

# 2017 SUMMARY

## activities outcomes plans

# Wessex Voices

It's been another successful and productive year for **Wessex Voices**. We have continued to support NHS England - South (Wessex) commissioners in the Public Health and Primary Care teams and the Clinical Networks to involve people in the design and delivery of their services. We are also supporting the Hampshire and Isle of Wight (HIOW) and Dorset Sustainability and Transformation Partnerships (STPs) and Clinical Commissioning Groups (CCGs) to improve their patient and public involvement.

**We hope this summary gives you a flavour of our achievements and what is to come.**

## Engagement highlights

**Wessex Voices' role is to advise and guide our NHS colleagues around patient and public involvement.**

Our aim is to support others in undertaking PPI activity to increase local skills, knowledge and confidence; and Wessex Voices will undertake PPI activity where asked to do so. This year we have actively supported a range of services to involve people:



**'Kick cancer out of Boscombe' event** with the Wessex Cancer Alliance. This cancer awareness raising event, in an area with lower than national average take up of cancer screening, reached over 600 people offering everything from health advice, mole checks, education, signposting and counselling if required. Around 300 visited an inflatable colon, where Bournemouth Hospital staff provided expert advice, information and signposting.

The expertise of Wessex Voices was instrumental in the successful completion of our focus groups ensuring everyone was comfortable and contributed as much as they would have liked.

*Chloe Grimmett, Macmillan Survivorship Research Group*



**'WESFIT: Patients experience of exercise and cancer' focus groups**, again with the Alliance. One key thing that will change is that patients in the WESFIT pilot will be given some support to return to exercising after their surgery. Previously there was no further contact about this after surgery. People also said that counselling might not be for everyone so patients will be given options as to what type of psychological support they might require.



**'NHS 111 Telephone Dental Advice' survey**, with the NHS England (Wessex) Dental Team. 77 people responded to an online 'snapshot' survey about their experience of using the telephone dental advice service. Overall respondents like the current service. People were asked about what they thought were reasonable call back times if they had severe dental pain, minor dental pain and general dental advice. Their responses will feed directly into the new service specification.



✳️ **‘Experiences of using local eye health services’** for the Wessex Local Eye Health Network’s Eye Needs Assessment. 18 people responded to share their experiences. Healthwatch Hampshire also provided data from their ‘Out of Focus’ investigation into the support people receive after a sight loss diagnosis. The assessment, informed by these experiences, will be shared widely with commissioners across Wessex.

✳️ **‘GP mystery shopping exercise’:** the five local Healthwatch, who work with Wessex Voices, contacted 322 GP practices to ask what ID they required from patients to register. They found that 286 practices (or 88.8%) required some proof of identification or address, which can be a barrier to accessing services for some people. As a result, the Wessex Local Medical Council has provided ‘Lunch and Learn training’ for GP receptionists to ensure they are aware people can register without ID if they don’t have any. Dorset CCG has also responded directly to the findings.

✳️ **‘Maternity Services Survey 2017 - Southampton, Hampshire, Isle of Wight and Portsmouth’.** This specifically commissioned engagement activity received feedback from 1215 women and 63 birthing partners. Whilst the feedback about services was generally positive, we identified a number of areas for improvement and further exploration. Over 400 women shared their contact details as they would like to continue to be involved in shaping local maternity services.



## Extending our reach

Working with the Wessex Voices project has enabled Healthwatch Isle of Wight to work collaboratively both with neighbouring local Healthwatch, with the Clinical Networks and with NHS England in Wessex to promote the voice of local people and ensure that people’s experiences of services truly contributes to the development and improvement of those services.

Jo Smith, HealthWatch IOW

Our work has evolved into new areas this year ...

- **Our ‘Empowering Engagement Programme’** works intensively with a small cohort of participants over six months to transform their confidence to plan and involve people in their work. We are now running a second programme with North East Hampshire and Farnham CCG and across health and social care organisations on the Isle of Wight. Because of the impact of the programme on individuals and organisations we hope to run it with other organisations too.
- EPP delivered an 80% increase in confidence around patient and public engagement for NEHF CCG cohort of participants (2016/17).
- Delivery of the Empowering Engagement Programme on the Isle of Wight has involved many local partners, including the CCG, Council, NHS Trust and the voluntary sector in working collaboratively to engage with local people. One participant said that she found the sessions “inspirational”.



- **We have worked with Hampshire and Isle of Wight STP colleagues** to provide PPI advice, guidance and support to their workstream leads for mental health; children and young people; and digital. Our June event brought together local Healthwatch, CCG Lay Members and NHS Communications and Engagement leads from across the area for the first time to discuss how we can connect engagement activity around the sustainable transformation of health services. These relationships continue to build. We are also working with Dorset STP colleagues to share learning between the two areas.

- **With these significant new areas of work, we have had to grow the projects capacity.** This has involved asking our project partners to do more, as well as look at bringing new people into the project. We have provided a shadowing opportunity for a Wessex Cancer Alliance colleague to enable her to explore whether PPI is an area she would like to work in. We successfully worked with the Alliance to access Macmillan Cancer Support funding to recruit an additional part-time PPI support post for their team, as well as having appointed a new part-time support role to our team. These roles will support the planning and preparation of PPI for those we work with.

## Raising our profile

It’s been important to make sure people know about us and the support we can provide ...

- ★ We attended the NHS England (Wessex) staff briefing and widely shared a new project flyer to ensure people know about the project and the support we can offer.
- ★ We continue to update our website and twitter, including to promote health campaigns, such as cancer screening and Winter Flu. We produced our first e-newsletter promoting the engagement activities we support but also other national health consultations.
- ★ We got involved with new networks, such as the Hampshire Health and Well-Being Board community engagement sub-group and both Dorset and HIOW STP engagement networks, to share what we do and try to influence their approaches.
- ★ We shared our approach at the South West Cancer Alliances PPI conference and the ‘Delivering transformation and change in local health systems’ event organised by NHS England, NHS Improvement and NHS Clinical Commissioners for CCG Lay Members and Provider Non-Executive Directors.

# Business as usual

Patients know best what it is like to experience cancer, so we need to listen to them in ALL we do. Wessex Voices, have guided, prompted and helped us to shape our programmes of work alongside patients and the public. I believe the engagement we have undertaken is truly meaningful and we are starting to get our confidence!

*Sally Rickard,  
Associate Director,  
Clinical Senate and Networks*

We continue to support and act as a critical friend to NHS England and their partners to identify how they can meaningfully involve people in their work. We supported:

- Wessex Clinical Senate and Networks
- Wessex Public Health Team
- Wessex NHS England Primary Care Team
- The Professional Networks for pharmacy, eye health and dentistry
- HIOW STP Communications and Engagement Network and the Hampshire Health and Well-Being Board Community Engagement Sub Group
- Wessex NHS England Safeguarding Programme Lead
- Dorset Cancer Partnership Engagement and Communications Group

## What next?

- Support NHS colleagues with their engagement activities around cervical screening, the urology diagnostic pathway, the WESFIT project, End of Life, community dental services procurement and the Hampshire Health Record.
- Organise a conference for Dorset's GP Practices Patient and Public Engagement Groups to support them to become more effective.
- Support CCG Lay Members and NEDs to network more effectively to ensure PPI is at the heart of transforming health and social care services.
- Support CCGs to enhance their patient and public involvement work and provide feedback to NHS England in relation to the pilot Improvement and Assessment Framework PPI performance indicator.
- Explore whether the patient experience intelligence held by local Healthwatch can bring to life NHS data to highlight areas for improvement.

## Contact us

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