



NHS

Solent
NHS Trust

Community Handbook

Welcome

Welcome to the Solent NHS Trust Community Handbook.

We hope this handbook will provide information about our Trust and the services we offer.

There is also information on our Community Engagement and Experience Team – what we do and how you can be more involved in the work we do.



Solent NHS Trust provides community, mental health and learning disability services to communities in Hampshire and the Isle of Wight.

Table of Contents

5	Introduction
06	Our community services
07	Services Solent provides
08	Service areas Solent covers
09	Patient feedback
10	Engagement Team Mission
11	Community Engagement and Experience Team
13	Community Engagement Team
14	Patient Advice Liaison Service and Complaints
16	Patient Experience Team
17	Volunteers
18	Community partners
20	The role of community partners
21	Community partner feedback





Introduction

Solent NHS Trust provides community, mental health and learning disability services to communities in Hampshire and the Isle of Wight. Our dedicated team of over 6,000 staff deliver compassionate, caring, patient-centred care to people close to home, at all stages of their lives.

Solent is the main community and mental health provider in Portsmouth city and the main provider of community services in Southampton. We also provide a range of specialist services across Hampshire, including sexual health, dental and children services to the Isle of Wight community.

We believe the way we work, our behaviours and priorities should be guided by our values - Honesty, Everyone Counts, Accountability, Respect and Teamwork (HEART). We believe in honest, respectful conversations and working together with service users, carers, our staff and people in the communities we work in. This will keep more people well and independent throughout their lives.



Honesty



Everyone counts



Accountable



Respectful



Teamwork

Our community services

Community Services are delivered in a wide range of settings such as homes, community clinics, community centres and schools. They can include:

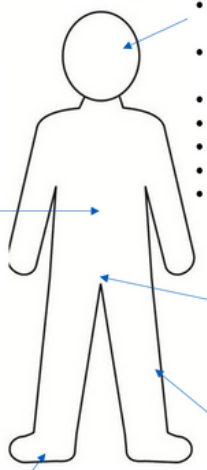
- Adult community nursing
- Specialist long-term condition nursing
- Therapy services
- Preventive services such as sexual health and smoking cessation clinics
- Child health services including health visiting and school nursing

These services aim to keep people well, treat and manage conditions and support people to live independently in their own homes.

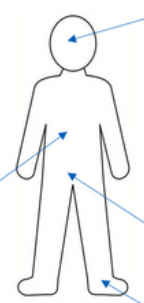


Services Solent provides

Adults

- Cardiac Services
 - Community Heart Failure
 - Oxygen at Home review
 - Diabetes
 - Domiciliary Phlebotomy
 - Rheumatology
 - Mental Health Services
 - Community Neurological services
 - Speech and Language therapy
 - Community Stroke Service
 - Epilepsy service
 - Neuropsychology
 - Specialist Dental Services
 - Dementia Service (Admiral Nursing)
 - Bladder and Bowel
 - Sexual Health
 - Stoma Service
 - Leg Ulcer Service
 - Musculoskeletal Services
 - Podiatry Service
- 

Children

- Asthma Service
 - Children's Community Nursing
 - Paediatric Medical Services, including Children in Care and Child Protection
 - Children's Therapy Services
 - Health Visiting
 - Public Health Nursing
 - School Aged Immunisations
 - Autism service
 - Asthma Service
 - Behaviour Resource Service
 - Child and Adolescent Mental Health Services (CAMHS)
 - Mental Health in Schools
 - Paediatric Continence
 - Orthotics Service
- 



Go to our website for more information on our services:
<https://www.solent.nhs.uk/our-services/service-search/>

Service areas Solent covers



Patient feedback

A background image showing four diverse people (two women and two men) smiling and looking towards the right. The image is overlaid with a semi-transparent blue filter.

I have been a user of the NHS in one form or another from Childhood and have always found the staff and service world beating and are always helpful, non-judgemental and remain supportive across all sectors. A BIG THANK YOU



The staff in the mental health crisis team really went above and beyond in their duty and certainly put me on the path to recover thanks to you guys for your hard work and dedication in these tough times, truly means along to me. THANK YOU ALL

Engagement Team Mission

In July 2018 Solent NHS Trust stated their commitment to engage with the local community to improve access, improve experience, improve health and reduce health inequalities.

In January 2020 we started our next steps. We asked local people to join us as critical friends and partners, to help us to understand what we need to do to make our services more accessible to everyone, a better experience to use, more effective at improving their health and ultimately reducing the inequity of health. We recognised that we also needed to know more about how others had made this change and so we sought advice from leaders in the field of communities engagement, health inequalities and diversity and inclusion.

At the same time COVID-19 showed us all in the most emphatic way, the impact of health inequalities on people, locally, nationally and internationally.



Community Engagement and Experience Team

The Community Engagement and Experience team are made up of the following teams

Community
Engagement

Patient Advice
Liaison Service
(PALS) and
Complaints
Service

Patient
Experience

Volunteers





Community Engagement Team

The Community Engagement Team work alongside our local communities and Solent staff to ensure the patient voice is at the heart of all we do. Working alongside local communities, we have developed our approach to engagement with the Alongside Communities Strategy. Our commitment to our service is to bring together three key elements which our local community asked us to focus on, they include:

- **Diversity and inclusion** – applying a positive approach to improving access, experience and outcomes for all.
- **People participation** – putting people central to decision making at all stages, phases and levels of their health care and health care provision as a whole.
- **Community engagement** – understanding what our local community does best, what they may need some help from us with and what we need to focus our expertise and energies on.

