

Championing what matters to you

Healthwatch Hampshire
Annual Report 2021-22



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Message from the Chair of our Board

I hope this report finds you well. This year has been one of a transition as we move forward from the restrictions imposed by the COVID pandemic and find new ways of working to where we learn to live safely with this pandemic.

It is also a year where we have been made aware of the difficulties you have experienced especially in respect to accessing services in the NHS and social care. Both these services have come under pressure due to the pandemic and the NHS specifically is undergoing organisational change.

As your independent champion the Healthwatch Hampshire team has worked hard to make excellent connections with the new emerging organisations and we are well placed to ensure that your voice is continued to be heard by your health and social care services.

I would particularly like to extend thanks to the staff team and our wonderful volunteers whose hard work and commitment enables us to achieve so much.

Please continue to share your views and comments with us. I would like to wish you all a very good year ahead.



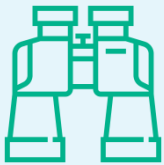
Ann Smith

Chair of Healthwatch Hampshire

About us

Your health and social care champion

Healthwatch Hampshire is your local health and social care champion. From the New Forest to Fleet and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



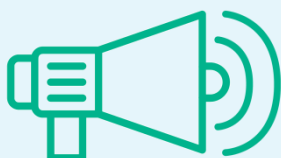
Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation– especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector– serving as the public's independent advocate.

Our year in review

Find out how we have engaged and supported people.

Reaching out



6,575 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

3716 people

Contacted us directly for advice, information and signposting

There were 123,176

Views of our clear advice and information about topics such as mental health and COVID-19.

Making a difference to care



We published

6 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

What Matters Most

which highlighted the health and social care priorities of Hampshire residents..

Health and care that works for you



We're lucky to have

13

outstanding volunteers, who gave up 41 days to make care better for our community.

We're funded by our local authority. In 2021-22 we received:

£249,518

Which is **the same** as the previous year.

We also currently employ

5 part time staff

who help us carry out this work.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



What Matters Most project engagement to identify residents' health and social care priorities.



A huge 324 responses enabled us to identify residents' health and social care priorities.

Summer

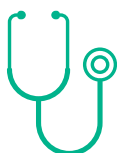


In Frimley, we reviewed all **GP practice websites** and telephone messages across the Borough.



We made recommendations to commissioners and GP practices regarding improvements to websites and telephone messages.

Autumn



Working with Healthwatch England and 5 other Healthwatch, we gathered peoples' experiences of using **remote blood pressure** monitoring at home.



The feedback gained has been shared with GP's to make improvements to the service for patients.

Winter



2317 people across Hampshire and 250 Primary Care staff responded to our **GP access** survey to explore the issues patients were having accessing GP services.



We made recommendations to commissioners and GP practices regarding improving services. Final report due July 2022.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve



What Matters Most Survey

We wanted to find out “What Matters Most” to residents in respect to their Health and Social Care services.

In Spring 2021, we developed a survey to capture feedback from communities across Hampshire on their opinions, concerns and experiences of using and accessing health and social care services.

320 Hampshire residents shared their experiences with us, and we created a report that highlighted the key issues that Hampshire residents are concerned about when it comes to health and social care.

We asked residents what they thought Healthwatch Hampshire’s priorities should be for the year. In order of preference these were:

1. Mental Health Services
2. GP Services
3. Care for older people

<p>Services that received the most positive ratings were COVID-19 vaccinations, blood testing and GP services.</p> <p><i>“COVID-19 vaccination, effective, efficient and friendly.”</i></p>	<p>For some people, the issue of technology and access to healthcare offered a flexible alternative to face-to-face appointments.</p> <p><i>“GP telephone appointments - very efficient system, sooner than I would previously have got a face-to-face appointment.”</i></p>
<p>Regarding Hospitals, residents valued timely, efficient treatment and caring staff.</p> <p><i>“ Paediatric A and E were caring, considerate and compassionate. I was talked to as an equal and not patronised.”</i></p>	<p>We received positive feedback around Ambulance Services.</p> <p><i>“Ambulance call out for my husband was excellent and fast. The personnel were very professional and caring and the call handler very reassuring.”</i></p>
<p>Staff at GP surgeries having the time to listen to patients.</p> <p><i>“Rang surgery, spoke to a co-ordinator about a query. 24 hrs later received a text from GP advising what will happen next on the query. Very efficient.”</i></p>	<p>88% of people who had a blood test rated their experience “Excellent/Good”, mostly due to an easy booking system for appointments.</p> <p><i>“Having an appointment time for a blood test was excellent. No waiting, in and out and back to the car before I needed to pay to park.”</i></p>

