

Welcome from the Chair



I would like to welcome you all to our latest newsletter and I hope it finds you and yours well. I think we have all used the superlatives up to explain the current situation we all find ourselves living through but one thing which is common to us all is that we have never experienced anything like this in our life time.

However, during this time things have not stood still, and I hope you find the content of this newsletter informative and enjoy reading what your local Healthwatch has been working on. I must take this opportunity to express my sincere thanks to everyone at Healthwatch Hampshire who have continued to work during these challenging last few months and adapted their working methods to ensure that they continue to deliver.

I would like to remind you that Healthwatch Hampshire is here for you and our core purpose is to make sure the views of the public shape the health and care services they need. We do this by being independent in purpose, independent in voice and independent in action. Please let us know about issues which you are concerned about and things which you feel have worked well. You will find the avenues you can contact us by in this newsletter.

Keep safe and well. Best wishes, Ann

The results of our Covid-19 survey

We worked with other local healthwatches to ask people what their experiences had been of access to health and care services during the Covid-19 pandemic and the final report has now been published on our website. Some of the key themes included:

- Many of the experiences shared were about people struggling to get information on changes to services or people finding the information provided was confusing.
- Over half of people who had used mental health services said that getting access to support had been ‘very difficult or difficult’.
- Responses showed that informal carers feel like they have been “left to get on with it.” Carers told us that they have been unable to access respite and support, which is putting them under considerable strain. Most people were positive about the support received in the community, with comments mentioning the use of prescription collection services and food shopping. You can read the [full report here](#)

Announcing our new carers project

Caring during Covid-19

Following on from our Covid-19 survey, we were concerned to hear unpaid carers saying they felt they had been left without support, so decided to launch a new project to find out more about this issue and understand what support carers might need going forward.

A new survey to help us understand the issues in more detail, will be launched at the end of September so keep an eye on our website for more details coming soon. We are aiming to publish the



first report from the survey findings at the end of November.

Introducing Claudine - our new communications and engagement lead



Claudine Weeks has joined the team as our new Communications and Engagement Lead and is looking after our website, social media channels, media and PR programme, as well as leading on our engagement programme.

Claudine has a background in healthcare communications and has worked both within NHS communications and for the private sector, bringing a broad knowledge to the team. She said: “I’m very excited to be joining Healthwatch Hampshire at this challenging time and am excited at being part of an organisation which helps to give the people of Hampshire a voice in health and care.”

