire.co.uk

Pop into your local Citizens Advice (find your nearest Citizens Advice Bureau at: www.citahants.org/About%20Us.html)

We **hear** people's views and experience, take **action** where necessary and make an **impact**.

Hear

Getting out and about

People can't share their views and experiences of health and social care in Hampshire if they don't know about us or it's too difficult.

Last year we visited over 200 events, meetings, groups and public areas across Hampshire to help ensure the public know how they can share their views and experiences about local health and social care services. We have visited High Streets, shopping centres, hospitals and GP surgeries and even went to the Gosport Half Marathon and the National Young Carers Festival.

We hand out our 'Good or Bad' leaflets whenever we are out and about to make it quick and easy for people to share their experiences. The leaflets, which are available in large print and Braille, are also displayed in a wide range of public buildings throughout Hampshire including CABx, community centres, GP surgeries, hospitals, council offices and libraries.

Working with existing groups and networks

We regularly meet staff and members of voluntary organisations, charities and social groups or networks to hear about their experiences and suggestions. We do this by attending meetings and events and running focus groups.

Some issues raised are specific to a particular disease, condition or demographic, such as the wheelchair service for physically disabled people and translation services for

Nepalese people in the Basingstoke and north Hampshire areas. Issues are often similar to stories we have heard from other people (for example getting access to a GP).

People coming to us

Over 7,000 people have contacted us direct either by phone, email, using our online form or by going into a Citizens Advice Bureau.

They have shared their experiences and highlighted a wide range of issues.

In person

We have partnered with all the Citizens Advice Bureaux (CAB) in Hampshire to offer a face-to-face service that enables people to share their views, experiences and

NHS complaints concerns in person. Citizens Advice staff and volunteers can also offer advice and signpost people to the information or service they need.

Read more about our signposting service on page 20.

By phone

We have a dedicated telephone number people can call to share their experiences, get information about health and social care services and get advice about how to make a complaint: 01962 440 262.

Online

People can email us (enquiries@healthwatchhampshire.co.uk) and use our online feedback form (<http://www.healthwatchhampshire.co.uk/content/your-story-can-change-local-health-and-care-services>).

Find your local CAB at: www.citahants.org/About%20Us.html

Hearing from everyone

We have worked hard to hear from as many people as possible – not just those who are part of a group or already know how to share their views. We are particularly keen to hear from people and communities whose voices are often not heard.

This includes people from minority ethnic communities, the young, the old and people with disabilities.

We set up a £30,000 Community Cash Fund to support 17 small grassroots projects and groups to gain information about people's experiences of health and care services. They had easier access to, and an existing relationship with, a diverse range of individuals. This meant they could get more meaningful and honest information a lot quicker than we could ever have managed on our own.

A summary of what each of the Community Cash Fund projects achieved can be found on our website (<http://www.healthwatchhampshire.co.uk/community-cash-fund-201415>).

Seeing is believing

It is often more powerful when we can show people's experiences through video.

We have shown our videos to the people and organisations who plan, pay for and provide health and social care services.

We sometimes arrange events to launch or screen our videos. We did this with the video we produced with Chrysalis and with young carers.

You can see all the videos we have produced on our You Tube channel (www.youtube.com/channel/UCd0fvCMmnLz93NYwZyb-4gw).

“Please can you let your Board know how useful we have found the transgender video you have produced. We are currently looking into how we can share this with our clinical staff through our existing training events. We will also be sharing it with our staff.” Elizabeth Kerwood, Head of Communications and Engagement, Fareham and Gosport and South Eastern Hampshire Clinical Commissioning Groups

Videos

People with long term mental health problems: See their artwork and hear the views they shared with Artscape at: www.youtube.com/watch?v=uowJk_3HByk

Transgender community: A powerful and touching film about the health and social care needs of the Transgender community produced by Chrysalis and Healthwatch Hampshire at: www.youtube.com/watch?v=HYwZxheW_Sq

“I think the video is excellent – it clarifies what transgender is, the pathway for access to treatment, and uses personal stories to powerfully explain the issues faced by individuals and the good and not so good responses from NHS and social care services.” Nick Birtley, Equality & Diversity Lead, West Hampshire Clinical Commissioning Group

Hearing from everyone – young people

Our young person engagement officer works with our volunteer youth champions and a range of groups to ensure we capture the voices of young people throughout the county.

