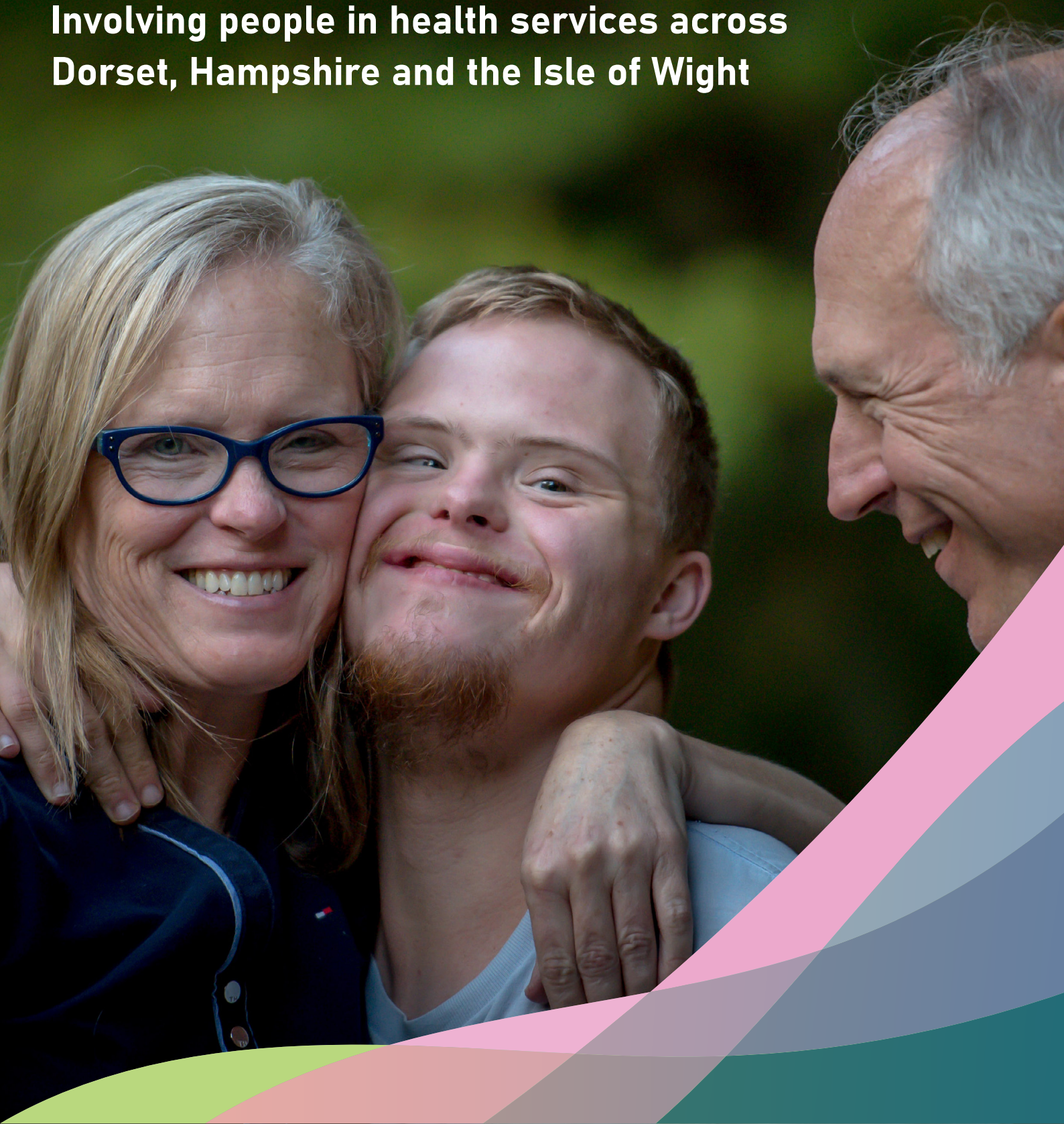


# Impact Report 2019/20

Involving people in health services across  
Dorset, Hampshire and the Isle of Wight



