
Hearing from patients, service users, carers and the public

Our conversations and engagement with Portsmouth residents

2018/19



Contents:	Page:
1 Introduction	3
2 Your Big Health Conversation	3
3 City-wide PPG Forum	5
4 Mental health services	6
5 Wheelchair services	6
6 Health and Care Portsmouth website and newsletter	8
7 “Different Conversations”	8
8 Long-term conditions – using ‘co-production’	9
9 Getting out and about	10
10 Healthcare professional feedback	11
11 Positive Minds	11
12 Reviewing GP practice mergers	11
13 Wider engagement and survey work	12
14 Listening to concerns	16
15 Looking forward	16



1. Introduction

Any health or care organisation which is serious about delivering the best possible treatment and support must always be in 'listening mode'. The people who use services themselves, or who care for those who do, are better placed than anyone else to know what works, and what doesn't. Hearing from those people with such expertise is a crucial part of understanding what needs to be improved, and how.

That is why there is constant activity by staff working directly for NHS Portsmouth CCG, Portsmouth City Council, and the Health and Care Portsmouth Commissioning team which works for both the CCG and the local authority, to keep in touch with the views and experiences of those people using health and care services in the city.

This report summarises the conversations and engagement which took place in 2018/19, and how all the feedback we received was used, and continues to be used.

2. Your Big Health Conversation

During 2018/19 there were extensive activities relating to 'phase 2' of the Your Big Health Conversation engagement process. The earlier phase of this project was a very broad-based, online-only survey asking local people questions about some big issues facing the NHS today and in the near future – for example, what people understood by 'seven-day' services, whether they would be prepared to travel further for treatment in specialised departments, or what they thought about seeing other staff (rather than GPs) in primary care.

Phase 2 took a different approach. The majority of activity was face-to-face – meeting with groups of patients, or carers, and hearing from them about their experiences, and opinions, regarding four specific areas of NHS care: frailty; long-term conditions; mental health, and same-day services.

Groups varied in size from just three or four people, to 15 people or more. Participants were offered a general description of how local healthcare works at the moment, and a rough outline of how things may change in the future, and were invited to discuss the issues as they saw them.

It is important to stress that this engagement work was not intended to endorse specific decisions. Rather, it is intended to help build up a body of evidence and feedback which can help to guide the projects which are developed under the Health and Care Portsmouth banner – the findings inform a direction of travel, rather than justifying it.



Some of the key feedback themes which emerged from this work were:

Mental health:

- **lack of out-of-hours access** (“out of hours is a long time when you can’t sleep”)
- **gaps in the range of provision**, for people who are struggling but short of full-blown crisis
- an **inflexible model**, which demands people fit themselves into the services which are available, rather than services fitting people’s needs (“I was told I wasn’t ill enough for this service, but I was too ill for that one”)

Same-day services:

- a focus on the importance of **access to primary and community services**, not just the Emergency Department and 999 – getting a primary care appointment quickly is seen as both vital, and difficult
- the importance of **stronger out of hours services**
- the potential for **technology** to offer new, better options for people
- the need for better **information and signposting**, to allow easier, more informed choices

Long-term conditions:

- **burdensome and inflexible systems** which often put the onus on the patient to chase and organise (and which frequently break down, making such demands commonplace)
- continued duplication, poor communication and **inefficiencies between different services** (“they still don’t talk to each other”)
- easy **access to clinicians** – particularly specialist staff – was prized. For some conditions, patients valued quick access to specialist nursing above all else
- the **need for holistic care**, not just specific symptom management

Frailty:

- the **importance of non-medical services** to promote emotional wellbeing, as well as physical health
- the need for **greater integration** (“you don’t know who is in charge”)
- some **preference for ‘in house’ provision** rather than a reliance on agencies



[A fuller examination of the feedback that was shared with participants, is available online](#), and is already being used to inform a range of Health and Care Portsmouth projects – from the trialling of a long-term conditions hub, to the development of a new wellbeing service in the city.

3. City-wide PPG Forum

Each GP practice in the city has its own Patient Participation Group, or PPG. Representatives from these groups come together to form the City-Wide PPG forum, and NHS Portsmouth CCG has cultivated this important relationship over many years. The forum provides an opportunity for the CCG and patient representatives to develop a two-way dialogue, involving both presentation-style sessions and group work where members can express their views on the topics in question.