Hearing and acting upon young people’s views

Young homeless

Young people who are homeless or facing adversity worked with Community Cash Fund winners Step by Step to create a film using a Go Pro camera (which is increasingly being used in cycling, snowboarding and other sports activities to record footage from an individual’s perspective).

They visited local NHS services that had been discussed in workshops including a GP practice, optician, pharmacy and dentist and filmed each other using positive and negative comment cards for that specific service.

Child and adolescent mental health services

We helped plan an event to ensure the views of young people would be included in plans for the future provision of Hampshire's child and adolescent mental health service (CAMHS).

"Instead of a single activity, we created lots to help the teenagers have fun and speak out" explained Steve Taylor, Manager of Healthwatch Hampshire. "These included workshops, comment cards, t-shirt messaging, speak out forms and a diary room."

Our video from the event and diary room has been watched by the Children's Scrutiny Committee, Clinical Commissioning Groups and NHS England to promote service improvements.

"The day was a success, mostly due to the impressive amount of feedback gained. We were extremely proud to take part." Steve Taylor, Healthwatch Hampshire

Young carers

There are over 4,000 young carers in Hampshire with more than 700 providing over 20 hours of care each week. We have been working with Young Carers and some of their support organisations to ensure their unique and valuable voice is heard.

See more on page 7.

Working with schools

To help schools support our work, we have developed a resource pack for teachers and created a Healthwatch Hampshire School's accreditation.

The pack contains a range of activities to help children and young people get informed and give their opinion about the services they use. The pack is designed to be flexible and creative and could be used in a range of settings with young people.

We hope to use this engagement work to influence future teacher training and shape the work that Healthwatch Hampshire will be carrying out in schools across the county.

More information can be found on our website at:

<http://www.healthwatchhampshire.co.uk/sites/default/files/introduction.pdf>

Videos

Homeless young people: An honest, fast-paced, dynamic short film from Step by Step clients at: www.youtube.com/watch?v=Bcwx6E2nZIs

Child and adolescent mental health services: Young people share some of their thoughts to help raise awareness of the issues they face and to enable their voices

to be heard by a wider audience at: www.youtube.com/watch?v=ocFD9do6E3Y

You can see all the videos we have produced on our You Tube channel:

www.youtube.com/channel/UCd0fvCMmnLz93NYwZyb-4gw

Hearing from everyone – young carers

With over 4,000 young carers in Hampshire and more than 700 of them providing over 20 hours of care each week, ensuring their seldom heard voice is heard has been one of our priorities.

Unheard carers

We have been working with Winchester & District Young Carers and Winnall Rock School to create a short film, 'Unheard carers', about young carers' experiences and views of health and social care services and their suggestions for how services could be improved for young carers.

The workshop identified a number of issues including lack of support at home, problems collecting prescriptions for family members, waiting times for Child and Adolescent Mental Health Services (CAMHS) and mixed experiences of the ambulance service.

"You just need to be understood by the people that can make the difference." Young Carer

Making a difference

Representatives from South Central Ambulance Service (SCAS) saw our film and got in touch as they were surprised to hear that their service had been highlighted and were keen to improve relationships and ensure that their staff were made more aware of the potential needs of young carers.

We arranged for some young carers to find out more about the Ambulance Service and enable them to give their feedback directly to the service.

As a direct result of this work, SCAS have promised to change their training for staff so they are better able to support young carers when they meet them. They also filmed some short interviews with the group to share with staff across Hampshire, Oxfordshire, Berkshire and Buckinghamshire.

Film premiere

We premiered the film as part of Healthwatch Week 2014. The screening was attended by carers, young carers and 25 professionals representing organisations including Healthwatch England, Clinical Commissioning Groups, Public Health, Parent Voice, Hampshire Fire Service and The Children's Society.

Award winning work

Our work with young carers has won us an award from Patient Voice South. The competition was looking for case studies that demonstrated successful patient and public participation projects.