# Contents

Our Impact Summary 2019/20	1
About us	3
Assessing our impact	4
Considerations when assessing our impact	5
Our journey so far	6
Our 2019/20 outcomes	8
Fresh perspectives	8
Advice and guidance	9
Developmental support	10
A focus on health inequalities	11
Assurance	11
Added value of our work	12
Looking forward	13
Acknowledgements	14
For more information	14

# Our Impact Summary 2019/20

We have much to celebrate in terms of our impact this year and the journey we have been on. Here are some highlights:

Over 1,300 people shared their views and experiences to inform local Primary Care, Public Health, Cancer and Mental Health services, through our own or NHS England / Improvement - South East (NHSE/I -SE) engagement activities we have supported.

On social media, our posts on a wide range of health and care issues have been seen over 130,000 times on Twitter, with our strongest rates of engagement (e.g. liking, sharing content, etc.) coming from posts about our engagement opportunities, such as our online surveys, and NHS-related events and training, like our [Empowering Engagement Programme](#). Twitter posts about four of our key reports were also seen over 2,400 times.



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We provided advice and guidance on [how to involve patients and the public](#) on issues as diverse as the provision of NHS digital services to Special Care and Paediatric Dentistry to Mental Health Rehabilitation Services.

Point on the commissioning cycle	Scale of change	Communities of place	Communities of interest	Demographic communities	Techniques and methods
Plan	System change	County	Pregnancy and maternity Cancer Diabetes	Children young people Working Older people	
Design	affects large numbers of people including users and interested members of the public (e.g. maternity or early years)	Borough	Dementia Cardiovascular disease	People with a learning disability Mental health	
Buy	Service change	Town	Musculoskeletal conditions Neurological conditions	Homeless	
Check	affects specific service users and/or communities (e.g. gestational diabetes)	Estate	Sexual health Drug and alcohol	Black Asian	
		GP Practice	Mental health General practice	Lesbian and Bisexual	
		Clinical ward	Other disease or condition specific communities	People with learning disabilities	

**A long road to ...**

The views of people with personality disorders about their experiences of treatment and services in Dorset, Hampshire and Isle of Wight

September 2019

Our [reports](#) tackled a wide range of issues from support to those affected by cancer to eye care for people with learning disabilities and/or autism. All our findings have or will inform how new services are developed and provided to local people.

We gathered the views of the most seldom heard people. For example, [people with personality disorders about their experience](#) of treatment and care, which is feeding into a significant Wessex-wide service review; and Black, Asian and minority ethnic communities, people with learning disabilities and lesbian, gay, bisexual, trans, and queer or questioning (LGBTQ+) people to [inform communications from GP practices about cervical screening](#).

🌀 This year we provided development support to 22 colleagues from across Hampshire and Isle of Wight’s health and care system via our [Empowering Engagement Programme](#).

Working on real life projects built their skills, knowledge and confidence to enable them to involve people in their work on an ongoing basis and to share their learning and [case studies](#) with others.



Empowering Engagement Programme



🌀 We began another development programme for 12 NHS Communications and Engagement colleagues to enhance their leadership and influencing skills, to ensure patient and public involvement is more meaningful and transparent across Hampshire and Isle of Wight’s health and social care system.

🌀 We continue to support the [Wessex Cancer Alliance’s Communities Against Cancer](#) project, run by a voluntary organisation called [Action Hampshire](#).



It raises awareness of the signs and symptoms of cancer and encourages those who are less likely to go to attend screening. Since May 2019, over £103,000 of small and larger grants have been given to 32 seldom heard community groups to run their own initiatives appropriate to the people they serve. This is an example of where NHSE/I can help build capacity and social value within the community in a cost-effective way.

## About us

Funded by NHS England/Improvement - South East (NHSE/I-SE), Wessex Voices aims to improve health and care outcomes by transforming services through the involvement of people.

We are a unique partnership of NHS England/Improvement commissioners and five local Healthwatch based in Dorset, Hampshire, the Isle of Wight, Portsmouth and Southampton. We are the only partnership like this nationally, and exist to provide independent, expert advice and guidance to transform the way patients and the public are involved in NHSE/I commissioning.

We have been on this journey for over five years now, so this report is an opportunity to assess our achievements for this year and reflect on the distance we have travelled.



