



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Portsmouth

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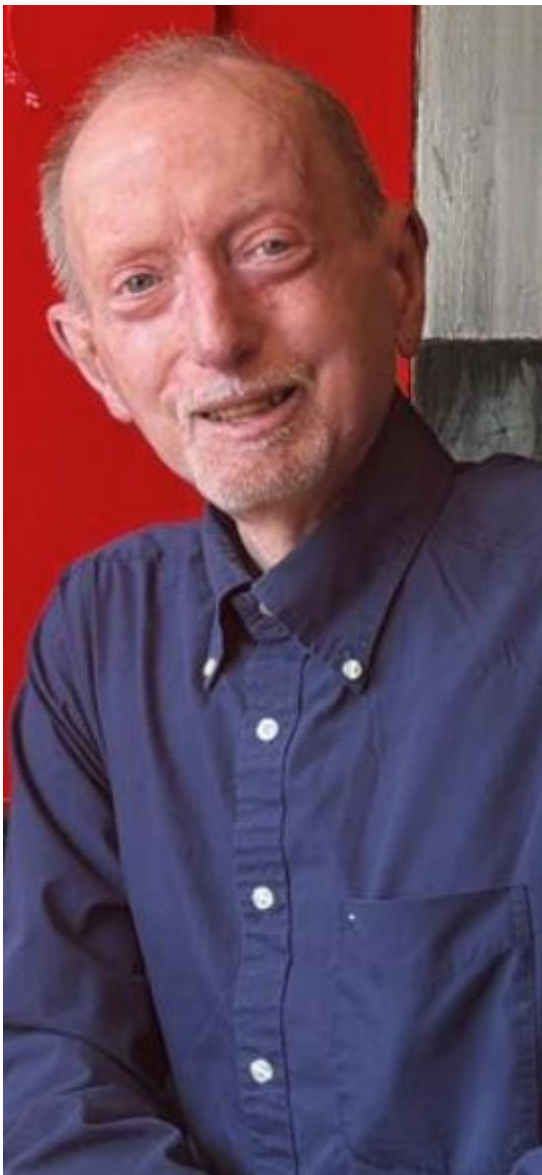
"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

"It's been a typically busy year for HWP, we've been attending our usual local health and care meetings. What we have noticed is that many meetings have a regional aspect to them. With health commissioning covering Hampshire and the Isle of Wight including Portsmouth and Southampton, many decisions seem to involve a regional component. This additional aspect of our work takes more of our resources to cover these meetings.

To adequately address all the issues and challenges we hear about from patients, carers and the public involves a huge amount of time and lots of work to ensure we are truly representative. I am a volunteer and proud to sit in this elected role as Chairperson."



“

We make a difference for patients by speaking up about issues that concern people. Services make positive changes when they hear what we say. This is what makes the role of Healthwatch so important.”

Roger Batterbury, Chairperson, Healthwatch Portsmouth

About us

Healthwatch Portsmouth is your local health and social care champion

We ensure the Portsmouth leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.

To stay informed about our latest projects, community feedback, and developments in local health and social care, subscribe to our free newsletter: <https://healthwatchportsmouth.co.uk/#subscribe>



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

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



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We've supported more than 8200 people to have their say and get information about their care. We currently employ 4 staff and, our work is supported by 21 volunteers.

Reaching out:



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

7657 people came to us for clear advice and information on topics such as mental health support and finding an NHS dentist.

Championing your voice:



We published 13 reports about the improvements people would like to see in areas like pharmacy, the Accessibility Information Standard and Enter and View.

Our most popular report was 'The challenges Portsmouth residents are facing Parts 1 and 2', highlighting people's struggles in accessing healthcare, housing and more.

Our key impacts:



Explored health inequalities faced by residents to inform local solutions on housing, employment and healthcare access

Our recommendations from our scrutiny of service providers supporting people with communication needs were adopted.