During 2018/19 there were three formal forum meetings, covering a huge amount of ground.

PPG areas of focus, 2018/19:

- The **Health and Care Portsmouth communication and engagement plan**, discussing how the CCG, council and partners could work more closely together
- **Your Big Health Conversation** – with members organised into small groups to provide feedback on mental health, same-day care, frailty and long-term conditions (see previous page).
- **Self-care**, in particular discussions around services people can refer themselves into, such as *Talking Change* counselling.
- The emerging plans for a '**wellbeing house**', which will now open soon as *Positive Minds*.
- **Social prescribing**, by which the NHS helps people to connect with non-medical services which can enable them to address their social, emotional or practical needs.
- **HIVE Portsmouth**, a collective group of organisations working with local people to support individuals, families and communities.
- The growing **Good Neighbours Network**, where volunteers can help others with simple but essential tasks such as shopping or gardening, or help out by befriending anyone who is isolated.
- **Primary Care Networks** – a key plank of NHS policy to ensure practices work together to provide communities with stronger primary care services. Members were encouraged to discuss what they saw as the opportunities, and the concerns, of this new approach.



Senior CCG representatives regularly attend the forum to hear and consider the feedback, and the [full detail of the content of the meetings is on the CCG website](#).

4. Mental health services

The need to re-think, and improve, mental health care services is well-recognised. It is accepted that health and care services can and must do better in this area, and so there has been some significant work going on in the city to achieve that essential improvement.

4.1 Crisis service

During 2018/19 there was a major drive to take a completely fresh look at how some mental health services work in Portsmouth and south east Hampshire. Part of that fresh look involved more than 150 hours of workshops and consultation, with patients, service users, carers and staff – a huge commitment on the part of all involved.

That work allowed a new focus on the ways in which people access community mental health services, and the result was a commitment to a fundamental overhaul of the way local teams worked. Staff working for Southern Health NHS Foundation Trust and Solent NHS Trust are being combined into a single crisis team, which can be accessed 24/7, and which is also available via self-referral.

4.2 Rehabilitation service

Conversations were held with service users and their families, and staff, regarding the mental health rehabilitation service in the city.

There was a lot of positive feedback about both the service itself and the frontline workers, as well as some other, more challenging themes. For example, there was a sense that the service felt more like a hospital than a home, and that it could be more effective in a community-based setting. New plans for rehabilitation services are now being developed in the light of this feedback, as well as taking learning and best practice from elsewhere.

5. Wheelchair services

Another area where the local NHS has recognised a compelling case for improvement is wheelchair services. Too many people have faced waiting times which are longer than they should expect, and progress in reducing those waiting times has been difficult.



NHS Portsmouth CCG worked with its partner CCGs covering Fareham and Gosport, and South Eastern Hampshire, to hear from existing wheelchair users about the way they are supported now, and their preferences for the service in future.

Everyone receiving local NHS wheelchair services was contacted directly, and almost 400 people took the time to provide their feedback. In addition to this, there were a small number of face-to-face interviews conducted as well, to give people the chance to discuss the matter in person if that was preferred.

[A full summary of the feedback relating to wheelchair services is available online](#), but the main themes which emerged were:

Wheelchair service feedback:

- extremely strong support for a **single point of access** – this was seen as offering a quicker, more convenient service
- strong support for **self-referral**. This was driven partly by the belief that it would be quicker, but also by a sense that the wheelchair user was best placed to decide when an assessment was needed.
- a preference to be able to book **evening and weekend appointments**, but for many this was not seen as especially important.
- when provided with a list of statements and asked to rank them in order of importance, **'ability to access building'** and **'keeping waiting times low'** were chosen most frequently. 'Accessible by public transport' was the least popular option.
- awareness of the **NHS voucher scheme** was very low, which in turn meant that only a minority would be confident using such a scheme.
- **Concerns over using a voucher scheme centred on cost** – would the voucher be enough to buy a new chair, and would it cover ongoing costs?

The findings of this engagement work were fully considered by the group tasked with awarding a new contract for wheelchair services locally (taking effect from 2021), and provided essential insight in drawing up the proposed specification for a new service. The process of choosing a provider to deliver wheelchair services from 2021 is ongoing.



6. Health and Care Portsmouth website and newsletter

A major new tool to help communication and engagement in the city is the [Health and Care Portsmouth website](#).