“

‘Working as a partner in Wessex Voices has presented Healthwatch Southampton with many fantastic opportunities to collaborate with not only our neighbouring local Healthwatch, but also with NHS England and Improvement and the Clinical Senate and Networks from across the patch.

Working together we have been able to build and accelerate the portfolio of public engagement activities in key areas such as cancer and mental health, which in turn enables services to be developed in ways that are patient centred and improves health outcomes.’

Rob Kurn, Healthwatch Manager, Healthwatch Southampton

## Assessing our impact

When reviewing our impact for 2019/20, we looked at our outcomes and the changes we were able to influence. We assessed these under the five principles we approach our work by:

- 🌀 **Fresh perspectives:** We are ideally placed to provide an independent system-wide view that is local and people focused
- 🌀 **Advice and guidance:** We walk with our NHS colleagues to engage with those who use services, to understand their lived experience
- 🌀 **Developmental support:** We understand that engaging people in the future of health and care requires confidence, skills and knowledge
- 🌀 **A focus on health inequalities:** We help our NHS partners understand and work with the health needs of local populations who experience health inequalities
- 🌀 **Assurance:** We help our NHS colleagues create an audit trail of planning for and working with and alongside people and communities.

Influences or changes as a result of our work that we look for are:

- 🌀 Improved confidence, knowledge and skills in the NHS colleagues we work with to undertake patient and public involvement
- 🌀 Increased awareness and adoption of best practice in public and patient involvement amongst NHS colleagues and the people they involve
- 🌀 Improvements made to health services, strategies and communications by NHSE/I colleagues based on public and patient involvement/engagement intelligence and insight, particularly from seldom heard groups

As we evolve, we will seek to improve our evaluation processes so we can ensure people are at the centre of designing and commissioning health services.






## Considerations when assessing our impact

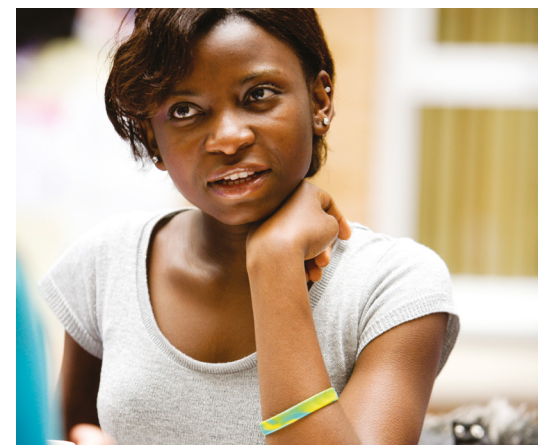
Our mission is to create better health outcomes; to support cultural change through meaningful patient and public involvement.

All our work is done in partnership, something to be mindful of when determining the contribution we have made. And much of what we do is qualitative; it's about innovating, supporting good practice, enhancing skills, confidence and knowledge, and sometimes changing hearts and minds.

Some of the factors we consider are:

-  Whether our recommendations are acted upon by commissioners
-  The extent of cultural/behavioural change we see, and whether this improves the quality and impact of patient and public involvement over time
-  We are a small fish in a big sea trying to bring about change so understanding our impact can be tricky

All this means is it is not always easy to pinpoint and attribute the impact of our work. However, we want to acknowledge our challenges and the context in which we work, as well as highlighting our successes. We learn from experience to make sure our work delivers.



## Our journey so far

In 2014, a conversation began between what was then the NHS England Wessex Local Area Team and the five local Healthwatch in Dorset, Hampshire and Isle of Wight, about how they could best work together to develop and support local people to be involved in commissioning services to better meet the needs of local communities.

Out of this came, what was then called Wessex Community Voices and is now called Wessex Voices. Below sets out a little of the journey our partnership has been on:

### Where did we start

### Where are we now

We began with a desire from NHSE colleagues to have a ‘People Bank’ and to involve one or two patient representatives on Boards, in procurements etc.

We use effective tools to plan meaningful patient and public involvement that is bespoke to each situation. In this we consider who needs to be involved and how best to engage them.