We helped Portsmouth residents access care for minor conditions through improved Pharmacy First awareness.

Statutory funding:



We're funded by Portsmouth City Council. In 2024/25 we received £133,730, which is 3% less than last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Portsmouth. Here are a few highlights.

Spring

We shared community feedback on the disabled parking changes at St. Mary's Community Health Campus, leading to discussions about improving signage and consultation.



We raised a safeguarding concern after a resident received a medication text in error, prompting GP practices across HIOW to strengthen patient communication safety protocols.



Summer

We attended Portsmouth Hospital's EDS Domain 1 event and recommended greater inclusivity and community reach—our suggestions were adopted and reflected in the design of the next event.



Our suggestions for layout improvements on the draft Portsmouth Hospital's Quality Account was acknowledged by the Trust and included in the final published version.



Autumn

We worked with the University of Portsmouth to recruit volunteers, making our team more diverse in gender, ethnicity, and age, with fresh, youth-led perspectives.



We shared our findings and concerns on NHS waiting times and dentistry at the Portsmouth Health Overview and Scrutiny Panel, ensuring these issues were formally noted by system leaders.



Winter

We ran the 'What Matters Most to You in Portsmouth 2025/2026' survey and found that your top concerns were access to GP services (75%) NHS dentistry (45%) and urgent care (26%).



We responded to HIOW Healthcare NHS Foundation Trust's recruitment criteria, which overlooked past complaints—risking the continuation of inequalities instead of addressing them.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Hampshire and the Isle of Wight are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Hampshire and Isle of Wight ICS.

This year, we've worked with Healthwatch Portsmouth, Southampton, Hampshire, and the Isle of Wight area to achieve the following:

A collaborative network of local Healthwatch:



Working with other local Healthwatch in Hampshire, Portsmouth, Isle of Wight and Southampton, we're funded by the Hampshire & Isle of Wight ICB to support public engagement. We contribute to the System Quality Group, Integrated Care Partnership, and Transformation Boards. ICB leadership attends our quarterly meetings, where we share patient feedback through statistics, stories, and quotes to inform and improve local health services.

Cooperating for impact:



Following our successful collaboration focused on the Accessible Information Standard (AIS) we made recommendations to the ICB. These recommendations were fully adopted by the ICB and have become the foundation for their AIS workstream. The ICB provided funding for us to support piloting of the AIS self-assessment framework across the HIOW system and we will be collaborating on new workstreams in this area.

Building strong relationships to achieve more:



Access to NHS dentistry remains a significant concern for residents. We met with the Chief Officer and Chair of the ICB to address these ongoing challenges. Together, we committed to collaborating on strategy development, aligning public messaging to inform and reassure the public, and jointly lobby to increase to essential dental services. We remain dedicated to working with the ICB to improve access to dental care.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Sharing and learning from colleagues

The Advocacy People hold the service contract for 7 Healthwatch; Hampshire, Portsmouth, Reading, Somerset, Southend, West Berkshire and Wokingham Borough.



Making Services Better Together:



Healthwatch Portsmouth listens to what people think about local health and care services, like doctors and hospitals. We work with 6 other local Healthwatch teams, and we all get help from an organisation called The Advocacy People. They help us with things like training, HR and paperwork, so we can spend more time talking to people in Portsmouth and helping to make services better. Even though we get centralised help, Healthwatch Portsmouth still makes its own decisions based on what local people need.

Learning and Working as a Team:



We work closely with other Healthwatch teams to share ideas and learn from each other. This helps us all get better at talking to the community, doing research, and checking how well services are working. By working as a team, we can make sure people's voices are heard and help make real changes in health and care services.

Speaking Up for the Community:



One of our most important jobs is to listen to what local people are saying and share those ideas with the people in charge. We work with Healthwatch England and other local groups to make sure everyone's voice matters. Together, we speak up for people to help improve services now and in the future. We're proud to keep working for better care for everyone in Portsmouth.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Portsmouth this year:

Creating empathy by bringing experiences to life



Listening to patient experiences with communication barriers led to practical changes that improved access and trust in dental care.