Awards judge Sara Geater, NHS England's Regional Head of Patient and Public Voice (South) said: *"What stands out in this case study is how the engagement with this group has directly led to tangible service improvement."*

Who cares for you?

One of our Community Cash Fund projects saw the University of Winchester, in partnership with Hampshire Young Carers Alliance, Princess Royal Trust for Carers in Hampshire and Carers Trust, run an event for young adult carers.

The event brought together carers from across Hampshire to take part in a day of fun and informative activities and to discuss and explore how health and social care services for young carers can be improved. A short film documents their views and suggestions.

You can download 'Breaking the barrier' our report about young carers and the health service in Hampshire at:

www.healthwatchhampshire.co.uk/sites/default/files/young_carers_report_2013-15.pdf

Videos

Unheard carers: Experiences from Winchester young carers and suggestions for improvements at: www.youtube.com/watch?v=hEHhduA1DeY

Ambulance Service: Winchester Young Carers meet South Central Ambulance Service (SCAS) at: www.youtube.com/watch?v=pekOWTHWsuk

Who cares for you?: Young adult carers share their experiences and how services could be improved at: <https://www.youtube.com/watch?v=6wFVWvIQjE>

Hearing from everyone – people with a disability

Several of our Community Cash Fund projects focused on getting views and experiences from people with a disability.

"Never underestimate what a disabled person is capable of." Esi Hardy, Enham Trust

Supporting disabled people to live the lives they choose

Enham Trust used their Community Cash Fund award to employ a disabled person for three months to mentor other disabled people so they could themselves become mentors. They also produced a guide to being a mentor in Easy read format to make it more accessible to disabled people.

Enham Trust also ran a focus group to get views from disabled people about the NHS wheelchair service. This was to add to feedback about wheelchair provision across the county that we had already heard from members of the Multiple Sclerosis Society. In some cases, people with MS have had to wait three years before receiving a funded wheelchair.

Advocacy services

Disabled People's Voice's review of advocacy services in Hampshire found that interim arrangements have been put into place by Hampshire County Council to meet the requirements for Independent Advocacy under the Care Act. They also found there is:

- good provision for people with learning disabilities through Hampshire Advocacy (HARG) and its partners
- good provision for people with mental health problems
- through Solent Mind
- a need for more generic advocacy
- a heavy reliance on volunteers.

Hypermobility Syndromes

The Hampshire group of the Hypermobility Syndromes Association (HMSA) used their Community Cash Fund money to organise a family education and information day that included a workshop to give families the opportunity to share their thoughts about local services with us.

"I think in partnership with Healthwatch Hampshire we really can make a difference in Hampshire for those who have one of the Hypermobility Syndromes." Julie Hyans, HMSA Hampshire Group Leader

Video

Enham Trust's Community Cash Fund project: Mentoring disabled people to mentor other disabled people at:

www.youtube.com/watch?v=yoJc1qoQLOo&feature=youtu.be%20

Action

Helping people to get involved

To get things right, the organisations that plan and buy health and social care services (commissioners) need to understand what people's experiences are of the services they're trying to buy.

Patient and public engagement is a legal requirement for the NHS but we believe it is also a better way to commission services.

We have done a lot this year to help patients and people who use services to get more involved in how services are planned and bought so they can make a real difference. We have:

- joined with other Local Healthwatch to improve the way patients are involved in commissioning
- encouraged commissioners to ensure the services they buy really do reflect what people want
- worked with Patient Participation Groups (PPGs) in local GP practices
- taken part in Clinical Commissioning Groups' Patient and Public Involvement Groups
- supported commissioners to listen to patients for themselves (and not rely on the feedback and experiences we share with them)
- recruited and trained volunteers to get people's views and share them with us.

Improving the way patients are involved in commissioning

We were a significant part of a partnership project called Wessex Community Voice to really improve the way patients are involved in commissioning. We have produced a video about what we did. You can see the video at:

www.healthwatchhampshire.co.uk/resources/working-together-wessex-voices

We wanted to give local people the right skills and knowledge so they can get involved in designing services. We combined this with a practical toolkit for commissioners so everyone involved can be assured that local people are genuinely involved throughout the whole process of choosing and buying the right health and care services.