The website brings together information about those city services which are being developed and delivered by the CCG, the city council, and our partners from the NHS, primary care, and the voluntary sector.

The website itself, and the 'organisationally neutral' branding it uses, is just one of the ways in which health and care organisations in Portsmouth are focused giving city residents better support, and lowering the traditional boundaries between NHS and council, public and third sectors.



A similar development is the success of the Health and Care Portsmouth newsletter during 2018/19. In this time the 'reach' of the monthly publication has climbed quickly, now approaching 2,500, and it has allowed the CCG and council not only to inform people about service developments, but also to invite people to submit their views and participate.

7. "Different Conversations"

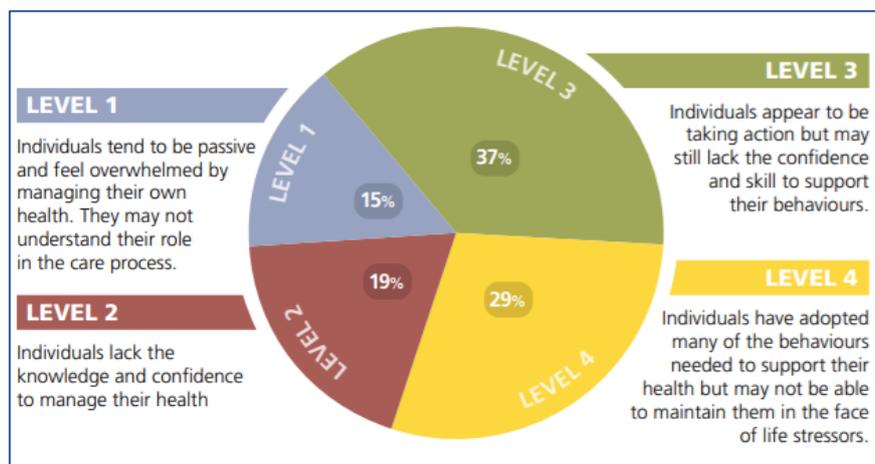
Everyone will have heard the old refrain, 'doctor knows best' – the trained clinician was expected to know what was the right thing to do, and the patient was expected to do what they were advised without involving themselves in the decision-making process.

Increasingly, there is a realisation that people who are well-informed, involved and motivated have a significant part to play in staying healthier, and managing their own conditions. But how do you identify who is best placed to help themselves, and give them the tools to take control of their health? And for those who are less ready to do that, how do you personalise their support so that they are helped to take more ownership of their condition, over time?



In early 2019, the [Different Conversations](#) survey was shared widely across Portsmouth. In total, 383 people responded to the 'public version, answering the 13 questions, and alongside this there was also a separate survey for members of staff. The [survey findings](#) – which are available online in summary form, broken down by postcode area – are intended to show how able people feel to control their healthcare (known as their “activation” level), and in turn this can guide frontline staff to tailor their support accordingly.

An extract from the results – a summary of the city-wide ‘activation’ levels:



8. Long-term conditions – using ‘co-production’

Traditionally, health and care organisations engage with people in a relatively time-limited way – people may be asked for their views on an issue, and then those views are taken away to be considered before decisions are made.

However, there is a trend towards ‘co-design’, and ‘co-production’ – effectively trying to involve people who have personal experience of an issue over a longer period of time, working with them as ongoing partners rather than as outsiders to be consulted once.

This new approach has been tested in the lead-up to the trialling of a new ‘long-term conditions hub’ service in Portsmouth. The intention is to provide a new type of service to patients (essentially respiratory and diabetes patients drawn from two practices, for the purpose of the trial), which improves the education and testing they receive, and ensures that the support given to this group is of a high standard, no matter where they live in the city.



We received help from NHS England in setting up our first ever strategic co-production working group – we were chosen because of our work to deliver personalised care, and to enable people to use personal health budgets. The first task agreed with the group was to develop a way of assessing how this new service worked for patients – using measurements which they felt were the most important, not just those the NHS could easily record.

The co-production group has been meeting regularly throughout 2019, supported by NHS England and staff from both the CCG and Portsmouth City Council, and the evaluation tool they have developed will be used in the hub when it starts seeing its first patients.

9. Getting out and about

The CCG co-ordinated a winter health and wellbeing drop-in event in January, which took place in the Cascades Shopping Centre in Portsmouth.