Several patients with hearing loss told us they were being contacted only by phone or text. We raised this with the dental practice, which has since flagged patients with communication needs and now prioritises their emails. The practice said they were inundated with emails, but these changes have improved accessibility for those with additional communication needs.

Getting services to involve the public



Patient feedback on Extended Access Service helped shape decisions about where future evening and weekend GP care is delivered.

We surveyed 70 patients during the pilot relocation of the extended access GP service to St Mary's Hospital Campus. 93% preferred the proposed new location over Lake Road where it was located. Their feedback was shared with commissioners and used to support future planning. This shows how involving the public shapes accessible healthcare services.

Improving care over time



It takes time, but listening to real experiences helps us build the case for long-term improvements in care.

Patients told us that unclear PSA (Prostate-Specific Antigen) test guidance and the lack of routine testing in primary care led to delayed prostate cancer diagnoses with serious consequences. We shared this intel with Healthwatch England, recommending earlier screening for men aged over 50 and younger Black and ethnic minority men- an area that Healthwatch England has invited the local network to help shape.

Listening to your experiences

Understanding Access: What Works and What Gets in the Way?

We reviewed our range of feedback, including from what people had told us directly, our What Matters Most survey, the #BeeWell children's health and wellbeing survey 2024, Home Start Portsmouth, NHS data and Portsmouth City findings. As a result, we have re-designed our project on children and young people's mental health to find out if there are gaps in our knowledge of the issues and co-produce with young people some solutions to support their heightened anxiety and poor mental health since COVID.

"The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we – and decision makers – must focus and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."

Louise Ansari, Chief Executive, Healthwatch England



Listening to your experiences

Using community-based research to shape decisions on health inequalities

Thanks to feedback from Portsmouth residents, we gathered ideas and practical solutions to take our research one step further to shape services.

Following our major research project last year into the challenges Portsmouth residents face, we used their insight to work with Portsmouth City Council's engagement team to discuss in more detail with 276 individuals across the city, in the same areas of high deprivation to find out how these could be achieved.

What did we do?

We shared 'conversation starter' topics from our research, covering issues like access to housing, healthcare, education, and employment. We wanted to find out from people how the solutions residents had offered in the previous research could be achieved and how people could find out about them.

Key things we heard:



37%

identified housing as a top concern and wanted better access to affordable, secure housing.

26%

wanted better access to mental health professionals trained to support complex needs and reduce stigma.

24%

called for improved recruitment and retention of healthcare professionals, including GPs and specialists.

We heard that unclear processes and poor coordination between services often left people struggling to find out how to access even basic healthcare support.

What difference did this make?

Our findings and recommendations were well received by the Portsmouth Primary Care Provider Collaborative with whom we are developing a project proposal. The key outcome of the project is that people affected by poverty and exclusion will know how to access information (in a non-digital format) on the services they need, to be more in control of their health and wellbeing.

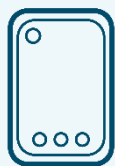
Listening to your experiences

Action to understand public views on Pharmacy First

Local people say more awareness and trust in pharmacy services are needed in order to make better use of Pharmacy First for minor health conditions.

We spoke with over 100 local patients about their experiences of using Pharmacy First. Their feedback showed us there is a clear need for better awareness of the scheme, improved promotion of Pharmacy First by health services and greater trust by patients to use pharmacies as a more accessible source of help.

Key things we heard:



52%

of respondents said they had not previously heard of Pharmacy First.

79%

of those who had used it rated their experience of Pharmacy First as 'good' or 'excellent'.



“I’ve never heard of Pharmacy First before — maybe if they promoted it more, people would actually use it instead of calling the GP.”