Access to GP Services

The COVID-19 pandemic has put a huge strain on the NHS and impacted how the public access health services.

Like many organisations, General Practices needed to adapt quickly as our Country went into lockdown, and respond to new ways of working such as offering video and telephone consultations. Some people have told us that these new ways of accessing GP services have worked well for them, allowing them to save time and get the help they need quickly. But for others, it's been more difficult, time consuming and frustrating to access support when they need it.

In mid 2021 we teamed up with other local Healthwatch in the South East and also with practice staff, Care Quality Commission and commissioners to develop a piece of work to identify peoples experiences of accessing primary care. From this we aimed to collectively identify constructive solutions to benefit both GP staff and also the people who use their services.



"I phoned the practice at 8.30am and was told I was 20th in the queue. I held on the phone for an hour and when eventually I got to speak to a receptionist I was told there were no spaces left – try again after 13.30."



We ran patient engagement in the form of a survey and 2317 Hampshire residents replied, which is the largest response we have ever received from a survey in Hampshire. Key themes emerged, and are as follows:

- **Long telephone queues exacerbated by lengthy messages whilst on hold**
- **Availability of face to face consultations**
- **Telephone consultations**
- **Online services**
- **Triaging**
- **Staff attitudes**
- **Availability of consultations**

What difference did this make

This report is due to launch in early July 2022. We look forward to working with GP services and commissioners in responding to the recommendations made.

Talk Plus Patient Engagement Project

In 2021 we were contacted by TalkPlus Talking Therapies who were keen to enhance patient engagement in service development and create improvements by enabling patient voices and ideas to shape the service.

We used a range of methods to engage with current patients, including an online survey, online workshops and offering telephone and paper copies of the survey to anyone who needed them. A report was collated with recommendations.

It was clear that patients were happy with the service they were receiving but it was often the little things that would make a difference like having breakout rooms in sessions and being signposted to local/national support groups when being discharged from therapy.

Here is what Talk Plus had to say about the project...



At TalkPlus , we aim to collect feedback from at least 90% of our patients. We are grateful to those patients who have taken the time to provide feedback and suggestions. However we wished to have direct access to the patient voice and over the years we have set up focus groups and opportunities for patients to provide input to our service design. However such initiatives had limited success.

Healthwatch however, was not only able to access such feedback but were able to observe our service with “fresh eyes” and ask the questions we would not know to ask. They were able to see the patient journey from an observer position and access patient conversations. Their report and recommendations have given us much food for thought and we have a workstream to address the issues raised.

Some of the recommendations we were aware of ; changes to our website and referral process while others were new to us; changes to online courses and groups.

We still need to improve the use of the patient voice in a meaningful way but the support from HealthWatch has helped us begin this journey.

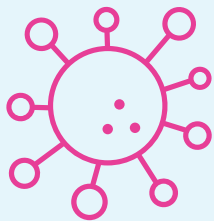


What difference did this make

Improvements to the service have been made which should lead to a better service experience for future patients.

Three ways we have made a difference for the community

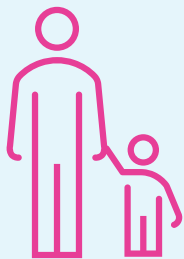
Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Creating accessible information to support the Covid 19 Vaccine Rollout

Information sharing around the Covid 19 Booster rollout was a huge national effort that took place in 2021-2022.