We were joined by the four other local Healthwatch in the Wessex region (Dorset, Isle of Wight, Portsmouth and Southampton), NHS England Wessex, the Wessex Clinical Senate and Strategic Clinical Networks.

We developed a framework of best practice and tested the guidance and training

with patient and service user representatives who were interested or already involved in maternity and child and adolescent mental health (CAMHS) services.

Training for patients

As part of Wessex Community Voice, we held a series of free, interactive training workshops to help patient and service user representatives to improve services, understand the way the NHS works, chooses and buys services and how they could get involved to make a difference to the way services look in the future.

Workshop topics

- Introducing the new health and social care landscape and local models
- Designing services to meet local need
- Patient and public engagement in procurement and contracting
- Monitoring quality of services and measuring outcomes
- Being a patient lead/representative - getting involved

Toolkit for commissioners

We produced a guide: 'Choosing and Buying Services Together: A framework for good practice and a step-by-step guide to Patient and Public Engagement in Commissioning' to set out a framework for good practice in patient and public engagement and provide a helpful tool for those commissioning health and care services.

"Commissioners are choosing and buying services on behalf of local people and we hope this guide will help them to use the experience, knowledge and creativity of local people to enable them to make the best commissioning decisions possible."
Christine Holloway, Healthwatch Hampshire Chair

Video

Wessex Voices: How we worked with patients and commissioners to ensure organisations buying health services involve patients and consider their needs at: www.healthwatchhampshire.co.uk/resources/working-together-wessex-voices

Helping others to make a difference

We have supported the Bermuda and Marlowe Practice's Patient Participation Group (PPG). The group was set up by the GP practice to help them know how they can improve their service and how their patients perceive the surgery and its staff.

We helped the PPG understand how to ensure their views and experiences would be taken into account by NHS England's Local Area Team (LAT) when it was re-tendering their local GP service. The LAT is responsible for commissioning GP

services and the PPG wanted the opportunity to really engage in that process to make sure that the vital views of patients would be heard and considered.

“Your info and advice yesterday were right on the money, Madeline, and in consequence we're assured the LAT got our representations before their deadline. Thank you so much.” Patient Participation Group Chair

We can't do it on our own

We wouldn't be able to make as much of an impact without our network of over 100 volunteer 'Healthwatch Champions'.

Our youngest Champion is a 14-year-old young carer and our eldest is a very active 85-year-old.

Our Champions promote Healthwatch in their local community and act as our 'eyes and ears' by encouraging their friends, relatives and colleagues to feed back their good and bad experiences about health and social care services.

This year, many of our volunteers have also got involved in more 'hands on' roles including:

- helping to staff information and promotional stands at community events and local roadshows
- getting involved in surveys and groups to look at 'hot topics' and gaps in service provision
- being trained as an 'Enter and View' authorised representative to enter premises where publicly-funded health or care services are provided and view the care being delivered
- taking part in patient-led assessments of the care environment (known as PLACE assessments) to give their views about the condition and cleanliness of the building, quality of the food, dignity of patients and assess dementia-friendly provision
- mystery shopping of GP surgeries and dentists.

Some of our Champions' achievements

15 Steps Challenge

- One of our Champions was involved in a '15 Steps Challenge' at Nelson House, a high-dependency rehabilitation hospital for people with complex mental health issues and offending histories, located in Gosport.
- The 15 Steps Challenge is a national tool used in the NHS to assess the experience a patient has with a service that came as the result of a parent

stating: “I can tell what kind of care my daughter is going to get within 15 steps of walking on to a ward.”.

- A report and recommendations were given to the management team and staff.

Patient led assessments of the care environment

Some of our volunteer champions have been part of teams of patient assessors who have visited

a number of hospitals in Hampshire including Romsey Community Hospital, Fordingbridge Community Hospital, Petersfield Community Hospital, Gosport War Memorial Hospital and Woodhaven Hospital in Totton to carry out patient led assessments of the care environment (known as PLACE assessments).

GP practice out-of-hours telephone message review

Our team of staff and volunteers called all 144 GP practices in Hampshire between 6.30pm and 9.00pm one day in May and again in July 2014 to

review the out-of-hours telephone messages of GP practices in Hampshire.