The purpose of the day was to take a market stall information and engagement event out and about to test an approach which could be used again in future - essentially bringing together a range of different organisations working in the Portsmouth area, all with an interest in a particular topic, offering an opportunity for people to engage with a range of different services all in one place at one time.

A number of different organisations supported the event on the day and we were able to showcase some of the joint working that is happening locally. The local NHS, Age UK, Remind Dementia Support, Healthwatch, and The HIVE (the central point of contact for services and community connection in Portsmouth) were all involved.



By far the biggest concern that people fed back about on the day related to being able to get a GP appointment and so it was helpful to be able to distribute copies of the CCGs' joint urgent care guide - revamped in 2018 - to support messages around alternative treatment options.

In autumn of 2018 CCG staff also attended the University of Portsmouth's Freshers' Fair, for the first time. Staff were there both to inform students about key issues, and also to hear from them about how they would like to access NHS services. Students were asked about registering with local GP surgeries, online access to registration and services, and awareness of electronic prescriptions for regular medications.



10. Healthcare professional feedback

As well as hearing from patients, service users and carers, it is also important to hear the views of professionals, to ensure that crucial feedback – both positive and critical – about local services is received from all sources.

People working in primary care can use the Quasar system to report issues they feel should be recorded. Trends are discussed with service providers, and necessary actions are recommended and agreed, and reported to our Quality and Safeguarding Executive Group.

During 2018/19 there were 99 individual pieces of feedback received via this route - down from 181 the previous year. As has traditionally been the case the majority of the feedback (68%) relate to Portsmouth Hospitals NHS Trust. The most common categories were 'Trust admin/ policies / procedures', 'communications', 'admissions and discharges', and 'clinical treatment'.

11. Positive Minds

During 2018/19 work was underway to commission a new sort of service in the city which would help people living through periods of poor emotional or mental health. Initially referred to as the 'Wellbeing House' project, the service is now called *Positive Minds*.



The name and logo was chosen after city residents were asked to give their views on two options, and also asked more broadly about their views on the new service, which was planned to offer a mixture of professional and peer support, and a choice of pre-booked and walk-in slots, alongside access to other (non-NHS) support. Almost 300 people responded, giving their views on what needs they felt the service could meet, opening hours, and whether they would use it. The service is due to open in late 2019.

12. Reviewing GP practice mergers

Over recent years there have been a number of mergers of GP practices in Portsmouth – 10 since 2013. Each time a merger is proposed there is a process of patient engagement which takes place, but – given the frequency of mergers and the possibility of more in future – it was felt that a review of the process would be useful to ensure that patients, staff and other key groups were being involved effectively.



The CCG worked with Healthwatch Portsmouth to gauge people's views about how the engagement process works. Healthwatch carried out research in August 2018, with patients, GPs, nurses, practice management teams and other staff at four city practices, and CCG colleagues.

The findings included:

- Feedback that communications around mergers tended to be good – although there was notable variation as to how well informed patients felt, from practice to practice
- Respondents tended to feel more 'informed' than 'engaged'
- Clinicians tended to feel well informed, but other practice colleagues less so

A series of recommendations regarding communications and engagement were presented to the CCG and the individual practices, including the suggestion that more could be done to explain how patients can access services under new arrangements. [The CCG published the full report](#) which went to the Primary Care Commissioning Committee.

13. Wider engagement and survey work

As well as the engagement activity going on just in the city, there are also projects which take place across a wider area, but which can still provide useful information about how health and care services are performing in Portsmouth.

13.1 NHS111 and integrated urgent care

NHS organisations across Hampshire and the Isle of Wight are working together to ensure that everyone should be able to access the right service for their needs through NHS111, both by the phone and the online service.

An engagement programme was undertaken in the spring of 2019 to seek the views of local people about recent changes that have been piloted, together with plans for future developments so these can be taken into account as the plans for the service progress. A survey was developed asked people about their experience of NHS 111 and for their views on:

- Speaking to a clinician before being sent an ambulance
- Access to medical records
- NHS111 direct booking for GP appointments
- NHS111 online awareness.



The survey was tested with patients before being published and promoted. It was promoted widely across all of the CCGs through social media, CCG websites, patient groups and the voluntary sector. Provider Trusts promoted the service as well, and around 460 people responded to the survey, a fifth of whom were from Portsmouth.