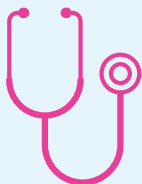
We felt that the information given at the time was confusing and overwhelming. We produced an easy to read, simple flyer to inform the public which was shared far and wide by commissioners, health and social care providers and other organisations alongside ourselves.



Improving information for Carers

Our volunteers carried out a mystery shopping task of the two main websites in Hampshire for carers.

The Council responded positively to the recommendations and feedback we gave and made improvements as a result. Alongside this, we went on to develop a Carers Zone on our own website to provide information and advice for people with caring responsibilities.



Improving access to GP services

One of the most common topics of feedback we receive is around access to GP services.

In 2021 we launched a survey alongside other local Healthwatch. We sought experiences from the general public along with primary care staff to get a balanced view. Off the back of this work we have been able to make recommendations to GP practices and commissioners which will improve access in the future.

Advice and information

If you feel lost and don't know where to turn, Healthwatch Hampshire is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



Signposting people who needed Mental Health support



We have seen a huge increase in calls/emails to our hub from people suffering with Mental Health conditions.

"I really don't know what more I can do to try and get support for my health as I'm getting shut down at every opportunity. I'm really hoping that you would be able to let me know where to go for help support . I honestly don't know what else I can do".

As a result of this, our staff have undergone extra Mental Health training. As well as this, we have shared a huge amount of resources on our social media and websites- everything from Mental Health support for veterans to support if you are in crisis.

Helping patients navigate the NHS Dentistry crisis



This year we have received a high number of queries from people who were finding it difficult to find an NHS dentist.

"I've been trying to find a dentist for about 6 months with no luck what should I do?"

"I've been looking for NHS dentist for my children age 6 and 8. However, all of them are already not accepting new patients. Could you please advise if there is any available place for children for NHS dental care?"

We developed a Dentistry Guide which provided information like local contacts and where to go in an emergency. Although this is a stopgap to the wider issue, it meant our teams were able to share something that may help people waiting in the meantime.

Access to NHS Dental treatment is an ongoing issue, and we are making plans to collaborate with other Healthwatch to learn more about the current barriers to access.



Working in Partnership- Citizens Advice

Our partnership with Citizens Advice has been invaluable, especially during the pandemic, as they helped us to see the type of health and care issues that people have been worried about and seeking advice for.

This year Citizens Advice walk-in service dealt with 3041 issues about health and social care in a variety of ways, including face to face, video, web chat and by telephone, according to the client's choice.

The topic with the most issues stood out to be Adult Social Care, with by far the highest amount of issues (722) equating to 24% of the total number of issues reported. Citizens Advice conducted an investigation into what the issues were and completed a report with fourteen recommendations for improvements that have been fed into the wider work of Healthwatch on this topic.

Citizens Advice see a broad range of people. They collect data during the interviewing of these clients whilst also delivering information about Healthwatch. Citizens Advice in-person service is accessible to everyone through their local high street presence, and also telephone, video and web chat services. We look forward to working with our partner Citizens Advice in the years to come.



Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Hampshire. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped to circulate surveys online, by telephone and paper copy.
- Created video content for our website and social media about GP support for carers.
- Carried out website reviews for local services on the information they provide and assessing their accessibility.
- Continued to help with the local volunteering efforts supporting those who were self-isolating.
- Prepared to resume face to face outreach, meeting small groups to listen to their experiences.



Virtual volunteering

Following on from our carers report volunteers used a survey to evaluate the information provided to carers on 2 key Hampshire websites. As a result of this work Hampshire County Council updated the Connect to Support Hampshire website to provide clearer information about carers assessments.

Some of our volunteers are also members of Patient Participation Groups at their local GP surgeries. A PPG acts as a critical friend to the surgery and provides feedback from the public on ways to improve the services being delivered. Our volunteers helped us to develop a training workshop to enable other PPGs across Hampshire to develop and grow.

Returning to in-person volunteering

As Covid restrictions began to lift our volunteers were able to meet each other and the staff team in person. After a long time working apart it was fantastic to brainstorm our strategy.