We were looking to confirm that pre-recorded messages for out-of-hours cover are clear, professional and simple. This is to ensure that patients are able to understand how to access the appropriate service depending on their need.

We have shared the details of our review with each GP practice and the commissioners of GP services and many practices have already taken on board our recommendations and made the changes needed to their messages.

Read the full report at: www.healthwatchhampshire.co.uk/reports

Find out more about becoming a volunteer

Contact our Volunteer Officer Libby Thomas

Website: www.healthwatchhampshire.co.uk/content/join-us

Email: libby.thomas@healthwatchhampshire.co.uk

Tel: 07436 102870

What we do with your information and stories

We keep a central record of all the feedback and suggestions we get from the meetings and events we go to and from people contacting us direct (through our website, email, phone and our network of Champions and Citizens Advice Bureaux).

We collate all the feedback to identify trends and themes we can use as the voice of people using health and social care services in Hampshire.

Some of the ways we act on what we hear

- Discuss what we've heard with the people responsible for providing and paying for services at one of the regular meetings we have with them (eg: NHS Trusts, Clinical Commissioning Groups, Hampshire County Council).
- Pass the information on to the Care Quality Commission (CQC) who are responsible for inspecting all publicly funded health and social care services and/or Hampshire County Council adult social care service. We made 17 referrals to the CQC and they inspected a care home and a dental practice as a result of concerns we shared with them.
- Share our findings with Healthwatch England to be addressed at a national level or as part of special reviews and investigations. We raised three issues with Healthwatch England and contributed to their reviews into inappropriate discharge and primary care.
- Make a specific organisation or service aware of the issue and ask for a response and/or assurances that it will not happen again. These issues may result in more detailed actions.
- Make formal referrals to commissioners. We made two referrals to Hampshire County Council and three to NHS England.
- Keep a closer eye on the issue or service to see if we need to do a more detailed piece of work.
- Carry out some more detailed follow-up work if the issue is
- significant or keeps being reported.
- Incorporate people's experiences into any current or ongoing projects.
- Give information to the individuals who contact us to make sure they know their rights, where they can go for support and how to make a complaint if they wish to do so.

We are always pleased to hear about people's positive experiences and always share these with the relevant organisations.

"Many thanks for sharing your feedback with us – insight from local Healthwatch is so important in focusing our inspections and used in evidence when we make our judgement ratings." Jay, CQC Inspector

Reporting what we find

We report what we find out and give recommendations to commissioners and providers.

Community Cash Fund reports

Many of our Community Cash Fund projects produced reports that can be found on our website at: www.healthwatchhampshire.co.uk/community-cash-fund-201415

Perceptions and expectations of making a complaint

We conducted an in-depth study to investigate perceptions and expectations of patients using the NHS complaints process for the first time. Our aim was to uncover what people thought would make it easier to raise an issue or complaint and to make recommendations for improvements.

We have shared our recommendations with all the major hospitals across the county to improve how they deal with complaints from patients.

The report can be found on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/perceptions_and_expectations_of_making_a_complaint_-_hw_report.pdf

Emerging concerns

We summarised the trends that were arising from the comments we had received for the public health team at Hampshire County Council to consider as they updated the Joint Strategic Needs Assessment (JSNA). The JSNA looks at the current and future health and care needs of Hampshire's residents to inform the planning and buying of health, wellbeing and social care services.

The top negative topics were primary care / GPs, orthopaedics, inpatient care, community mental health services and Accident & Emergency.

The report can be found on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/emerging_concerns_in_hampshire_jan_2015.pdf

Orthopaedic services at Hampshire Hospitals NHS Foundation Trust

Over the last year, we heard a number of positive, mixed and negative experiences and stories about the orthopaedics service provided at the three hospitals run by Hampshire Hospitals NHS Foundation Trust (North Hampshire Hospital, Andover War Memorial Hospital, Royal Hampshire County Hospital).

The Trust has provided a detailed response to our summary of the feedback and recommendations which included examples of how the orthopaedic teams are improving.