You can contact the team on ceet@solent.nhs.uk



Patient Advice Liaison Service and Complaints

The Patient Advice and Liaison Service, known as PALS, helps the NHS listen to patients, their relatives, carers and friends. PALS aims to answer questions and resolve concerns as quickly as possible. If you have concerns about your care, you can speak to any member of staff caring for you. However, if they cannot help you or you do not feel comfortable talking to them, you can contact the PALS team.

PALS can:

- Provide you with information about Solent NHS Trust services
- Help resolve concerns or problems
- Provide information about the NHS Complaints Procedure and how to get independent help if you decide you want to make a formal complaint.
- Inform you about how you can get more involved in your own healthcare and the NHS locally.

If PALS haven't been able to resolve your concerns, you can make a formal complaint by writing to the Chief Executive or PALS and Complaints Service directly. Making a complaint will not affect your future care in any way.

Getting in touch with PALS

We are always keen to hear your thoughts, feedback, ideas, or concerns.



Write: Solent PALS and Complaints Service
Solent NHS Trust
Trust Headquarters
Highpoint Venue
Bursledon Road
Southampton, SO19 8BR



Email: pals@solent.nhs.uk



Telephone: (free phone) 0800 013 2319
If we are unable to answer the phone, please leave a voicemail message
and we will try to call you back within two working days.



Opening hours: Monday - Friday, 10am - 4pm

Patient Experience Team

The Patient Experience Team is made up of people who are passionate about listening to the voice of the people who use our services. We actively strive to find creative ways to enable people to share their stories and feedback about their care. We then hope to use the information we receive to help design and improve our service delivery.

The team includes members of the PALS and Complaints team, Patient Experience and Volunteering team.



Our Vision

We hope to create a culture where everyone is encouraged and empowered to provide feedback, in diverse ways, on their experience of care. We aim to support services lines to strive towards achieving excellence through quality care and patient safety. We are dedicated in our ambitions to ensure that the people we serve receive the highest standards of care.

Volunteers

Our volunteers make a difference and are an essential part of the Solent family. They commit their time to help and support patients, visitors and staff without hesitation, in numerous different ways.

Solent NHS Trust currently has over 140 volunteers who are actively involved around our communities and Trust sites. They offer their gifts, time, knowledge and experiences in order to improve the care and quality of life for our patients and we value these 'ordinary' people, who are doing amazing things

If you would like more information on volunteering with us, please contact: volunteers@solent.nhs.uk or call 0300 123 4013.



Shirley Winn is a vaccine volunteer and loves helping others

Community partners

Community partners are members of the local community made up of a wide variety of people, including:

- Voluntary organisations
- Charities
- Patient representatives
- NHS organisations
- Members of the general public

Together we share the knowledge, skills and expertise to help improve the experience of care and reduce health inequalities for local people. Working alongside our community partners we are able to reach further in local communities and build strong network of organisations that can support local people.

Anyone can be a community partner, if you would like to find out more please email ceet@solent.nhs.uk.



WMS

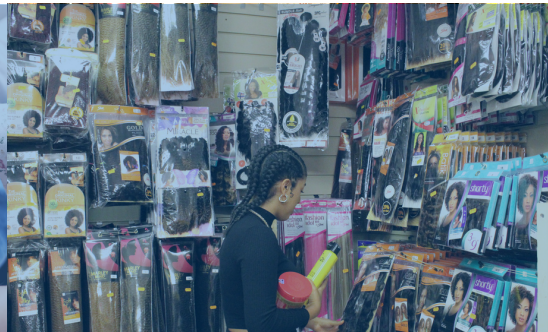
WE LOVE
YOU

The role of community partners


Community partners work alongside us in different ways:

- They can be a critical friend on working groups or community conversations we hold
- They can be our sounding board
- They can be part of a network of other partners sharing information

There is no pressure of time commitment or any expectations on our part, we know our communities have their own pressures and so we say you can be as much or as little involved as you like. The choice is yours.




Community partner feedback



Solent NHS are a vital partner in our collective effort to improve Southampton and provide communities with a voice in the work that we do. Solent NHS work on a number of fronts is influencing what we do here at SCC, including investment in our expanded Community Engagement Team and the appointment of a Community Cohesion and Diversity Officer. Together Solent NHS are leading the charge in terms of improvement agencies awareness and responses to Hate Crime and is among our first ambassadors to help us achieve accreditation with UNICEF to become a Child Friendly City.

Southampton City Council



I have a better overall understanding and improved knowledge base of NHS and Solent NHS. What contribution to the community is being made and making new contacts. I enjoy belonging to a large organisation and seeing examples of practices which could be helpful to individuals, such as Mental Health and Care of the Elderly.

Stan Spooner

Community partner feedback



Our organisation has really benefitted from being a community partner, it has provided a positive space to share, collaborate and learn from one another. It also feels like a great opportunity to build on our Communities strengths and find creative solutions to the barriers people and communities may be facing.

MOTIV8



The only experts on Parkinsons are those who have been diagnosed and live with it daily. Being part of the Community Engagement Partnership keeps us well informed about the work of NHS Solent and gives us the opportunity to inform and influence decisions in the making concerning their clinical and social care.

Parkinsons UK



Solent NHS Trust Headquarters
Highpoint Venue, Bursledon Road
Southampton SO19 8BR
0300 1233 390

Connect with us



ceet_nhstrust



CEET_SolentNHS



@solentnhstrust



www.solent.nhs.uk