Volunteers and staff began the process of planning our engagement and enter and view activities for the coming year. They used their networks to set up engagement events that extend our reach in the community.

Volunteering as a Board Member

“An amazing project I was able to work on this year, with our partners, was the allocation of grants to local organisations for Children & Young People. It was wonderful to be able to help small and medium local charities that focus on helping with mental health issues experienced by children and young people - especially during the pandemic when many charities were struggling to survive. Organisations that benefitted included YMCA Fairthorne Group, Homestart Hampshire and Winchester Youth Counselling.”

Tracey-Clare Dunlop, HWH Board Member



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.

 <https://www.healthwatchhampshire.co.uk/>

 01962 440262

 Joanna.dixon@healthwatchhampshire.co.uk

What is it like to be a Healthwatch Volunteer?

"I joined Healthwatch about three years ago as a Volunteer. Straight away I knew I had made the right choice.

My work skills had been lying dormant, but now they could add value to a cause I had a passion for, the monitoring of health and social care standards. I have particularly enjoyed the visits to care homes, experiencing the different approaches to service delivery.

I was amazed at the warmth, respect and indeed creativity that some homes provided with their care. I was also surprised at the difference in feel between the corporate and privately owned homes. More recently I attended a Parent Carers forum with Jo and I experienced first hand the frustration, sadness and despair experienced by parents trying to navigate through the restrictions of the various support systems.

It feels good to be looking forward to new opportunities with Healthwatch, particularly those where you can actually meet people."

**Alison, HW
Volunteer**



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income		Expenditure	
Funding received from local authority	£249,518	Staff costs	£149,516
Additional funding	£7,500	Operational costs	£66,505
		Support and administration	£30,000
Total income	£257,018	Total expenditure	£246,021

Top three priorities for 2022–23

1. Access to NHS Dentistry
2. Elective Care- identification of support needs of those waiting for treatment
3. Re-start of our Enter and View programme

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.

Statutory statements

About us

Healthwatch Hampshire, Help and Care, A49, Aerodrome Studios, Airfield Way, Christchurch, Dorset, BH23 3TS. Registered Company No. 3187574 | Registered Charity No. 1055056.

Healthwatch Hampshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the board met 4 times and made decisions on matters such as access to primary care and submissions to NHS England regarding dentistry. We ensure wider public involvement in deciding our work priorities.:

- We analyse all the feedback that the public share with us directly or that we hear about when undertaking public engagement
- We identify themes that emerge from our project work
- We undertook our "What Matters Most" survey to identify residents priorities

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, running a campaign to encourage unpaid carers to register as a carer with their GP.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it [here](#).

Responses to recommendations and requests

We had 0 providers who did not respond to requests for information or recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Hampshire is represented on the Hampshire Health and Wellbeing Board by Ann Smith. During 2021/22 our representative has effectively carried out this role by attending Health and Wellbeing Board meetings and ensuring patient and public voice is included in discussions. In addition we have contributed to discussions about the Health and Wellbeing strategy.

2021-2022 Outcomes

Project / Activity Area	Changes made to services
We engaged with care homes residents and families regarding a potential service closure	We ensured that their voices were heard and that they were able to be involved in the review process and options appraisal
We began work on Patient Participation Group (PPG) development programme to support primary care and patient populations	We have co-produced a PPG workshop and guidance to support developments in obtaining patient voice in primary care
Established an East Hampshire unpaid carers forum with the Clinical Commissioning Group	Unpaid carers were given the opportunity to utilise this group so as to further have their voices heard
We delivered communication campaigns on specific issues of relevance to our residents	Residents had up to date information on a variety of issues
Along with neighbouring Healthwatch we submitted evidence to NHS England regarding peoples difficulties in accessing NHS dentistry services	We ensured NHS England were aware of the significant issues affecting residents.
We ran a campaign "Tell your GP you're a carer"	We highlighted to unpaid carers their rights to additional services by registering as a carer with their GP
We developed a signposting guide about accessing mental health support and broader mental health information and advice	We provided residents with up to date information on services they could access

healthwatch Hampshire

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