The report can be found on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/orthopaedics_report_-_hw.pdf

Reports for the Care Quality Commission (CQC)

We have written reports about mental health services, maternity services and the ambulance service (including the 111 telephone service) for the CQC.

We used the wide range of information, stories and experiences people and organisations throughout Hampshire have shared with us by phone, in person, by email and through our website to produce the reports.

The mental health services report can be found on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/mental_health_services_in_hampshire.pdf

The maternity services report can be found on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/maternity_services.pdf

The ambulance service report can be found on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/ambulance_services_in_hampshire.pdf

GP services

“Around 90 per cent of patients’ contact with the NHS is with primary care services (GP practices, community pharmacies and high street optometrists).”
Health and Social Care Information Centre

We have published a number of reports about GP services this year and are working closely with General Practices to improve their performance and the patients’ experience.

Getting to see your Doctor

We investigated the experience of access to GP services by people in south west Hampshire. We looked specifically at:

- waiting times
- out-of-hours service
- alternative access options at local GP surgeries.

You can find this report on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/getting_to_see_your_doctor_report_-_copy.pdf

GP services in the New Forest

Improved performance can be stimulated by a good complaints process.

Our Practice Enquiry found that the majority of General Practices need to make their

complaints process more visible. The information should be up-to-date and accurate and the process of making a complaint should be more user-friendly.

Few General Practices addressed two important issues adequately: confidentiality to discuss complaints and publicising independent advocacy to support less able and less aware patients during the complaints process.

You can find this report on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/your_local_gp_services_in_the_new_forest_report_2_-_copy.pdf

GP Out-of-hours answerphone messages

Our team of staff and volunteers called all 144 GP practices in Hampshire between 6.30pm and 9.00pm one day in May and again in July 2014 to confirm that pre-recorded messages for out-of-hours cover are clear, professional and simple.

Overall the GP practices provided a good level of information that was suitable to advise patients of out-of-hours arrangements. There were a small number of areas that could be improved.

“Thank you for your recommendation toward improving our out of hours message, which we implemented last week.” Practice Manager

We have shared the details of our review with each GP practice and the commissioners of GP services and the telephone service ‘111’.

“Since your report we have changed our messageyour project prompted us to review the message once again.” Practice Manager

You can find this report on our website at:

www.healthwatchhampshire.co.uk/sites/default/files/hw_hampshire_out_of_hours_report_july_2014_0.pdf

You can read all our reports on our website:

www.healthwatchhampshire.co.uk/reports

Impact

Small change, big difference

The impact we are already having on health and social care services ranges from behind-the-scenes changes that lead to improvements for everyone using a service, to changes for specific groups of people, improvements for a particular community

and help for individuals through our signposting, advice and advocacy service.

Behind the scenes

Responses from providers and commissioners

We regularly meet with the organisations who plan, pay for and provide most of the health and social care services in Hampshire. At these meetings, senior managers and clinicians often tell us the changes they have made as a result of our feedback and recommendations. Some organisations also send us a written response to our recommendations.

In response to two of our reports, Hampshire Hospitals NHS Foundation Trust sent us a formal, written response outlining how they are improving the experience for patients using their orthopaedics service and their response to our investigation into perceptions and expectations of patients using the NHS complaints process for the first time.

We have a statutory power that enables us to request information from health and social care providers and commissioners. Our close, professional relationship with these organisations has meant that during 2014/15, almost all of our requests were responded to.

Child and adolescent mental health services

The Clinical Commissioning Group responsible for planning and paying for child and adolescent mental health services (CAMHS) in Hampshire used feedback from the work we did with children and young people who use the service when it chose who will provide the service in the next few years.

They produced a service specification that included:

- 'say it once' so patients only have to explain themselves to one professional who will then ensure other professionals are informed before they meet with the patient
- a requirement to listen to external feedback about the service from organisations like Healthwatch.

Improvements for a particular community

Bursledon GP surgery

Patients with pushchairs and mobility scooters are getting more understanding and support from Bursledon GP surgery thanks to our intervention. The staff now have a better understanding of the impact their ban on bringing pushchairs and mobility scooters into the building and lift had on their patients and they have even produced a sign to publicise the support available.