A wider number and range of patients and the public are now involved in all aspects of NHSE/I commissioning from understanding need, to designing services, through to procurement and using patient feedback data. As a result, services will better meet people’s needs.

We started off by focusing on maternity.

People have helped shape a wide range of services including:

- Cancer
- Screening programmes
- Pharmacy
- Dental
- Eye
- Diabetes
- Mental health
- GP practices
- Community services



## Where did we start

## Where are we now

We worked with a few NHS leaders who championed patient engagement but without having a broader base of knowledge, confidence and skills across all teams.

41 NHS colleagues in Hampshire and Isle of Wight have undertaken our award-winning Empowering Engagement Programme and report higher levels of confidence to undertake patient and public involvement. As a result there are a range of [real examples](#) of how people are being involved in service development and improvement.

More NHSE/I commissioners have involved more patients and the public to inform the services they buy on behalf of local people.

There was an immature relationship between NHS England and local Healthwatch.

We have developed a mature relationship between NSHE/I and local Healthwatch, where we are able to share intelligence and have honest conversations about people's experiences, good and bad, of local health services.

NHSE/I colleagues had limited access to existing patient and public engagement intelligence and local community networks.

We have developed a growing body of patient and public involvement intelligence that is being used to inform service commissioning based on people's experiences and needs.

NHSE/I commissioners have greater, easier access to people, communities and the voluntary sector so they can work with them to shape and deliver more people focussed services.

## Our 2019/20 outcomes

Under each of our core services - fresh perspectives, advice and guidance, developmental support, focus on health inequalities and assurance - we have delivered a wide range of outcomes that support the influence we endeavour to have on health services using effective public and patient involvement.

### Fresh perspectives

We are ideally placed to provide an independent system-wide view that is local and people focused. We did this by:

- Involving over 1,300 people across Dorset, Hampshire and Isle of Wight through a wide range of engagement activities that we undertook ourselves or supported NHS colleagues with. Each of these pieces of work have or will feed into the design of a new service or one that is being reviewed or improved.



- Undertaking system-wide thematic analysis of existing patient and public experience and engagement intelligence for [Cancer](#) and [Mental Health](#) services.

The Cancer analysis informed the Wessex Cancer Alliance Long Term Plan response, which describes how outcomes for patients will be different and commits to the ongoing involvement of people. The mental health analysis is shaping the Hampshire and Isle of Wight Sustainability and Transformation Partnership's Mental Health workstreams including: the development of the NHS 111 Mental Health Triage Service; training for GP practices; codesign of a single point of access; and support for people with specific conditions during crisis.

- [Engaging people with a personality disorder](#) to feel empowered to share their experiences of treatment and care to inform a service improvement review. We found little evidence of engagement of this type taking place elsewhere.
- Working closely with NHS, Healthwatch and other partners communications colleagues to use social media and paid ads effectively to help increase the number of people who participated in our engagement work and generate discussion about key health topics, such as [breast and cervical screening](#) across our area.

## Advice and guidance

We walk with NHS colleagues to engage with those who use services, to understand their lived experience. We did this by:

- At each of our bi-monthly Steering Group we offer NHS colleagues the opportunity to share their public involvement project challenges and ideas. Our local Healthwatch partners then offer advice and guidance about the approach; share existing intelligence and related work; and connect colleagues to other community assets and organisations, including local authorities and community and voluntary sector organisations.

Time after time this adds value to these projects by offering peer support, enhancing the quality of work, avoiding duplication, preventing wheels being reinvented, enriching the connections and extending the engagement reach.

- Offering advice and guidance on an ongoing basis outside the meetings via the Wessex Voices Project Team. There are many examples we could highlight but the one below stands out.

### CASE STUDY - Involving people at every stage

More than 230 patients, carers and the public informed the service specification for the South East England procurement of Special Care Dentistry, which is still ongoing.

Wessex Voices provided support by:

- Offering advice and guidance, and being a critical friend in the development of NHS E/I's patient and public involvement approach
- Undertaking a gap analysis of existing patient experience evidence
- Shaping the survey design and questions
- Supporting NHS colleagues to meet their Equality Act and Accessible Information commitments, by providing feedback on their Equality Impact Assessment and facilitating the creation of an Easy Read survey
- Creating a community contacts database for seldom heard groups from across South East England affected by this procurement
- Promoting the survey via our and local Healthwatch networks
- Recruiting a carer who will be involved in the tender evaluation, and encouraging the involvement of other patients and carers in this.


