

2018 SUMMARY

activities

outcomes

plans

Wessex Voices has had another successful and busy year. Using the independent expertise of local Healthwatch, we continue to support NHS England (NHSE) Public Health, Primary Care, Clinical Senate and Networks to involve people in the design and delivery of services across Dorset, Hampshire and the Isle of Wight. We have also supported the Dorset Integrated Care System (ICS) and Hampshire and Isle of Wight Sustainability and Transformation Partnership (HIOW STP) with advice and guidance around patient and public involvement.

Wessex Voices' role is to advise and guide our NHS colleagues on patient and public involvement (PPI). Our aim is to support others in undertaking PPI to increase local skills, knowledge and confidence.

This summary covers our achievements over the last year and what we aim to do next.

What's changed over the last year

* Wessex Voices **extended our reach**

Examples of new areas we provided advice to: End of Life Care, children's community nursing, community services, healthy living pharmacies, perinatal mental health, a diabetes footcare review, digital, and the Wessex Alcohol Group.

* Our local Healthwatch **relationships have strengthened**, better enabling them to jointly influence significant, long-term change in health and social care and develop their own joint projects. Two current HIOW examples are: a mystery shopping exercise around the GP extended hours offer; and engagement around the NHSE Long Term Plan.

* We supported the Macmillan PPI lead, based in the Wessex Cancer Alliance, which means their **ambitions, approach and actual involvement** of patients and the public in their workstreams became **more extensive**.

The support that Wessex Voices have provided the WCA has been critical in the success of our projects and made a significant difference to the value and impact of our patient and public engagement.

*Robert Radford, Early Detection Transformation Lead,
Wessex Cancer Alliance*

✱ As part of the support we provided around the first NHSE Improvement and Assessment Framework on community engagement, we **shared learning** between and within Clinical Commissioning Groups, as well as via our Steering Group partners.

✱ Our Empowering Engagement Programme is recognised as **creating cultural change** in organisations and across systems around PPI. Having provided this in North East Hampshire and Farnham, and the Isle of Wight, we are now offering it to HIOW STP workstream leads and our NHSE colleagues.

The Empowering Engagement Programme was hugely beneficial in reminding us as a system that putting the patient at the heart of everything we do and working together great things can be achieved.

Jo Case, Head of Service Improvement, Isle of Wight NHS Trust



✱ We have been strongly advocating for the need to **proactively engage those experiencing health inequalities**, through our 'Engaging around health inequalities' event; as well as the engagement we have undertaken, for example, in relation to cervical screening for women.

Highlights

★ Our work with the Public Health Team has focussed on engaging women about **cervical and breast screening**. We asked for feedback from young women on cervical screening posters, which were amended as a result. We asked Eastern European women whether they attend NHS cervical screening; and women over 50 years old about the barriers to cervical and breast screening.

Wessex Voices has helped us gain a better understanding of the barriers to women taking up the offer of cervical and breast screening. Hearing women's experiences directly is very powerful and these insights will be invaluable in informing future actions to improve uptake.

Nikki Osborne, Head of Public Health, Direct Commissioning - Wessex

★ A significant area of our work has been to support the Wessex Cancer Alliance (WCA) in the development of their **social capital project to raise awareness and increase the early detection of cancer**. Our support has provided expertise in engaging with communities in the design of the project; linking to local Healthwatch and community groups; as well as advice about how to work with the voluntary sector. The '**Communities against Cancer project**' is now underway.



★ Building on last year's **cancer awareness event** in Boscombe, we and local Healthwatch have supported three more WCA events on the Isle of Wight, and in Portsmouth and Southampton; as well as attending a Ramadan picnic for the Bournemouth Muslim community. Hundreds of people were given information about signs and symptoms of cancer and were able to access healthy living advice and local support groups.

★ We provided advice about involving patients in the **'Exploring the Health and Well-Being Needs of People Affected by Cancer'** conference. The rich discussions between 70 patients, carers and clinicians will be used to influence the shape of future services to ensure people are given the support and information to maximise their health and well-being following a cancer diagnosis.



★ Working with the Primary Care Team, we are shaping their engagement approach to the **Special Care and Paediatric Community Dental Services re-procurement**. The people who use this service have complex needs so we have begun to gather existing intelligence about their experiences and to identify groups that we can talk to inform the reprocurement.

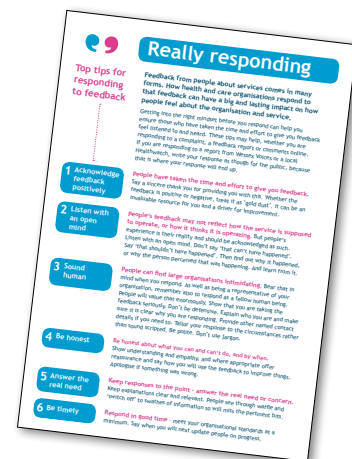
★ **A Patient and Public Group Development Day**, organised with Healthwatch Dorset and Dorset NHS Clinical Commissioning Group (CCG), brought 79 people together to discuss how PPGs can engage with their communities more effectively. **A resource pack** resulted from everyone's ideas.

Sharing our approach

We are keen to exchange experiences of PPI to **influence culture change**.

Examples of sharing practice were at: Healthwatch England's Conference; NHSE's South West Patient Experience Conference; West Hampshire CCG's Patient and Public Groups annual meeting; and NHS E's Experience of Care maternity webinar.

Always learning and sharing ...
 We always look for opportunities to create tools to share our learning. This year we created our **'Top tips for responding well to feedback'**, developed from our collective experience of working with commissioners to respond to feedback reports.



As usual

We continue to **support and act as a critical friend** to partners to help them identify how they can meaningfully involve people in their work.

As well as those teams already mentioned, we have helped the Wessex Professional Networks for pharmacy, eye health and dentistry; Dorset Cancer Partnership; Dorset's Prevention at Scale Group; the Hampshire Health and Well-Being Board Community Engagement Sub Group

We also support NHS E to meet their duties to quality assure engagement in their local area.

What next

We are pleased to say that Wessex Voices will continue its work for the coming two years. Our goal to create culture change around PPI so that it is more meaningful and effective locally. With that in mind we will:

- Provide a **range of support to PPI activities**. For example, on:
 - Screening, for example, for women attending breast screening for the first time, and abdominal aortic aneurisms
 - Special Care and Paediatric Dentistry
 - Translation and Interpreting Services
 - Early diagnosis of cancer
 - Mental Health service reviews
- Deliver **Empowering Engagement** and other development programmes
- Support the HIOW Quality Board in their leadership role to ensure PPI is effective across health and social care services
- Provide an ongoing focus on **engaging with those experiencing health inequalities** in all areas of our work

Our work supports the delivery of the NHS Long Term Plan.

We would like to thank those who have supported Wessex Voices over the last year.

Contact us

Sue Newell,
Wessex Voices Project Manager
sue.newell@helpandcare.org.uk
www.wessexvoices.org
@wessexvoices


Wessex Voices

local healthwatch
working together

