

healthwatch

Southampton

Priorities

1. Every year Healthwatch ask the people of Southampton to identify their priorities in terms of health and social care. This takes place during February and March. This year priorities included GP surgeries, dentistry, adult mental health and hospital services.
 - 1.1 GP surgeries feedback included issues with access to GP appointments (particularly face-to-face). People reported issues with E-consult and inconsistency of approach between practices.
 - 1.2 Adult Mental health services feedback included comments that services are underfunded with not enough support available. People said they have difficulty in navigating appropriate mental health support. A feeling that there is an increase in people experiencing mental health issues as this was chosen as a priority as respondents shared, they had friends or family in need of support.
 - 1.3 Hospital Services Outpatient & Clinics feedback included positive experiences, along with long waiting times for outpatients' appointments and general concerns about shortage of funding for services.
 - 1.4 Dentistry feedback shared was concern about access to NHS dentists, the costs of treatment both private and NHS dentists and reports of some practices regularly cancelling appointments.
2. Along with the results of the survey we gathered data from our Feedback Centre (on our website), feedback received from attending community outreach and events, and our enquiries to Healthwatch Southampton. The staff team and strategic group examined this data and set up working groups to look at these issues in detail and to see how and where we can affect change.
3. The GP working group has started work on the following
 - 3.1 A survey emailed to practice managers of GP services to ask about their practices policies and procedures with eConsult.

- 3.2 A survey for members of the public in Southampton asking about their views on ease of access to their own GP practice.
- 3.3 Data analysis for Southampton completed by Hampshire & Isle of Wight Integrated Commissioning Board from the annual Ipsos GP patient survey.
- 3.4 The next step for this workstream is to invite the commissioner to come to the HWS strategic group to understand the variation in patient experience across different practices in the city.
- 3.5 In addition, the group are also working on mapping Patient Participation Group (PPG) activity at each GP practice in the city as this is a mechanism for patient voice and feedback to be heard. The aim is to support PPG's by sharing good practice, training and resources to support these groups.
4. The dentistry working group has provided feedback on the HIOW dental strategy.
 - 4.1 They have mapped all practices in the city and will publish on the Healthwatch website for information
 - 4.2 The group are regularly assessing how up to date the NHS Find a Dentist website is to ensure that practices are updating this regularly to enable the public to find an NHS dentist.
 - 4.3 HW Southampton continues to work with colleagues in Healthwatch Hampshire Isle of Wight and Portsmouth to improve access to NHS dentists.
5. The transport working group are planning work to gain further views on the issues people face moving around and across the city for health and social care services. This will include working with providers, voluntary sector and gaining views from the public.
 - 5.1 the group have also been working with colleagues at the UHS to gain a better understanding of transport and access to outpatients and services at the hospital.
 - 5.2 Healthwatch are promoting the Non-Emergency Patient Transport Survey currently underway by NHS HIOW and keen to see the results when available.
6. Mental health work has included a report on the East Community Mental health team and the feedback received from users of the service. Healthwatch has started work with this team to write up changes made to the service in response to patient/user feedback.
 - 6.1 Dementia report, this was published and is available on our website.

- 6.2 We are involved in the re-established Dementia Network led by Southampton Voluntary Services in partnership with Unpaid Carers Support and Carraway that brings together Dementia Services in the Voluntary and Statutory Sector
- 6.3 Work with SCC adult social care is in early stages to look at Places of Safety in the city. Healthwatch Southampton have also provided initial feedback on the Adult Social Care Strategy.

Consultations

Supporting Southampton City Council, we have carried out 2 pieces of consultation work so far this year.

1. Early Help and Prevention Healthwatch Southampton we gathered anonymous feedback from residents about several Early Help & Prevention Services including Citizens Advice Bureau, So:Linked, Spectrum Independent Living, No Limits, Rose Road Association, Age UK Southampton, S.A.R.C, The Environment Centre, Communicare, CLEAR Project, Southampton Living Well & Unpaid Carers Service. The report was completed at the end of August and most of the feedback for all services was positive. Feedback from participants of on how useful these services were (1-5 one the least useful and five the most) the overall rating was 4.7 out of 5. The results were shared with commissioners as well as the individual service providers.
2. In October Healthwatch supported people that use the city's home care service providers to complete a survey conducted by Southampton City Council. This enabled people the option to complete the survey with Healthwatch over the phone to gather their views on their home care services they receive. The team spoke to people about their experience of home care services, and of health and social care services, many of whom were isolated and housebound. The report is being compiled by commissioners and will be shared on completion.

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