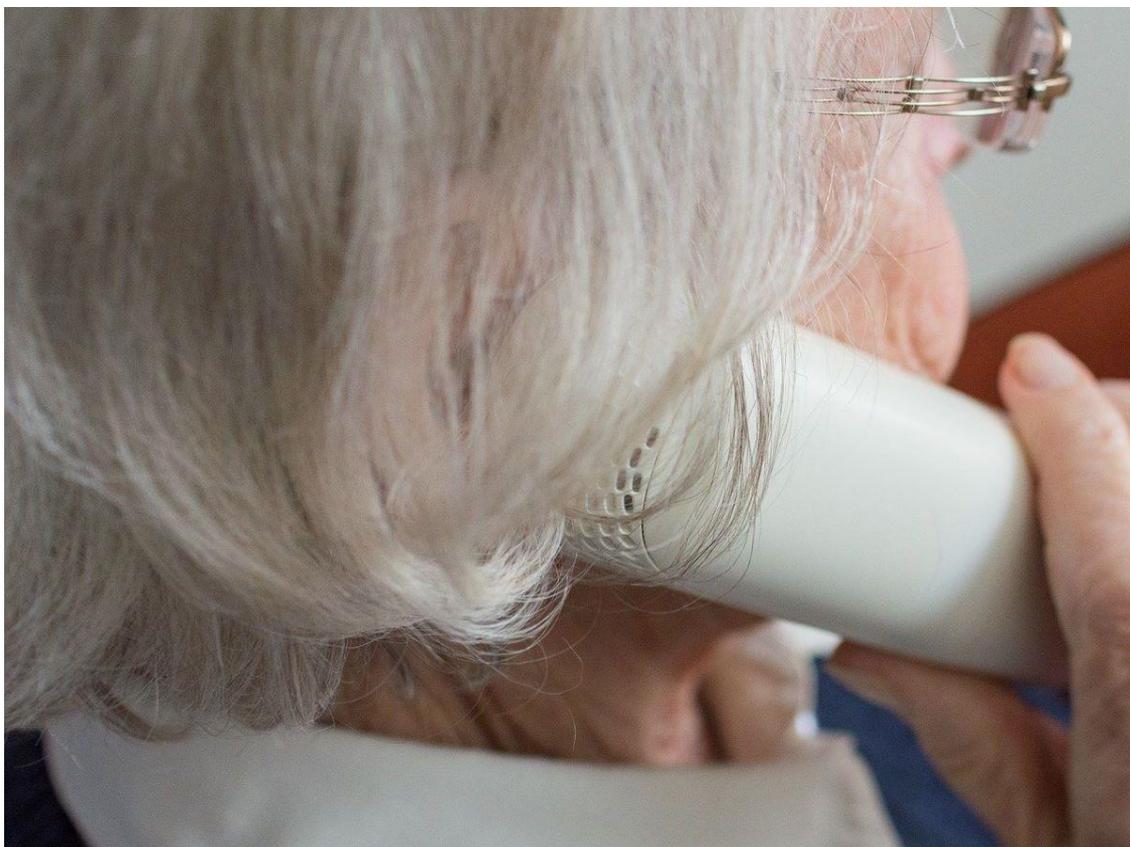
What we’ve been working on:

The Keeping Connected report

During the COVID-19 pandemic there have been considerable challenges in Hampshire’s care homes, including how to keep families in touch with their relatives. We decided to approach some of the county’s Outstanding care homes to find out how they were meeting these challenges and have published a report highlighting their good practice.

Elements including making use of technology such as video calls and online conference facilities, were just a couple of the good practice techniques

highlighted in the report, which has been shared with the care home sector across the county for information.



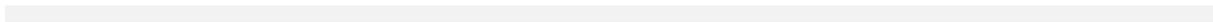
[Read the report](#)

The Dr will Zoom you now report

The pandemic has seen a rapid roll-out of virtual NHS consultations. Working with National Voices, Traverse, and PPL, we've found out how they are working for people, and how to get the most out of the virtual health and care appointments. The result is the Dr will Zoom you now report, which was published on our website in August.

A recent survey for the British Medical Association showed that 95% of GPs are now offering remote consultations and 88% want to see greater use of them continue in the future.

Whilst people previously told us that they welcome the idea of the NHS making better use of new technology to help make care more convenient,



people's experiences of telephone, video, and email consultations to date have been more mixed.

For some, they are working well, and many previously sceptical individuals have been converted following a positive experience. For others, these types of appointments have introduced new barriers to care.



[Read the report](#) |



Top tips for virtual healthcare consultations

While working on the Dr will Zoom you now report, a number of themes came out of the feedback, which we have used to develop a top tips guide for patients on how to make the most of their virtual healthcare consultation.

There are also top tips for healthcare practitioners on the same topic, so that they can make sure the virtual appointments will work well both for their needs and for their patients. You can read all of the [top tips here](#).

Changes made to wards by Southern Health, following our visits

Southern Health asked Healthwatch Hampshire to conduct Service User-led Standards Audits on three hospital wards across Hampshire. The Audits aimed to get a broad view of patient experience by asking about: - Care and treatment - Information sharing practices - Activities and therapies on the ward - Information they were given about the ward - Opportunities to discuss their medication - Involvement in organising discharge arrangements.

