

Winter 2021 Newsletter

Welcome to our Winter newsletter, our final issue of 2021. It has been another challenging year, with continued uncertainty around Covid-19. We have continued to work on lots of projects, more on those below along with some tips on keeping well this Winter.

Our team will still be here to take calls and answer emails over the Christmas Break, with the exception of bank holidays and weekends. We are closed on 27th & 28th December.

If you have anything you'd like to include in this newsletter or you have any questions, please email us [here](#).



Wishing you a Merry Christmas!

**With best wishes from the Healthwatch
Hampshire Team.**



A message from the Chair of the Board

"The last couple of years have seen unprecedented challenges, and as we head towards Christmas new Covid-19 restrictions and increasing cases continue to cause concern and worry. This newsletter will look at some hints and tips for keeping safe in these unsettling times- please do read and do what you can to keep you, your family and friends and neighbours safe.

The Healthwatch team have been focusing on lots of projects over the last few months. One of the biggest issues we hear about is GP access, and we have just launched a survey to find out your experiences so we can use them to evidence where improvements can be made and best practice can be shared. More on that and our other work below.

The festive season is a reminder to think about all we are grateful for. With that in mind, I wanted to take this opportunity to say a big thank you to everyone who supports us. Whether you volunteer your time, have shared an experience with us, fund us, support us with sharing our projects, are part of our board or staff- a big, heartfelt thanks for all you do.

All that is left for me to say is to wish you all a Merry Christmas and all the best for a safe, happy, healthy 2022."

Ann Smith
Chair of the Board

Healthwatch Hampshire News:

Meet our new Communications and Engagement Lead, Lucy

Our previous Communication and Engagement Lead, Claudine Weeks, left us for pastures new recently and we are sure you'll join us in wishing her all the best.

Lucy Fitzgerald joined us back in October, after spending the last few years at Hampshire Parent Carer Network coordinating their parent carer forum. Lucy will take on responsibility for our communications (including this newsletter!) and supporting all of our various projects.



You can contact Lucy [here](#).

Come and find us on Social Media!



Did you know you can find Healthwatch Hampshire on Facebook, Twitter and Instagram? We have been working hard behind the scenes making sure there are regular updates across our pages- it is a great way to keep up to date with Health and Social Care news.

To find us on Facebook, [click here](#).

To find us on Instagram, [click here](#).

To find us on Twitter, [click here](#).

If you have anything you think we could share across our social media or know of any organisations who do, drop us an email [here](#).

Current Projects:

GP Access Survey: share your experiences of accessing GP services over the last six months



We are working with Healthwatch teams across the south to hear your experiences of GP services over the last six months. Has covid 19 affected the way you access these services? We would like your feedback on how you contacted your GP practice, how you booked an appointment and how your appointment went.

The results of this survey will be collated and put into a report which will be shared with GP practices and commissioners and will be made public in the new year on the Healthwatch Hampshire website. All responses will be anonymised and no one will be able to be identified by the experiences they share. The report will be used to inform the way services develop.

Please take a few minutes to fill in the questionnaire by [clicking here](#), answering as many or few questions as you wish. We want an up-to-date picture, so please answer only about experiences since 1st July 2021.

If you need this form in another format or version, please contact Healthwatch Hampshire on 01962 440262, email enquiries@healthwatchhampshire.co.uk or visit www.healthwatchhampshire.co.uk

The questionnaire should take no longer than 20 minutes to fill in. The closing date is **Friday 31st December 2021**

What we've been working on:

Remote Blood Pressure Monitoring Project



The 'Blood Pressure @Home' project is now concluded and a report is being compiled about the results of the project by Healthwatch England. This report will be available as a download on the Healthwatch Hampshire website as soon as it is published. Healthwatch Hampshire has been one of five local Healthwatch to participate in an NHS-funded research project to evaluate the experience of people using heart pressure monitors at home.

The report will analyse a wide range of responses to a questionnaire survey that was designed to capture the pros and cons of these increasingly popular devices. Hampshire residents, clinicians (retired or practising) and patients are to be applauded for their tremendous response, returning nearly 200 questionnaires!

The project was designed with the aim of providing a methodology to evaluate a range of remote monitoring devices. At the heart of this methodology is a commitment to listen to the voice of the people who use these devices and know what works best for them.

Talk Plus Project



TalkPlus in North East Hampshire & Farnham contacted Healthwatch as they were keen to seek feedback from people who use their service, with a view to making improvements, and involving patients in shaping the future of the service. TalkPlus is a self-referral service

for anyone aged 16 and over, who are seeking specific support for certain conditions such as anxiety and depression.