Andover Health Centre

The ambulance service quickly made changes to their system after we visited Andover Health Centre and heard from patients and staff that ambulances called to the centre kept going to the wrong address due to a sat-nav anomaly.

Changes for specific groups of people

South Central Ambulance Service (SCAS) has promised to change their training for staff so they are better able to support young carers when they meet them as a direct result of the feedback we helped young carers to share.

Improvements for everyone using a service

Advocacy information

NHS England accepted one of our recommendations and has agreed to supply all primary care providers (doctors, dentists and optometrists) in Hampshire with the correct details of the NHS complaints advocacy service.

Care homes complaints

We identified an issue with people accessing complaints procedures in care homes and so contacted all care homes to highlight the importance of having their complaints procedures on display.

“Thank you for raising the two concerns regarding [our care home], we understand the need to ensure that all complaints are taken seriously. We have a complaints procedure and policy which is very in depth; I will ensure that it is on display where it can be easily seen by both residents and relatives.” Care Home Manager

Making a difference for individuals

Signposting, advice and advocacy

We provide an impartial, confidential, free and independent advice, information and signposting service to deal with a range of different health and social care issues for anyone living in Hampshire.

Our signposting, advice and advocacy service helps people through our helpline (01962 440262) or face-to-face in any of the Citizens Advice Bureaux (CABx) in Hampshire. We signposted over 2,500 people through our helpline and CABx and received over 150 new referrals to our advocacy service.

Signposting and advice

Almost three quarters of the people who go to Citizens Advice are given information about options they can follow-up themselves including leaflets and websites. They may also be signposted to other agencies who are better placed to help. If the issue is more complex, or the person needs more support, we arrange for them to meet one of our specially trained advisers at their local Citizens Advice.

We log details of all the experiences issues, and topics people contact us about so we can look for trends (eg: by topic/issue, provider or area).

Face-to-face contacts

Issue	People
NHS costs and charges	421
Hospital Services (non MH)	248
Hospital Services (MH)	56
General Medical Practice	227
Residential Care	602
Community Care (non MH)	444
Community Care (MH)	283
Healthwatch - General	268
Healthwatch - Hospital Services	157
Healthwatch - Social Care Services	181
Healthwatch - Other Services	90
Healthwatch - Children's Services	31
Dentists	119
Other H&CC issues	451
Unknown	161
Total	3739

Telephone, online and written contacts

Topic	Email / letter	Telephone	Website
Access to services	9	15	21
Equality & diversity	1	4	1
Environment / place		6	21
Finance	4	6	
Fit for purpose	6	30	
Involvement	2	4	1
Patient choice	5	11	
Patient pathway	24	77	39
Personnel / staff	5	49	181
Quality	7	121	85

Topic			
Safety	7	18	4
Service monitoring	4	29	1
Other	62	160	41

Signposting in action

A lady visited her local Citizens Advice anxious about the quality of care her father had received in a care home until his death a few months before.

The issues included cold or inedible food, dirty surroundings, unhelpful and uninterested staff. Although she had complained to the home's management there had been no improvements.

The lady and her mother felt very hurt by the lack of care and concern managers and the staff had shown.

As a result, she wanted to prevent other families from experiencing the poor quality of care her father had endured. Our adviser talked her through the options available. This included signposting her to organisations she could contact including our NHS Complaints Advocacy Service. After assessing her options, the lady contacted our helpline for further help.

Through our discussions with the lady we found out that as a result of her sharing her concerns with Hampshire County Council Adult Services, which had placed her father in the home, the Care Quality Commission (CQC) had immediately inspected the premises. The CQC rated the home as inadequate and gave its management team a specific and tight deadline to comply with their recommendations.

Despite reassurances that things are now in hand the lady still wanted to pursue a formal complaint as she felt that, at the very least, she was owed an apology.

The lady has been given links to guidance on our website and offered support from our NHS complaints advocacy team if she needs it.

Email: enquiries@healthwatchhampshire.co.uk

Tel: 01962 440 262

Web: www.healthwatchhampshire.co.uk

Pop into your local Citizens Advice (find your nearest Citizens Advice Bureau at: www.citahants.org/About%20Us.html)

Advocacy

Helping people make a complaint about the NHS

We provide help and support for people who want to complain about NHS- funded services. This can range from providing information to help someone pursue a complaint themselves to offering the support of one of our experienced advocates who can help guide a person through the sometimes complicated complaints process.