We recommended measures, including better promotion of the scheme. We also promoted pharmacies online with information about opening times on Public Holidays, encouraging people to use the pharmacy first, which helped to improve access to care and ease pressure on GP services.

What difference did this make?

We shared our survey insights with local pharmacy leads, GP practices, and the NHS Hampshire and Isle of Wight Integrated Care Board. Our findings are helping to shape discussions on how to promote Pharmacy First more effectively. By raising awareness and encouraging patient trust in this service, we're supporting better use of local healthcare options, reducing pressure on GPs, and ultimately improving the health and wellbeing of our communities.

Hearing from all communities

During the year we heard from **369 Portsmouth residents** at **42 community events and clinical locations**, gathering feedback and experiences of local health and social care services.

We heard many personal experiences and recollections of desperation and appreciation of services received. Among our hidden communities, we reached out to many people, including deaf people; carers of people with dementia; people attending community pantries; and homeless people recovering from addictions.

“It was great that you provided us with the tools to be able to support our clients to voice their journey” (Women and Domestic Abuse Lead – Portsmouth Recovery Service)

Our learning has empowered us in our work with local partners to form a VCSE Sector, Wellbeing Alliance and we've been supporting community driven actions to encourage the take-up of physical activities in our most deprived communities.



Empowering dementia carers: Encouragement from Healthwatch – "is invaluable"

We were invited to the Cosham 'Tea Club', an informal carers group in November. Its members were devastated; bereft at the recent and sudden withdrawal of funding for two specialist dementia nurses.

"We were not consulted. The nurses were here one day and gone the next", said Anne, the group's vocal spokesperson. By highlighting the impacts and losses for the dementia community, and suggesting ways to move forward, we've walked alongside Anne helping her to speak out and talk truth to power.

What difference did this make?

"You inspired me." Anne reflected who's since challenged local NHS leaders and politicians. Shining a light for all dementia carers' struggles, Anne is now actively contributing to NHS Hampshire & IoW's Dementia Review. Pulling no punches, Anne speaks with passion at public forums and on local and national TV. Portsmouth dementia carers have a new voice.

Why do pharmacies charge NHS patients for blood pressure tests?

A patient's surgery had no blood pressure monitors available to test a patient with hypertension. She was directed to her pharmacy but charged £2.50.

The Practice Manager told us: "We're unhappy with this. I don't think any pharmacy has ever turned a patient away or charged them. Now we know we'll share with staff and patients". **NHS tests are only available for patients over 40 without a hypertension diagnosis.**

What difference did this make?

As part of our information sharing service, we've made the practice aware that pharmacies are only funded by the NHS to proactively identify people with untreated hypertension. Patients who are already diagnosed and under treatment must pay a pharmacy for a test.

Hearing from all communities

How we use what you tell us to make a difference

Help vulnerable people register with a GP without ID or address proof

People who were experiencing homelessness and insecure living conditions shared that registering with a GP was difficult without ID or proof of address.

To improve access to care, we reviewed GP websites against NHS policy guidance. Our aim was to ensure everyone can stay healthy, safe and well by accessing the care they need.

We discovered 9 out of 10 GP websites required some form of ID or address proof, creating barriers. We issued clear recommendations for change, grounded in NHS registration rights.

We promoted NHS England's leaflet and patient rights card showing that GP registration does not require proof of having a fixed address. These tools helped us educate communities who may now have a permanent address and empower individuals to register confidently.

What difference did this make?

Following this desk-based analysis work of GP practice websites and our publishing our report and sharing with commissioners, nearly all GP practices updated their websites to remove the requirement to show proof of address when registering as a patient with the GP surgery in Portsmouth. Now, 9 out of 10 GP surgery websites no longer ask for ID or address proof as part of the patient registration process.

This change supports people who are facing homelessness, insecure housing, or exclusion—helping them register with more easily and access the healthcare they need to stay safe and well.