Whilst it is recognised that the response rate to the survey was low for the area it covers, it is important to remember that people have been asked their views about urgent care services, including NHS111, a number of times before over the past few years.

The key themes from this engagement programme were that respondents:

- Value advice from a clinician, especially one providing the specialist advice they need
- Think it is helpful to speak to a clinician before an ambulance is sent to them or they are advised to go to A&E, though a number of respondents raised concerns about this potentially delaying how quickly someone receives the care they need
- Think it is important that NHS111 staff, with their consent, are able to access and update their medical records and that NHS111 can directly book an appointment with their GP or another NHS service

This led to the following recommendations being made as plans for NHS111/ Integrated Urgent Care Services continue to be developed:

- Patients calling NHS111 are reassured that speaking to a clinician before an ambulance is sent or they are advised to go to A&E will not impact or cause a delay in a patient receiving any care or treatment they need
- The range of clinicians available to speak to patients about their health concerns via NHS111 is expanded
- The pathway should be reviewed to ensure that NHS111 being able to direct book GP appointments will not enable people to 'queue jump' for routine appointments
- NHS111 online and the benefits this offers local people continues to be promoted
- Service providers to promote the role and training of NHS111 call handler to increase public confidence
- Call handlers let patients know when they can expect to be called back or visited at home, with regular updates provided if this will be delayed as the system is developed.

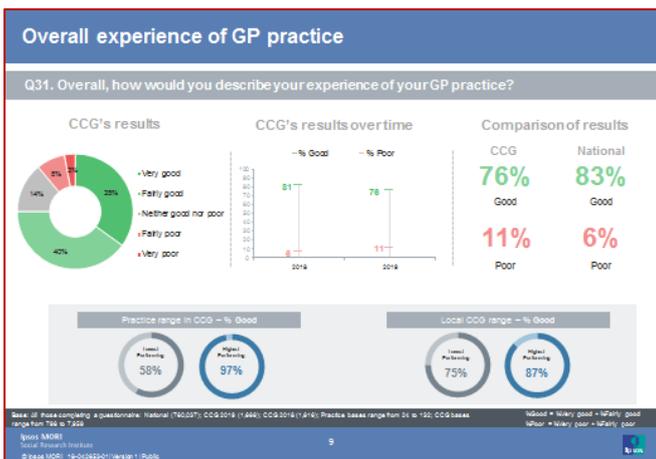


13.2 GP Patient Survey

The annual GP Patient Survey is run by Ipsos/MORI on behalf of NHS England, selecting a random sample of people and asking them to describe their recent experiences of their GP practice.

Specific questions include a general enquiry about local GP services, making an appointment and out of hours cover. On the whole, city residents rated Portsmouth primary care services slightly lower than the findings for the rest of the country as a whole, although responses regarding out of hours care were generally more positive than elsewhere.

Examples of results for Portsmouth:

