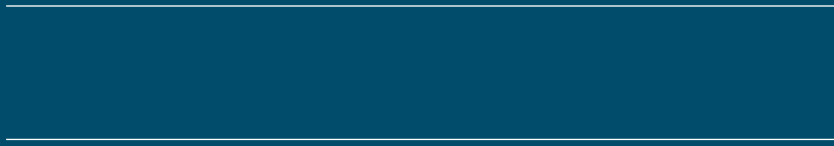


An introduction to Healthwatch Hampshire and our work



Our role



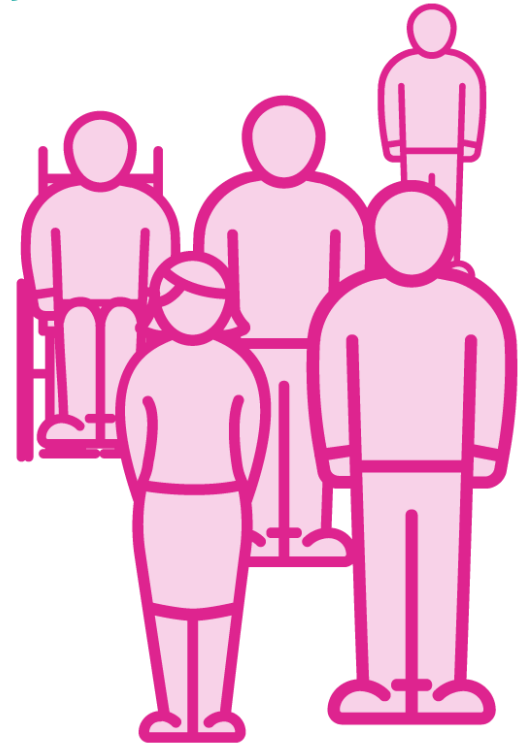
An introduction to
Healthwatch

About us

We are the independent champion for people who use health and social care services. We're here to find out what matters to people, and help make sure your views shape the support you need.

Healthwatch Hampshire works to:

- + Find out what people like about services and what could be better
- + Share these views with those who plan and deliver care
- + Provide advice and information to help people access services.
- + Make sure that those in charge of services hear people's voices.

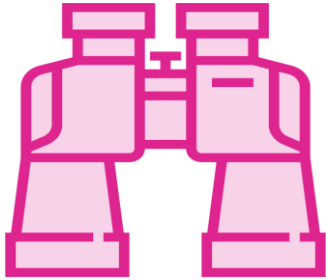


An introduction to

Healthwatch

Our strategy

Vision



Health and care that works for you

Purpose



To find out what matters to you and to help make sure your views shape the support you need.

Approach



People's views come first - especially those who find it hardest to be heard.

Aims



- 1) Support you to have your say
- 2) Provide a high quality services
- 3) Ensure your views help improve health and care

An introduction to
Healthwatch

More about what we do

An introduction to
Healthwatch

Meet the team

Head of Healthwatch - Neil Bolton-Heaton

Neil is the Head of Healthwatch and holds responsibility for Healthwatch organisations in Hampshire, Wokingham, Slough and Portsmouth.

Neil has worked across the health, social care and social enterprise sectors at both operational and strategic level.

Kate Knowlton - Volunteer & Partnership Lead

Kate is Deputy Manager, and looks after all our volunteers across Hampshire. Her role also includes supporting our Project Lead and Communications and Engagement Lead.

Meet the team

Alex Solomon - Project Lead

Alex began her career with Richmond Borough Council Youth Service as Assistant to an Area Youth Work Lead. She then moved to working in the third sector, managing an education, training and employment project for people in the criminal justice system. Alex set up and managed a mentoring scheme for vulnerable adults with complex needs. She uses the CRM system to identify themes and trends in health and social care and runs all of our projects, including analysing the data and developing our reports.

Claudine Weeks - Communications & Engagement Lead

Claudine joined the team in August 2020. Claudine joins us with a solid knowledge base of communications across the health sector. She has had previous roles both in private sector healthcare communications and within the NHS. She runs the website and social media channels as well as ensuring delivery of our communications and engagement goals.

An introduction to

Healthwatch

Examples of our work



An introduction to
Healthwatch

Our impact 2019-2020

274 people shared their health and social care story with us.

287,614 people engaged with us through our website, through social media, and at community events

We published 25 reports about the improvements people would like to see with their health and social care, and from this, we made recommendations for improvement.

People reported 2,976 health and social care-related issues through Hampshire Citizen's Advice during 2019 - 2020.



An introduction to
Healthwatch

healthwatch

Enter and View

Healthwatch Hampshire has powers to carry out what we describe as ‘Enter and View’ visits. We can do this for care homes and other health or care facilities such as hospitals and dentists.

During a visit, we talk to people who use the service, whether patients or residents, and their relatives where appropriate.

We also speak to staff to find out where they think the service is working well, and where it could be improved.

Observations and feedback from the visit are then collated in a report, which is sent to the provider of the service, as well as regulators such as the Care Quality Commission (CQC), the local authority and NHS Commissioners when appropriate.

An introduction to

Healthwatch

What makes a Care Home Outstanding?

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 20 different care homes across Hampshire. We spoke to a total of 319 people to establish what was important to residents, and what made living in the home an 'outstanding' experience.

The final report can be viewed on our website.

An introduction to

Healthwatch

healthwatch

What we are working on now

The team has a number of projects in the pipeline for 2021, including:

- *Carers Charter to be developed jointly with a hospital trust*
- *Carers Pack to be developed jointly with local carers groups*
- *Campaign to make it easier for carers to access Carer Assessments*
- *Supporting the upcoming hospital consultation - Hampshire Together*
- *Considering work around children and young people*
- *Supporting public information delivery for the Covid Vaccination*
- *Throughout the year undertaking engagement with IAPT service users so that they are involved in service improvements.*

An introduction to

Healthwatch

Contact us

If you want to contact the team you can do so by:

Email - enquiries@healthwatchhampshire.co.uk

Phone - 01962 440262

Or you can share your story or feedback about a service directly on our website: www.healthwatchhampshire.co.uk

An introduction to

Healthwatch