We designed a survey to collate peoples experiences, and clinicians reached out to patients who would be interested in providing their views. We also attended 4 workshop sessions where patients provided us with their thoughts. All feedback is being collated into a recommendations report for TalkPlus which will be available shortly.

In addition to this our HW volunteers carried out a Mystery Shopping exercise of the TalkPlus website, and we have provided a report of recommendations on how the site can potentially be improved.

We would like to say thank you to everyone who gave their time to take part in this project.

News and Information:



NHS
University Hospital
Southampton
NHS Foundation Trust

VIRTUAL EVENT

Next steps for COVID-19 vaccination

7pm, Wednesday 15 December

**Professor Saul
Faust**

**Director of NIHR
Southampton
Clinical Research
Facility**



**Dr Jo
Mountfield**

**Consultant
obstetrician,
director of
education and
workforce and
vice president,
Royal College
of Obstetricians
and
Gynaecologists**



Plus a speaker to be confirmed from Southampton City Council

**Become a member to register for this event. It's free and only takes a
minute to sign up - www.uhs.nhs.uk/get-involved/membership**

Next Steps for Covid-19 Vaccination

UHS are hosting a virtual event: 'Next steps for COVID-19 vaccination' on Wednesday 15th December 2021 from 7pm to 8pm.

University Hospital Southampton NHS Foundation Trust's (UHS) final virtual members' event of the year will be an opportunity to hear from experts on the next steps for COVID-19 vaccination.

UHS has led a world-first clinical trial into COVID-19 vaccine booster shots of mixed schedules, and as the UK expands its booster programme to all adults, attendees at this event will hear key study findings from chief investigator Professor Saul Faust, director of NIHR Southampton Clinical Research Facility, who will be available to answer general questions on vaccination.

There will also be a focus on guidelines for women who are pregnant, breast feeding or planning to become pregnant, with Dr Jo Mountfield, consultant obstetrician, director of education and

workforce and vice president, Royal College of Obstetricians and Gynaecologists. And a speaker to be confirmed from Southampton City Council will give an update on latest initiatives to increase vaccine uptake in local communities.

Register as a UHS member to attend this event. It's free and only takes a minute to sign up, [click here](#).

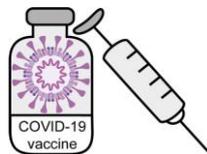
Help us to help you... have a happy, healthy winter

Feeling healthy and happy during winter can be a struggle for many of us - darker days, cold weather, and seasonal bugs. And that's without Covid to contend with as well, with all of the challenges the virus brings in terms of illness and disruption.

The NHS is always there for anyone who needs help, but at times like these it is more important than ever that everyone thinks carefully about where they can get the help they need, and how they can keep themselves well.

Here are some top tips for a healthy winter this year:

- **Get jabbed - whenever you're invited:** Please make sure you accept invitations for a Covid jab, and a flu jab if you are eligible. Vaccines are simply the best defence any of us have against catching these illnesses, and from suffering more severe illness if we are infected.



- **Be prepared:** illness or minor injury can strike at any time, so be ready. Have some basic supplies of over-the-counter medicines to hand, and always make sure you're up to date with your prescriptions. More information about treating common illnesses is [here](#)



- **Know your options:** if you know you need help, but you're not sure where to turn, why not let the experts help? You can contact your GP surgery by phone or online, visit <https://111.nhs.uk> to get expert NHS advice without having to leave home, or pop into local pharmacy for advice and medicines. There is lots more information [here](#)



- **Keep yourself warm:** staying warm is essential to staying healthy. If you are struggling to heat or insulate your home, or need advice about your bills or anything else, then help is at hand. Hampshire County Council runs an advice line - 0800 8048601 - or you can find out more online [here](#)



Dr Matt Nisbet, GP and associate clinical director for the Hampshire, Southampton, and Isle of Wight Clinical Commissioning Group, said: “Staff across the NHS have been humbled and heartened by the support they have received from the public over the last 18 months - it really has been amazing to see.

“This is our second ‘Covid winter’, and we know from last year that we will all need to pull together and help each other. The NHS will absolutely be there for everyone who needs us, but there are some simple things that people can do to help themselves, too. I would urge everyone to take up invitations for vaccines, stock their medicine cabinet, use the new online 111 advice service, and get help to keep warm if needed. Even simple things like this can make a real difference.”

Also check out Frimley Health and Care winter wellness campaign and resources...



Frimley Health and Care have created a 24 days of Christmas campaign, promoting improved health and wellbeing across the winter. Each day, they share a helpful hint or tip or piece of advice with a daily youtube video animation.

We have been sharing the messages each day across our social media, but if you don't have access to it you can view all of the youtube clips [here](#). You can also read more about the campaign [here](#).
