

October 2026

Projects

Pharmacy First Project

Healthwatch Southampton would like to hear people's views and experiences of the NHS Pharmacy First service, whether they have used the service or not. Pharmacy First enables people to get advice and, where appropriate, treatment directly from a community pharmacist for seven common conditions, without needing to see a GP first. These include: sinusitis, sore throat, earache in children, infected insect bites, impetigo, shingles and uncomplicated urinary tract infections (UTIs) in women. Please [complete our survey](#) and share the link with others.



Women's Health Project

Over the summer months, the team has been exploring people's experiences with women's health issues in Southampton. We heard from nearly two hundred people through our survey, visits to community groups and discussion groups. The survey is now closed and so the next step will be looking at what you told us, recording it and exploring recommendations for improvements in NHS health settings. Look out for our Women's Health report in the new year. We have created a leaflet with useful information: [Online leaflet WOMEN'S HEALTH useful links and resources](#).



Enter & view

In September, the Healthwatch Southampton team conducted our first Enter and View visit to St Katherine Care Home in Bitterne. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. The manager and staff team were very welcoming and we will look forward to sharing our full report with you in our next newsletter.

Tel: 02380216018

Text phone: 07761635612

Email: info@healthwatchsouthampton.co.uk

Web: www.healthwatchsouthampton.co.uk



Community Outreach & Engagement

Healthwatch Southampton continue to be involved in outreach events across the city to engage with residents and professionals to raise awareness of our services, and hear peoples' experiences about health and social care services and the challenges they may face.

Over the summer, we have spoken to people about their experiences with GPs, hospital services, mental health and adult social care. We also shared our women's health survey at various community groups and venues:

City College - English as a second language classes (ESOL)

Clear- English as a second language classes (ESOL)

Maintaining Independence Day - Saints Foundation

Family hub sessions in Townhill, Newtown and Bassett

Roundabout Cafe in Mansbridge

St Deny's Activity Group

St Deny's BAME Mental Health Carers Group

So:linked meetings

Integrated Neighbourhood Working (INW)

Healthwatch Southampton are partners in the Neighbourhood hub sessions aiming to tackle frailty. We still attend the local hub sessions every month, which enables us to gather valuable feedback about older peoples' experiences of health and social care services.

Over the summer we spoke to people that attend all four hub sessions across the city to gather feedback about their experiences of attending the sessions. One hundred and five people responded and told us that they value the exercise session, access to health and social care services and social connectedness. Overall they gave the sessions a rating of 4.48 out of 5, and explained the positive impact the sessions had on their lives. Some people made helpful suggestions that services who are delivering the sessions could do to make small improvements.

We continue to monitor and support the development of neighbourhood working models and neighbourhood health boards across the city. They aim to improve local voices in the delivery of health, social care and community services. Find out more [here](#).



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July-September 2026



Community Outreach & Engagement

Southampton City Council's Carers Charter and Action Plan

During Carers Week (June 2026), we attended the launch of [Southampton's Carers Charter](#). The new Carers Charter sets out Southampton City Council's commitment to valuing, working with, and supporting unpaid carers. The charter is based on feedback received earlier this year from carers across the city.

Everyone who attended had the opportunity to comment on the draft Carers Action Plan. Over the last year, Healthwatch Southampton have been involved in the coproduction group supporting the development of the Carers Charter and Carers Action Plan, which sets out the concrete steps Southampton City Council will take to improve services and support for carers.



Young Adult Carers Engagement Project

At the start of the year, Healthwatch engaged with young adult carers and gathered their feedback, lived-experiences and views of what support they would like to see from a carers service. Our findings have been shared with Southampton City Council and is now available on our [website](#).



Following our report, Southampton City Council commissioned some coproduction with young adult carers over the summer. The additional work gathered their feedback and ideas to help shape better support and smoother transitions for young carers. All the information gathered will hopefully lead to the launch of a pilot project to provide more support to young adult carers.

University of Southampton (UHS) Carers Policy

We have been pleased to support UHS in their development of a carers policy. This is due to be launched during carers week (16th–20th November 2026) and the Healthwatch Southampton team will attend the launch event and support the patient experience team with sharing the policy, leaflet and carers pass within the hospital and the community. The poster advertising the launch event can be found later on in this newsletter.

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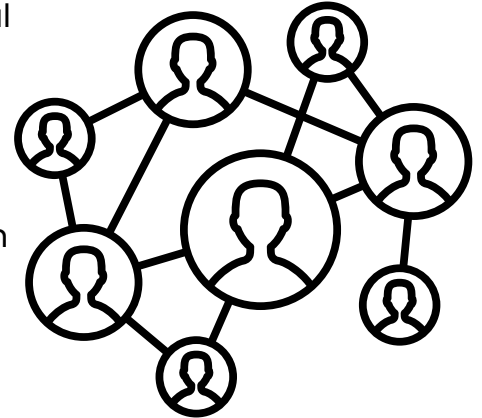
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Partnerships and Networking

The local Healthwatch Southampton team stay connected with what is going on with health and social care issues in the city. We attend local networks, meetings and talk to local stakeholders to keep up to date with changes in the local health and social care services.