I have the right to register and receive treatment from a GP practice

I do not need a fixed address.
I do not need identification.
Anyone in England can see a GP.



If I have any problems I can call 0300 311 2233
If I need more information I can visit www.nhs.uk/register

- ☐ I may need help filling in forms.
- ☐ I may need help reading and understanding.
- ☐ I would like to speak to someone confidentially.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 179 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Decades without diagnosis, now support begins for Chris

After our interaction, the patient felt confident to contact services they felt had failed them to get the help they've struggled to access for years.

Chris, a man in his 50s, told us he'd never received a diagnosis despite signs of poor mental health in his childhood. Having had years of being passed between services

Chris felt more confident to ask his GP for support and was referred to the Assess to Intervention Team.

By helping, people understand that their experience matters, we're enabling patients to gain better access to support, especially if they have had long-term gaps in care.



"Healthwatch were the first to actually listen. That gave me the courage to ask for help again."

Calling for dignified end-of-life patient care

Emma came to us deeply distressed by her husband's experience. We helped her raise her concerns and ensured her voice reached those who could make change.

Emma told us about her husband's final days at the local hospital and a rehabilitation centre, describing undignified conditions and unmet basic care needs.

We supported her to contact PALS, make a formal complaint, and access the Independent Health Complaints Advocacy service. Emma later told us that PALS had informed her they raised the issues with the relevant teams, and that patient dignity would be treated as a priority.

Healthwatch's involvement turned personal distress into system feedback — helping drive practical action on dignity in care.



"My husband was left exposed, in pain, and stripped of dignity. In your final days, that's what matters most — but sadly, no one seemed to care".

Showcasing volunteer impact

Our fantastic volunteers have given 3223 hours to support Team Healthwatch Portsmouth. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers promoted and supported our work:

- Visited 42 community events
- Collected health and care experiences from 369 local people
- Supported 1 Enter & View visit, 1 'walk-thru' visit to Emergency Department
- Provided 292 hours of essential admin support to our office and staff team
- Our Advisory Board Chair represented HW Portsmouth at 30 external forums.



Showcasing volunteer impact

At the heart of what we do

We have strengthened our volunteer team who bring unique skills and experiences, adding value to our work.

"Volunteering at Healthwatch Portsmouth has helped me in my university studies as I prepare to graduate."

Konstantina joined us because she wanted to build her practical, 'real-world' knowledge as a final year Pharmacy student at the University of Portsmouth.

"I am passionate about improving patients' knowledge and understanding of both community and clinical pharmacies in supporting primary care. Talking to patients while waiting in their GP surgeries for their doctor's appointment about the role of pharmacies gave me great insights and confidence"

Konstantina



Jennie previously worked as a renal technician and lecturer before running a local disability charity. As a Community Engagement volunteer, her experience contributed massively on our 'walk through' visit to Queen Alexandra Hospital's, re-designed Emergency Department.

"Patients waiting to be treated for many hours in a busy, and cramped waiting room was distressing for them and us. Our aim was to survey patients on their experiences". Jennie calmly brought immobile patient concerns to the attention of busy ED staff.

Jennie



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchportsmouth.co.uk



023 9354 1510



info@healthwatchportsmouth.co.uk

Finance and future priorities

We receive funding from Portsmouth City Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£132,230	Expenditure on pay	£91,483
Additional income	£1,500	Non-pay expenditure	£26,922
		Office and management fee	£26,520
		Reserves	£11,195
Total income	£133,730	Total Expenditure	£133,730

Additional income is broken down into:

- £1,500 received from the local ICS for joint work on best practice engagement advice.

Integrated Care System (ICS) funding:

Healthwatch across Hampshire and the Isle of Wight area receive funding from our Integrated Care System (ICS) to support us to provide local intelligence to the HIOW ICB Quality Board and collaborative work at this level, including: encouraging members of the public to attend and give feedback on their experience of urgent and emergency care to inform winter pressures readiness; advice provided to the ICB Solutions Group on the approach for NHS to use to encourage public take-up of vaccination offers and participating in the HIOW ICB Steering Group to develop the Accessible Information Standard workplan.