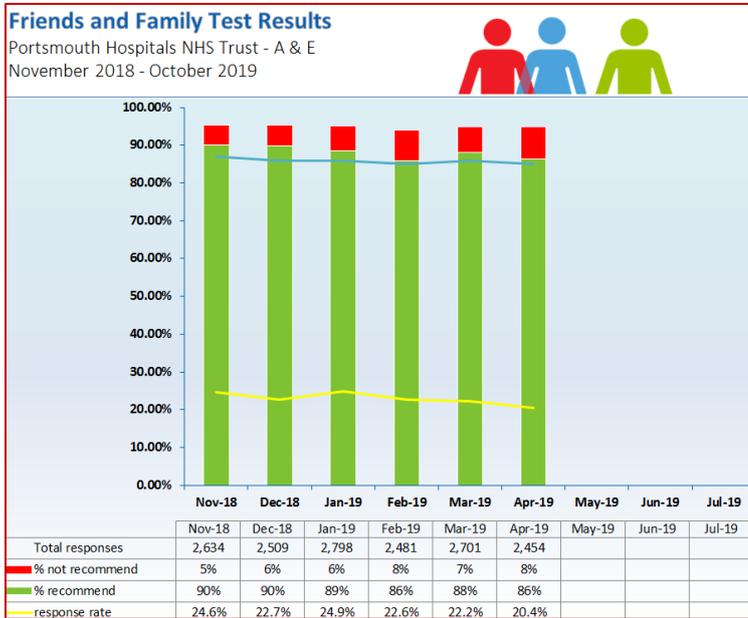


13.3 Friends and Family Test

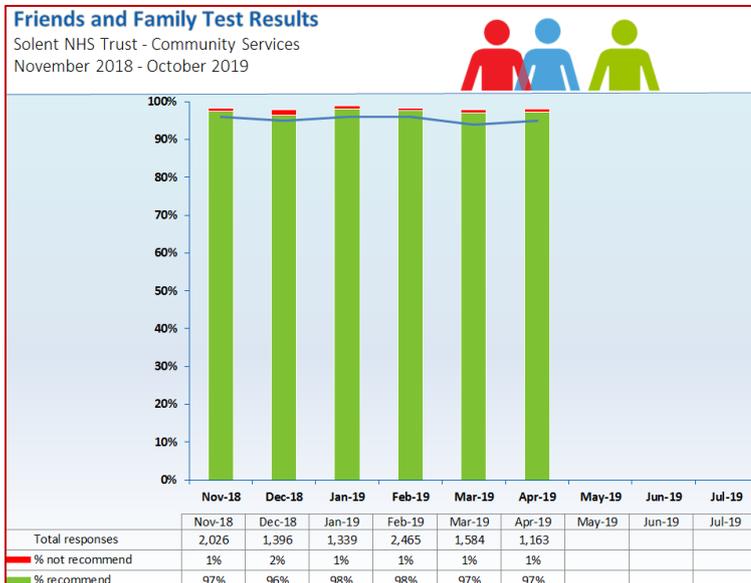
There is also the long-established 'Friends and Family Test', which is used nationally as the default measure of patient or service user satisfaction. It is a very brief way of capturing the experience of someone who has just used a service, whether it is as an inpatient, in A&E, in GP surgeries, or being cared for by specific teams such as maternity and mental health.



Sample: Friends and Family Test results for A&E at Portsmouth Hospitals NHS Trust



Sample: Friends and Family Test results for Solent NHS Trust community services



13.4 NHS 111 Patient Experience Survey

There is further testing of patient experience via the NHS 111 patients experience survey, which is conducted across Hampshire by South Central Ambulance Service (which runs the NHS 111 phone line, as well as the 999 service) each year.

The Hampshire-wide survey examines user satisfaction, and is carried out every six months. It generates information which is used to identify areas of good practice, and areas for improvement, and the development of action plans which are then monitored via the regular contract review processes.

14. Listening to concerns

Nobody ever wants to receive complaints, but they offer a potential source of intelligence about local services. During 2018/19 there were 21 complaints received by the CCG, relating to local services. That represents a rise on 2017/18, when there were only 12 complaints, but it is worth noting that the year before that there were 36 complaints received, and so the figure for last year appears somewhat lower than the broader trend.

Approximately three-quarters of the complaints received (15) related to the commissioning of particular procedures or services, and three were concerned with appointments, delays and cancellations. Four complaints were upheld, four were partially upheld, one was withdrawn, and the remaining 12 were not upheld. The CCG continually reviews the complaints received to help identify any themes or trends which need to be addressed, and each year [the Complaints Report is considered by the CCG's Governing Board](#).

15. Looking forward

Engagement across a wide range of services will continue during 2019/20.

As well as the methods referred to in the previous sections, the CCG also continues to use its [Twitter account](#), and the system-wide [Urgent Care Pompey Facebook page](#), both as a means of communicating and engaging with city residents, and there are also other, more recent online resources for promoting involvement, such as HIVE Portsmouth which has a [website](#), as well as [Facebook](#), [Twitter](#) and [Instagram](#). All of these will remain important channels for us as we build our programme of engagement this year.

Some of the projects where we will be looking to engage with patients, carers and service users over the next 12 months will include:



- Community-based routine and same-day care – seeking to support any future awarding of contracts by gathering views and experiences
- Co-production – seeking to build upon the work in 2018/19, when the Health and Care Portsmouth partners first began to explore how to engage differently with people who have personal experiences of health and care services
- Considering our future approach to engagement in the city more broadly, working across both health and care rather than in separate silos
- Supporting specific Health and Care Portsmouth workstreams as they develop
- Continuing and developing our relationship with the PPG Forum
- Freshers Week – again, reaching out to students to better understand how they can be supported to register with local GP practices, and how they can be encouraged to access services.