Our advocates offer support to people who, for whatever reason, are unable to navigate their way through the complexities of the NHS complaints process. Advocates can help write letters, prepare people for meetings and attend these with them, answer questions to help them make decisions, help monitor the progress of complaints and essentially empower those without a voice to be heard.

"Thank you so much for your help, I don't think they would have done this if you hadn't been involved." NHS Complaints Advocacy client

During 2014-15 our three advocates worked with a number of new people and continued to support some with ongoing cases as some complaints can take many years to reach a conclusion.

New cases opened: 122

New enquiries (referrals): 156

Cases resolved: 92

"I must give enormous credit to the Advocate for dealing with the barrage of emotions I experienced during my complaint. Thank you" NHS Complaints Advocacy client.

Advocacy making a difference

Mrs J was admitted to a local hospital for a major operation. She complained that she was refused sufficient pain medication and was, to her surprise, put under constant observation by the hospital mental health team without any explanation given.

Mrs J felt very distressed by the attitude of the hospital but felt that she could not get the answers she wanted on her own. Her dedicated Healthwatch NHS Complaints Advocate contacted the hospital and requested a meeting so that her questions could be answered. So far, the hospital has refused to a meeting - even though they are legally required to do so.

Through the help and support of the advocate, Mrs J has been able to work through her frustrations and feel more confident to take the next steps – pursuing the hospital Trust through the legal system.

Formal reporting

Finance and contacts

Finance

Our contract with Hampshire County Council gave us funding in 2014/15 of £682,000, of which £475,374 was for core Healthwatch services.

What we used the money for

Advocacy: 30%

Patient and public involvement: 53%

Information, advice and signposting: 17%

Making the report available

This Annual Report will be made available to the public through interactive pdf, standard pdf and text only versions on our website.

We will promote the annual report through social media and email electronic copies to key supporters, stakeholders and partners.

We will also provide electronic and printed copies and versions in alternative formats and languages on request.

Healthwatch Hampshire registered office

Healthwatch Hampshire is a Community Interest Company limited by guarantee and registered in England and Wales (No. 08553585)

Healthwatch Hampshire
Westgate Chambers
Staple Gardens
Winchester
Hampshire SO23 8SR

Tel 01962 440 262

Partners' registered offices

Citizens Advice Hampshire (www.citahants.org)
c/o 83 Britannia Gardens

Hedge End
Southampton
Hampshire SO30 2RN

Help and Care (www.helpandcare.org.uk)
The Pokesdown Centre
896 Christchurch Road
Bournemouth
Dorset BH7 6DL

Action Hampshire (www.actionhants.org.uk)
Westgate Chambers
Staple Gardens
Winchester
Hampshire SO23 8SR

About us

Governance

Healthwatch Hampshire is a Community Interest Company. This is a company that acts for the benefit of the community.

Our strategic direction is set by a Board of Directors that comprises an independent chair, three non-executive directors and three executive directors. We publish the approved minutes from our Board meetings on our website. On a day-to-day basis, our work is led by employed staff and volunteers.

Health and Wellbeing Board

We see the Health and Wellbeing Board as a key partner and we aim to actively inform decision-making and contribute to the development of Hampshire's joint Health and Wellbeing strategy.

Our Chair, Christine Holloway, is the Healthwatch Hampshire representative on the Board and she is supported by other senior staff who have also attended meetings in 2014/15. We have worked with Christine to establish Healthwatch as a new and positive critical friend, using our experience and knowledge based on our engagement with residents of Hampshire and contributing the consumer voice to Board deliberations. We gave a presentation to the Board as part of this approach and received positive feedback from members.

The Healthwatch Trademark

Healthwatch Hampshire uses the Healthwatch Trademark when undertaking work on our statutory activities as covered by our license agreement with Healthwatch England.

Email: enquiries@healthwatchhampshire.co.uk

Tel: 01962 440 262

Web: www.healthwatchhampshire.co.uk

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