Purpose of ICS funding	Amount	
For advising HIOW ICS on best practice engagement with hard to reach communities	£1,500	

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top four priorities for the next year are:

1. Access to Primary Care and community-based care; involving communities to help shape local service improvements.
2. Access to and quality of Urgent and Emergency Care, offering solutions from feedback received.
3. Understanding and finding solutions with young people to improve their mental health.
4. Supporting NHS Trusts and Social Care services to support people's additional communication needs to access health and social care information under the Accessible Information Standard.

Statutory statements

Healthwatch Portsmouth, C/O The Advocacy People, PO Box 375, Hastings, East Sussex, TN34 9HU..

Healthwatch Portsmouth 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 Advisory Board consists of 8 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Advisory Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 4 times and made decisions on matters such as asking for more mental health hubs to support people's early intervention needs and reduce escalation to higher services caused by delays. The Advisory Board members challenged the referral pathway process used to access crisis services for veterans within the OpCourage support offer.

We ensure wider public involvement in deciding our annual work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website with hard copies being made available at our information stalls and at events and meetings that we attend during the year.

Statutory statements

Responses to recommendations

We had one provider who took over a year to provide an update on how they were going to respond to our key recommendation in our previous Enter and View visit to Spinnaker Ward. Solent NHS cited system pressures for the delay but then committed to involving HWP in their Quality Improvement project. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the HIOW Integrated Care Board – Portsmouth Quality Oversight Group, HIOW Healthcare NHS Foundation Trust Working in Partnership Committee, Portsmouth Homeless Partnership Board, Portsmouth Primary Care Provider Board.

We also take insight and experiences to decision-makers in Hampshire and the Isle of Wight. For example, we presented our findings of the Health Inequalities Research Project in Portsmouth to the HIOW Integrated Care Partnership Quality Joint Committee highlighting that these findings were echoed across HIOW from the intelligence that our neighbouring HW services provide to the HIOW Integrated Care Board Quality Group. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Portsmouth is represented on the Portsmouth Health and Wellbeing Board by Roger Batterbury, Healthwatch Portsmouth Chairperson.

During 2024/25, our representative has effectively carried out this role by attending on average 20 strategic level meetings a month to bring the findings of Healthwatch Portsmouth to health and care service planners and providers.

Healthwatch Portsmouth is represented on HIOW Integrated Care Partnerships by Siobhain McCurrach, Healthwatch Area Director Hampshire, Portsmouth and HIOW Integrated Care Boards by Siobhain McCurrach, Healthwatch Area Director Hampshire, Portsmouth.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Admiral Jellicoe House, Locksway Road, Portsmouth	We re-visited on 17.09.24 the flagship residential specialist dementia facility for veterans to get a better idea of how services were running one year on after the unit had opened and with more residents staying there.	We wrote a report with recommendations – including a review of the previous visit's recommendations, one of which remained unanswered: regarding the provision of privacy and relationships in the facility. All other recommendations had been responded to and had been actioned.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Health Inequalities research project	HIOW ICP system priority uses findings
Health inequalities research project	Non-digital format health information
Accessible Information Standard project recommendations x 23	Recommendations adopted in full by new HIOW ICB delivery steering group
St Mary's Hospital blue badge parking	Car park user information made clear
Portsmouth Hospital Equality Delivery System Domain 1 engagement	Improved community inclusion and opportunity to have their say
Portsmouth dental practice phoning patients who are hard of hearing	Records now flagged to identify if have communication extra needs
Dementia carer concerns ref support	Encouraged by HWP to have their say
HWP queried blood pressure charging	GP practices to share info across city
90% GP surgery websites asked for an address for patient registration	HWP recommended GP surgeries follow NHS guidance – now 90% don't

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