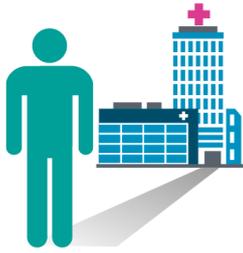
We carried out surveys and visits to the wards (pre-Covid-19) and produced a report for Southern Health, highlighting areas raised by patients. We are delighted to say that Southern Health responded by agreeing to undertake all the suggested ideas and actions from our report, to improve their patient experiences on the wards involved.

Publishing of our annual report

Our annual report for 2019/2020 was published at the end of June and highlights all of the activities which we undertook last year, including our levels of engagement with the public and key projects which were completed. Read the [report here](#).



Local health service news



Hampshire Together update

Hampshire Together: Modernising our Hospitals and Health Services is a programme to deliver a new hospital to serve the people of north and mid Hampshire, as part of the government's Health Infrastructure Plan to modernise NHS hospitals.

All NHS and social care organisations across the area are determined to make the most of this opportunity as they strive to support patients, their families and their carers to access the right care, in the right place, at the right time in order to keep them healthy.

More information about the programme can be found on the [Hampshire Together website](#).

Primary Care Networks update



We have launched the Primary Care Network collaboration project which aims to establish a supportive and collaborative relationship between Healthwatch Hampshire and the Hampshire Primary Care Networks. The project will focus on promoting good practice in patient and public engagement. As the project progresses we will provide more updates. To find out more about PCN's [click here](#).



Sustainability and Transformation Partnership update

Along with other local Healthwatch colleagues across Hampshire and the Isle of Wight we met with the [Hampshire and Isle of Wight Sustainability and Transformation Partnership \(STP\)](#). The purpose of this meeting was to look at how Healthwatch can work collaboratively with the STP in the future, especially in relation to public and patient engagement. We will update on this in our Winter edition.

News from around Hampshire



New Hampshire forum

Hampshire County Council is looking for local people to join a new forum to help shape the delivery of essential services and support the county to get 'back on its feet' post COVID-19. People from all walks of life are being invited to join the forum, known as Hampshire Perspectives. The only criteria for this initiative are that you must be over 18 and live in Hampshire. [Find out more about Hampshire Perspectives](#) and how to register your interest.



Support for young people in Hampshire

Young people can find help and guidance, including new material to support them through the COVID-19 pandemic, on [a new dedicated website](#). There's a wealth of advice to help them weigh up their options and make informed decisions about the next steps they want to take towards finding employment in a lifelong career.

Flying Start has been launched by Hampshire Futures and the Hampshire Careers Partnership.



Useful information for those who have been shielding

On August 1st the Government paused “shielding” for people who are extremely clinically vulnerable. If you are in this group, or know someone who is, Hampshire County Council has put together some [information and resources](#) to help you to stay safe and maintain your wellbeing as restrictions are eased.

To support those coming out of shielding Hampshire County Council has also launched the “...it's OK to...” campaign aimed at providing people with practical advice to feel confident with getting going again safely. The campaign focuses on 5 key areas that they believe can really make a difference to people at this time:

- Learning how care technology can help you
- Staying active
- Getting out and about safely
- Reconnecting with others safely
- Looking after yourself

If you need more support at this time, you can find useful information to help yourself on the [Connect to Support Hampshire Coronavirus resource page](#). The Hantshelp4vulnerable helpline is still available to provide support to anyone who needs urgent assistance with essential tasks on 0333 370 4000 (calls charged at local rate) during

the hours of 9am to 5pm on weekdays, and 9am to 4:30pm on Fridays.



Residential care survey

Hampshire County Council is inviting residents who are considering care options for themselves or a loved one to take part in a Residential Survey. The survey is about understanding attitudes towards residential care, particularly during the Coronavirus pandemic, and what is important to you when considering care options. Your views will help them to develop a strategy to help ensure Hampshire residents are making well informed and safe choices when it comes to choosing care options.

[Complete the Survey](#)

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