## Developmental support

We understand that engaging people in the future of health and care requires confidence, skills and knowledge. We did this by:

☉ This year 22 NHS staff joined a cohort of over 40 Hampshire and Isle of Wight health and care professionals who have previously undertaken our [Empowering Engagement Programme](#). All the graduates reported increased confidence around their ability to understand the value of and to undertake patient and public involvement, which will sustain this change.



☉ In addition, 12 NHS Communications and Engagement colleagues have joined our 'Leading system-wide patient and public involvement' course. Investing in their leadership and influencing skills, as those that provide patient and public involvement advice to their organisation and other NHS colleagues, is already helping them share their skills and knowledge but also giving them confidence and reconnecting them to their core values to challenge the status quo.

  
local healthwatch  
working together

**How to ... a series of guides, toolkits and resources for patient and public involvement**

Here are some patient and public involvement resources that Wessex Voices have found useful. This is not exhaustive but may help people get started. If there is anything you think we should add please let us know.

**... Find existing patient experience and engagement intelligence**

- Look at your [local Healthwatch website](#) or [Healthwatch network's reports](#)
- Look for feedback by your service on [Care Opinion](#)
- Ask the [Patient Experience library](#) (there may be a cost implication)
- Ask colleagues (e.g. who contract monitor providers to ask about patient feedback, your complaints team, frontline staff etc) and in other organisations like yours
- Google it!

**... Plan public and patient involvement (PPI) - Wessex Voices guides**

These two resources aim to get you thinking about where to start - what do you want to understand by involving people and why; who do you need to involve and to begin to plan.

- [PPI guide](#)
- [Starter Guide ...](#) to be used alongside our [Step by step guide](#)

**... Choose your participation/engagement approach**

- [Scottish Health Council's Participation Toolkit](#) - great resource to help chose a PPI methodology, as well as practical guides about accessible venues and ethics

☉ We produced a '[How to ... a series of guides, toolkits and resources for patient and public involvement](#)' in response to a suggestion that Hampshire and Isle of Wight colleagues develop their own engagement toolkit.

Rather than reinvent the wheel, we collated and shared existing good practice and lessons learnt from others. It was shared widely on Twitter, generating positive feedback.

☉ We strive to innovate and recently conducted an emotion analysis project via an external company. This provides a deeper look at underlying emotions and motivations that influence people's behaviour. In this case, we used it to provide a richer understanding of local women's experiences of first time breast screening.

## A focus on health inequalities

We help NHS partners understand and work with the health needs of local populations who experience health inequalities. We did this by:

- Engaging with 110 people with a learning disability and/or autism and their carers [to understand their experiences of sight tests and eye care](#). Again, there has been little engagement on this subject, and our short and long-term recommendations could improve services and awareness about the importance of eye care to enhance the quality of people's lives.
- Supporting the Wessex Cancer Alliance's [Communities against Cancer](#) project. As part of the grants panel this year, we have helped over £103,000 to be invested in 32 local community groups to run initiatives to suit their own needs. Groups are now reporting higher levels of awareness around the signs and symptoms of cancer and risk factors, which were originally very low. The project also feeds back to the Alliance the reality of people's fears and challenges of access to screening and going to the doctors about their concerns.

## Assurance

We help NHS colleagues create an audit trail of planning for and working with and alongside people and communities. We did this by:

- Promoting our [Patient and Public Involvement Project Template](#). Feedback is that it is a useful tool to set out projects step by step and in particular, identify what patients/public can influence through the engagement, and whether or not to proceed if they are not able to influence anything.
- Giving an independent view, using the collective expertise of local Healthwatch and the project team, to support or challenge NHS E/I's engagement approaches. Our recent advice around the Primary Care Team's approach to a translation and interpreting service procurement should result in a more effective engagement process in the coming year.



