

Winter 2020 Newsletter



Season's Greetings from
Healthwatch Hampshire!

A message from the Chair

I hope this newsletter finds you and yours safe and well. What a journey we have all been on together. However, we now find ourselves on the brink of something very exciting with the emerging Covid-19 vaccine news. It is only the beginning, with a long way to go, but at least the journey has started.

Our team and volunteers have been working tirelessly giving their time and energy to ensure that Healthwatch Hampshire continues to be there to hear your opinions about the health and care services you use.

I am immensely proud to have such an incredible team to lead and I want to thank them for all their efforts and flexibility which ensured they continued to offer a full service, overcoming every obstacle this challenging environment has presented.

I would also like to thank everyone who has shared their views with us via surveys or direct contact throughout the year. I can assure you we do pass this information to the relevant health and social care organisations. Please continue to communicate with us about any concerns you have.

All that is left is for me to wish you a happy Christmas and hope that you can find a way to celebrate with the restrictions we are having to manage. I also wish with all my heart that 2021 is a positive and healthy year for everyone.

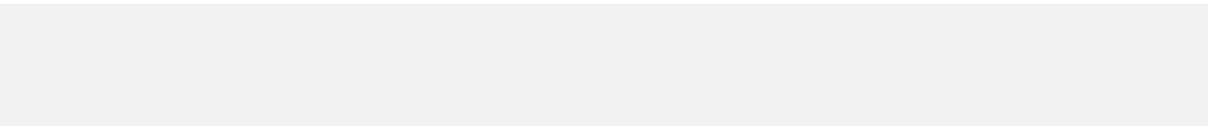
Please keep safe and all my best wishes to you all

Ann

The results of our Caring during Covid survey

We closed our survey of people caring for loved ones and relatives during lockdown, in mid-November after receiving feedback from almost 200 people. We are currently analysing the results and developing recommendations which we will be sharing with key stakeholders and partner organisations across the County.

As soon as the final report and recommendations are ready to be published, we will send out an email as we know that you will be keen to see the results and what happens next.



Announcing our next carers projects

Following on from our survey report, we want to continue working with unpaid carers across the county to make sure they are being heard and listened to. We have a number of projects following on from our survey:



- Updating our support for carers information and advice website page by continuing to add to the resources listed
- Partnering up with the Hampshire Carers Partnership Board to work on a project around carers getting the access they need to GP surgeries, and identifying good practice
- There will also be a number of new projects listed in our report recommendations to take forward as well

What we've been working on:

Hampshire Together focus group results

We were commissioned by Hampshire Together to run four focus groups among seldom heard groups as part of their Listening Exercise to discuss proposals which include building a brand new hospital in the Basingstoke area.

We worked with the Basingstoke Disability Forum, Chrysalis and Winchester Young Carers to talk to their members and listen to their views and concerns about the proposals. We also recorded the views of several people unable to access online information as part of the exercise. All of the feedback has been given to Hampshire Together [and published in our own report.](#)



Staying well in the winter campaign

This winter is going to be a challenging one for many reasons, so we have been working to develop a set of support and information pages to signpost people to the help they might need to stay safe and well over the coming months.

Flu vaccine guidance for people

This year there has been more emphasis than usual on getting a flu vaccine to help support the NHS through the winter months, and the eligibility criteria was also extended. We have been supporting the campaign on our social media channels and developed a [guide for people on our website](#).

The Hospital Discharge project results

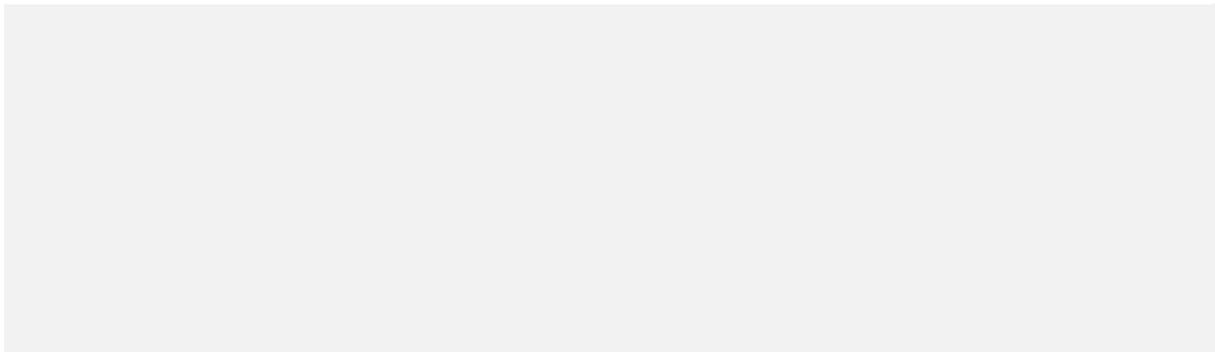
Healthwatch England's new report with the British Red Cross looks at how well the new hospital discharge policy is working for patients, carers and healthcare professionals. The report tells 590 people's stories of leaving hospital during COVID-19 and can [be read here](#).

