

Our plans for the year

2024 – 025



Our plans for the year

- Continue to hear from and promote the work of Healthwatch Southampton with the public.
- To continue with our community engagement attending events and groups in the city to hear about people's experiences, to gain feedback and promote ways to improve patient and carer voice about services. Sharing the public's experience with services to enable change and improvements to be made.
- To recruit more volunteers to be involved with our work in Southampton.
- Work with our colleagues in Hampshire, Portsmouth and the Isle of Wight to gather views across the area, and feed these back to system leaders.
- To continue our work highlighting the importance of the Accessible Information Standard in partnership with other Healthwatch teams in Hampshire, Portsmouth and the Isle Of Wight.
- To regularly publish a Healthwatch Southampton news updates on the website as a way of engaging and informing the public of work we are involved with as well as services, surveys and new developments.
- To review our Healthwatch Southampton website, making it accessible, and ensuring it provides useful and relevant information for local residents.
- To explore further your top priorities that you told us about in our annual "What Matters Most to You" survey 2024 and take steps to encourage local health and social care services to improve patients' experiences.
- G.P. Services including access, using eConsult and Patient Participation Groups.
- Dentistry, including checking the NHS find a dentist website to ensure the information is timely and updated regularly.
- Mental Health including feeding back peoples experiences of finding, accessing and using Mental Health Services, striving to improve public knowledge about eligibility and pathways to appropriate support.
- Transport including investigating patient options for transport, eligibility for transport support and issues with access to transport related services to help access health services.
- To continue to engage with NHS Leaders, Health Teams, Commissioners, Local Authority and the Voluntary and Community Sector to ensure services are listening and responding to patient and carers experiences.
- To follow up with Southampton General Hospital following our review into patient with dementia and their carers experiences as inpatient at Southampton General Hospital.



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