

## Newsletter - Summer 2020

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### Welcome from our new Chair



**Ann Smith - Chair**

**Healthwatch Hampshire**

This is my first newsletter as the new Chair of Healthwatch Hampshire I would like to extend my sincere thanks to Christine Holloway who has chaired the organisation so effectively over the past 6 years and I wish her all the best going forward.

We currently all find ourselves in uncharted territory, but I give you the assurance that as an organisation Healthwatch will remain true to our values in this fast-moving situation that COVID-19 is presenting us with.

I have a fantastic team who have adapted and found new ways of working to enable them not only to ensure that we present accurate information about the current health and care system to communities but to also continue to gather feedback about peoples experiences of these systems.

Things will be different from this moment in time but whatever the future holds Healthwatch will be here to listen to what the people of Hampshire like about the

services they receive and what they think could be improved. We will continue to share these views with those in power to enable change happens.

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## We're here to help during this difficult time

**Our job at Healthwatch Hampshire is simple. We're here to help make health and social care work better for you.**

During this challenging time this role has never been more important. Whether you are struggling to find the right health and care information or you have an experience of care that services need to hear, or your care has been affected by the response to COVID-19 - we want to hear from you. You can contact us directly or complete our short survey (see below).

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### Help with advice and information

NHS and social care services have had to change the way they are working in response to COVID-19.

If you are facing a difficult health or care decision or just don't know how to find out about what support options are available, we are here to help.

If we can't help you, we will try and point you in the direction of the right services who can.

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### **We are here to listen**

It's our job to listen to people's experiences sharing their views with those who can do something about it. If you've recently used a health service and want to share your experience, we're here to listen.



To additionally support our work and the people and communities of Hampshire during these times we have produced a Covid-19 FAQ and are also undertaking a survey to understand your experiences of Covid-19 in more detail.

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## **Our survey - tell us your views on getting advice and help during the coronavirus pandemic**



**Health and Social Care services in Hampshire have had to change the support they offer during the coronavirus pandemic.**

We are asking you to share your experiences with us, so we can ensure that those who provide the services understand how these changes are working.

We want to find out:

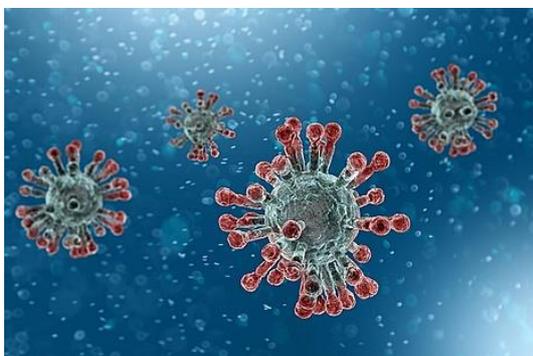
**Are you kept up to date with changes to local services?  
Can you get the help and support you need from local services?**

The survey will only take around 10 minutes, your responses will be anonymous and the results will be used in a Healthwatch report, that gives feedback to those who make decisions about health and social care services.

[Take the survey now](#)

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## COVID-19 - FAQs on local Health and Care services



**We have put together your frequently asked questions about local health and care services during this challenging time.**

**We have answered questions about:**

- practical support available from Citizens Advice
- accessible information on COVID-19
- pharmacies and prescriptions
- accessing your GP
- hospital care

- dental services
- hospital care
- mental health and wellbeing
- residential care and nursing homes
- support in the community

You can find the [document](#) on our website

You can also find further information by visiting the Governments Covid-19 help pages [here](#)

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### Where you can get more information

A new free GOV.UK service has been launched to provide official, trustworthy and timely information and advice about coronavirus.

To use the free GOV.UK Coronavirus Information Service on WhatsApp, **simply add 07860 064422** in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

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# Our latest projects

## Healthwatch and our team of volunteers visit Outstanding Care Homes



Healthwatch Hampshire was commissioned by Hampshire Adults' Health and Care to visit Care Homes across Hampshire, that were rated by the Care Quality Commission (CQC) as 'Outstanding'.

The purpose of the visits was to meet staff, residents, families and carers and discuss their experience of working, living and visiting an outstanding service.

We used the Enter and View process to visit/engage with 20 different Care Homes across Hampshire. The process included observations of practice and discussions relating to the experiences of residents, staff, families and carers.

We completed an individual Enter & View report on each home we visited, and these can be seen on our [website](#).

We then collated our findings into a report that summarises what makes a service outstanding based on the experiences of those interviewed. This can also be viewed on our [website](#)

With our standard Enter & View programme, we would usually visit care homes, and make recommendations to help them to improve. With this project we learnt a lot about how 'outstanding' homes function on a day to day basis and we are looking forward to sharing this new knowledge with homes that are looking to improve.

What our volunteers thought -

Karen - "It was a fascinating insight into care homes and heart-warming to see how much the staff cared for their residents, and how much the residents liked the staff and

appreciated all they did. This showed us how vital the management approach in the homes was."

Pat - "Amazing piece of work. I must admit I thoroughly enjoyed doing this form of visits and hopefully we can help those that got good from the CQC to improve what they are doing."

Chris - "The main reason to be classified as "outstanding" is from the dedication and leadership of the management passing down through all staffing with their dedication to the residents."



## Helping to shape maternity services across Frimley

**We engaged with new parents, across Frimley Health and Care Maternity System to ask their views to help shape future maternity services across Frimley.**

The project involved five Healthwatches, and focus groups were held for mothers and birthing partners to attend with 96 people coming along to share their views and experiences with each Healthwatch.

The engagement received feedback from service-users with protected characteristics, and the development of a relationship to maintain dialogue with these parents. It provided an opportunity for new parents to influence the future delivery of maternity services in the Frimley ICS area and gave a better understanding of the challenges people from different background experienced when using Frimley maternity services.

Read the [report](#) in full to find out how people found using Frimley Maternity services.

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## What you said about inpatient wards in Hampshire

We visited three wards at Farnham and Fleet Hospitals to speak to patients, carers and family members to gather their views about their time on the wards.

We gathered information on their experiences around the care and treatment they were receiving. How the staff communicated with them about their care and did they get all the information they needed to make their stay in the hospital as good as possible.

We also asked them if they knew why they were taking the medication they had been prescribed, and if they knew of any therapies or activities sessions that were held on the ward or in the hospital that they could attend.

Patients also gave us feedback on how involved they were on the planning for their discharge.

Read the [report](#) here and find out what patients told us about their stay.

These visits were organised in advance, and while on the wards we were sensitive to the needs of patients, many of whom were frail and unwell.

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## Community Partners - Be our 'Eyes and Ears'

**At present, our opportunity to directly engage with Hampshire residents is limited.**



The 'eyes and ears' campaign is about us asking you, our voluntary sector partners to be the eyes and ears for Healthwatch Hampshire. We don't want to add more work onto everything you are already doing, but would ask that if people are talking about or expressing concerns about health and social care service that you encourage them to get in touch with us and provide feedback.

We will then use the feedback to create change and improve services by sharing this with health and social care partners. Also, we would like to seek feedback on how the public are finding the new ways of working across health and social care e.g. different processes for appointment bookings, use of e-consult, and potentially video consultations. Has this created improvements?

We recognise that this is a big ask but we feel you are ideally placed to support us in enabling people to have their say and speak out during these difficult times.

You can find out more on our [website](#) or contact us if you have any questions on [enquiries@healthwatchhampshire.co.uk](mailto:enquiries@healthwatchhampshire.co.uk)

A big thank you from all of us at Healthwatch Hampshire

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