Think NHS 111 First - you now book an A & E appointment

From the 1 December you can now book a slot at your local A&E if you need to by calling NHS 111. The NHS wants to make it easier and safer for patients to get the right treatment when they need it, without waiting a long time to be seen in A&E.

If you have an urgent, but not life-threatening health problem you can now contact NHS 111 First to find out if you need to go to A&E. We are sharing the information and there is also a Healthwatch England survey to find out how people are finding the new service.

Find out [more here](#).



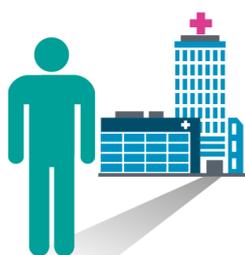


Local health service news



Coronavirus vaccine news

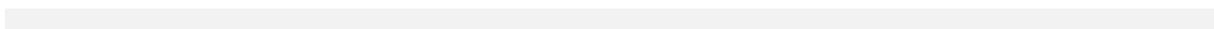
We are working with our partners in the NHS to find out the latest information and advice regarding the coronavirus vaccine and how to access it and will be updating our website as and when information is ready and available.



Hampshire Together update

The Hampshire Together project has now announced two potential sites which are being considered for building a brand new hospital to cover north and mid-Hampshire.

The sites are either the current site of the hospital in Basingstoke, or a new site just off the M3. No decisions have been made and a formal consultation on all the proposals is expected to start in January 2021.



You can find out more about the project on their website: www.hampshiretogether.nhs.uk



Attending NHS appointments during coronavirus

It can be hard to know what to do if you are unwell now or have a concern about your health. It's important to get medical help if you think you need it and attend any appointments or procedures you have booked, unless you're told not to go.

NHS services have made changes to make sure it's safe for you to be seen during coronavirus. We have developed a website page around continuing to access NHS services.

News from around Hampshire



Covid support bubbles

Hampshire County Council has launched new webpages to support Hampshire residents to set up and maintain support bubbles and childcare bubbles, while helping to prevent the spread of Covid-19.

The webpages contain important [guidance on who can create support and childcare bubbles](#), and how to do so, (including advice for parents with shared custody of children).

For more information please see the [support bubbles webpages](#) and the [press release](#).



Wessex Cancer Alliance - have your say

The Wessex Cancer Alliance Patient, Carer and Public Involvement Network aims to involve a diverse range of people from across Dorset, Hampshire and the Isle of Wight and is looking for people to get involved. Find out how you can have your say.

Working together with the Wessex Cancer Alliance, members can volunteer to get involved in plans to improve cancer services and support for our residents, ranging from how to keep people well; making sure more people get an early diagnosis of cancer to give them a chance of better outcomes; to improving people's care and support through and beyond their treatment.

Find out [more here](#)



The Hampshire Coronavirus Support and Helpline

If Coronavirus has had an impact on you or any aspect of your life, including anyone who is self-isolating, please call the helpline for advice and support.

The Coronavirus Support and Helpline can be contacted on 0333 370 4000 (calls charged at local rate).

[Find out more](#) including the current opening hours.

Hitting the cold spots



As a result of COVID-19, people are spending more time at home. It's more important than ever that these are safe and healthy spaces.

Support is available to people who may be struggling to keep warm this winter, via the [Hampshire County Council's Hitting the Cold Spots service](#).

The service provides detailed, personalised advice on heating systems, insulation, energy bill worries, the Warm Home Discount and tariff switching, as well as practical support for those who are eligible.

You can contact them on 0800 804 8601 (Mon-Fri 9am-5pm) or email staywarm@environmentcentre.com

[Find out more](#)

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Healthwatch Hampshire
FREEPOST RUBE-GBCY-BUKL

Unit 12, Winnall Valley Road
Winchester, SO23 0LD

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