'Being part of Wessex Voices has proven to be a really useful way to share information across the region and work together on cross boundary projects. We're able to learn from each other, increase awareness of the importance of public engagement and ensure that people are at the centre of designing and commissioning health services.'

Louise Bate, Healthwatch Manager, Healthwatch Dorset

## Added value of our work

Since we began we have facilitated new collaborations, bringing supplementary benefits. Here are some worthy of highlighting:

- As well as our core funding, we regularly attract further monies by providing development courses in the wider health and social care system, allowing us to further share good practice and enable networking across organisations and sectors. Enabling people to tap into the skills, knowledge and connection of others has huge benefits in avoiding duplication and identifying people and organisations who are best placed to support action, often short cutting processes.
- Because of the different partners we have at the table our role often involves communicating between health services and the public. This includes sharing our knowledge of and translating between the worlds of health, local authorities and the community and voluntary sector. The Communities Against Cancer project is a prime example of helping NHSE/I colleagues understand the value of building trusted relationships, in this case with Action Hampshire, to deliver an innovative approach to raising awareness of cancer with communities that NHSE/I do not have a direct relationship with themselves.
- The additional capacity provided by Wessex Voices has not only enabled relationships to develop between NHS E/I and local Healthwatch but also between local Healthwatch. From this often stems support for each other and joint work offering system-wide perspectives. This year the Hampshire and Isle of Wight Sustainability and Transformation Partnership commissioned a review of people's experiences of GP extended hours appointments, which provided valuable additional funding to local Healthwatch organisations as well as rich insight across the STP.

“Wessex Voices has supported the Wessex primary care team in many different ways with patient and public involvement since the partnership commenced. The support has included ad hoc advice, training and, most particularly, effective engagement to underpin procurements. We have been prompted and nudged to think things through differently and this has sometimes been uncomfortable - but ultimately beneficial. The steering group and associated relationships with Healthwatches has meant that we have a ready source of advice a feedback as projects progress. We understand that the aim is to empower us to develop the skills and confidence to engage effectively but the practical, hands-on support provided by Wessex Voices that adds capacity has been invaluable.”

## Looking forward

Wessex Voices needs to remain focussed on its ambitions around culture change and ensuring the engagement activities we support are high quality and meaningful. With that in mind we need to:

- Continue to advocate for sufficient time and resources to plan early and enable people to get involved in shaping services. This is particularly necessary to enable seldom heard communities or those with poorer health outcomes to participate.

We will continue to help NHS colleagues to find solutions and scope what is possible within timeframes and available resources but will strongly challenge where expectations are unrealistic.

- In previous years, we solely provided advice, guidance and support to NHSE/I around patient and public involvement, but this year we have undertaken significant engagement activities on their behalf. Despite the limited capacity some NHS colleagues have to do this themselves we have said we should not become a delivery arm for NHSE/I engagement.

Our focus needs to remain on helping NHSE/I colleagues understand the value of patient and public involvement and to develop their skills, confidence and capacity to do this themselves in line with the commitments made in the NHS Long Term Plan.

- Continue to develop rigour in our planning and quality assurance processes to enable us to further demonstrate our impact and make sure we are providing the best quality support and ultimately, the most effective involvement activities possible.









We will continue to work hard and remain ambitious to bring about the cultural change we and others are seeking. Ultimately this will lead to better services and outcomes for local people.

## Acknowledgements

We could not achieve all that we have without the support and participation of such a wide range of people. We seek to acknowledge them in each of our individual reports so do please look out for them in these.

However, as well as our local Healthwatch, NHSE/I-SE and other NHS colleagues there are a few organisations and individuals that support Wessex Voices who we would like to acknowledge:

-  Help & Care, who host Wessex Voices
-  Healthwatch England
-  Action Hampshire's Communities Against Cancer Team
-  Jessie Cunnett, Traverse
-  Paul England, The England Partnership
-  Tracy Street, Macmillan Cancer Support

Finally, we would like to show particular appreciation to Nicky Priest, our NHS England colleague and Chair for the last few years, who helped set up the partnership and then stewarded Wessex Voices' successful development. She has now moved role so we would like to say thank you and wish her every success.

### For more information contact:

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