From July – September 2026, this included: Southampton City Council (SCC) Community Health, Wellbeing, Prevention and Adult Social Care Event, Adult Social Care (ASC) Provider Quality Assurance and Coproduction Groups, HIOW Integrated Care Board (ICB) Community Engagement Group, Neighbourhood Working Reference Group, HIOW Healthcare Working with Communities, Wessex Cancer Alliance Unseen Unheard: The untold breast cancer stories of black women in the uk, Help and Care Event Community Involvement in Neighbourhood Health, Carers Partnership Board.



Enquiries and Feedback

During July – September 2026, Healthwatch Southampton have been busy attending community events and going to community groups. In doing this, we have raised the awareness of our service to over 600 people and spoke to many people about their experiences of health and social care. We offered them the opportunity to have their say with two surveys – Neighbour Hubs and Women's Health.

We received enquiries and feedback from over 88 people about their experiences of health and social care. The feedback was about a mixture of services including GP services, hospital inpatient and outpatient, adult social care, community mental health services, and not surprisingly some involved women's health related issues. Most of the feedback people gave or issues that were raised were negative (51 out of 88), and the others were a mixture of positive feedback and requests for more information or support.



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Case Studies

Case 1

Angela, a woman in her 70's, had been diagnosed with breast cancer. She said that the support and treatment that she had received from her GP surgery, breast screening service and the follow up breast cancer support service she received at Princess Anne Hospital had been excellent. She did raise a concern that the NHS stop inviting women for breast cancer screening at the age of 71. When she did not receive an invite letter, she requested for her GP to be sent for breast screening at Princess Anne Hospital, despite having no symptoms. At the screening, they had caught a cancerous lump and were able to treat it in time.

We discussed transport to hospitals, and she said that her and a friend usually help each other drive to the hospital when they have appointments, as they usually both need treatments that mean that cannot drive home afterwards. This support may not be available in the future. She wanted to know more information and tips about travelling to hospitals in Southampton, but cannot access information online. Healthwatch Southampton (HWS) posted her a hard copy of the HWS booklet – Travelling to Hospital appointments in Southampton: A guide for patients and carers. Here is the link:

[Healthwatch Southampton transport booklet FULL ONLINE VERSION](#)

Angela mentioned that she has some hearing loss and would be interested in attending a group with others people who were experiencing hearing loss. HWS posted her information about Let's Communicate – a community support group for people who are deaf or have hearing loss.



Case 2

Sarah shared that she does not have a NHS dentist and when she needed an emergency appointment through NHS 111, she was not able to access a follow up treatment after she had attended an urgent care drop in. HWS staff posted her our dentistry report which lists up to date information about which dental practices in Southampton are accepting new NHS patients. She has now registered with an NHS dentist and has been able to access ongoing treatment.



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News from Other Services

Wessex Cancer Alliance

Have you supported someone affected by cancer?

Your experiences matter.

Cancer Carers Survey

 **Who is this for?**
Anyone who is or has provided unpaid care or support to a family member, friend or loved one affected by cancer.

 **Your feedback can lead to real change.**
Your feedback will help improve local services, shape future support and ensure carers are better recognised, listened to and supported.

“
Every day as a carer brings new questions:
Are they coping?
Am I doing enough?
How do I support my family while managing my own emotions?
”

These are the unseen realities of caring for someone with cancer.

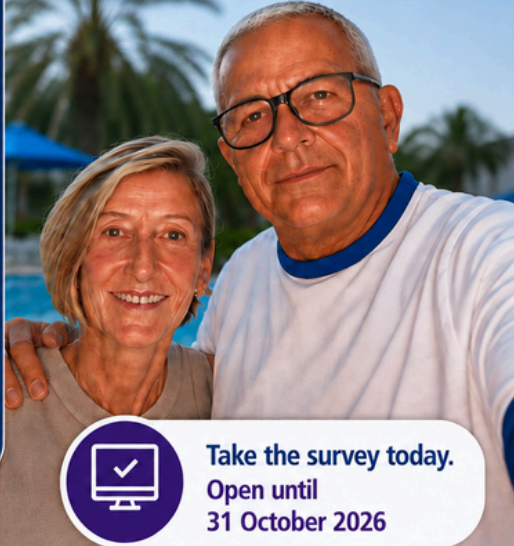
 **Take the survey today.**
Open until
31 October 2026

 **Use the QR code to take the survey today.**

 Together, we can build better support for carers.



NHS
Wessex
Cancer Alliance



The Big Conversation on Care



The Big Conversation on Care – Between now and April The Big Conversation will give people the opportunity to say what they want and expect from a future National Care Service, including on the tough questions on who it should support, what families should reasonably be expected to do, and how the country should pay for care in a fair and sustainable way.
Find out more and have your say.

July–September 2026

News from Other Services

University Hospital Southampton (UHS)

UHS Carers Rights Day Celebration



Friday 20 November 2026

1:00–3:00 PM

JOIN US



Patient and Family Support Hub, B Level,
East Wing, Southampton General Hospital

WHAT TO EXPECT



Celebrate carers in our community and commit to becoming a more Carer Aware organisation



Launch event promoting the new Carer's Policy and Unpaid Carer Support Leaflet to signpost to support whilst in hospital



Introduction of the new Carer's Pass, developed to empower carers to discuss with clinical staff about their involvement in care

SIGN UP HERE

UHS Carers Rights Day Event



0800 484 0135



PFSH@uhs.nhs.uk



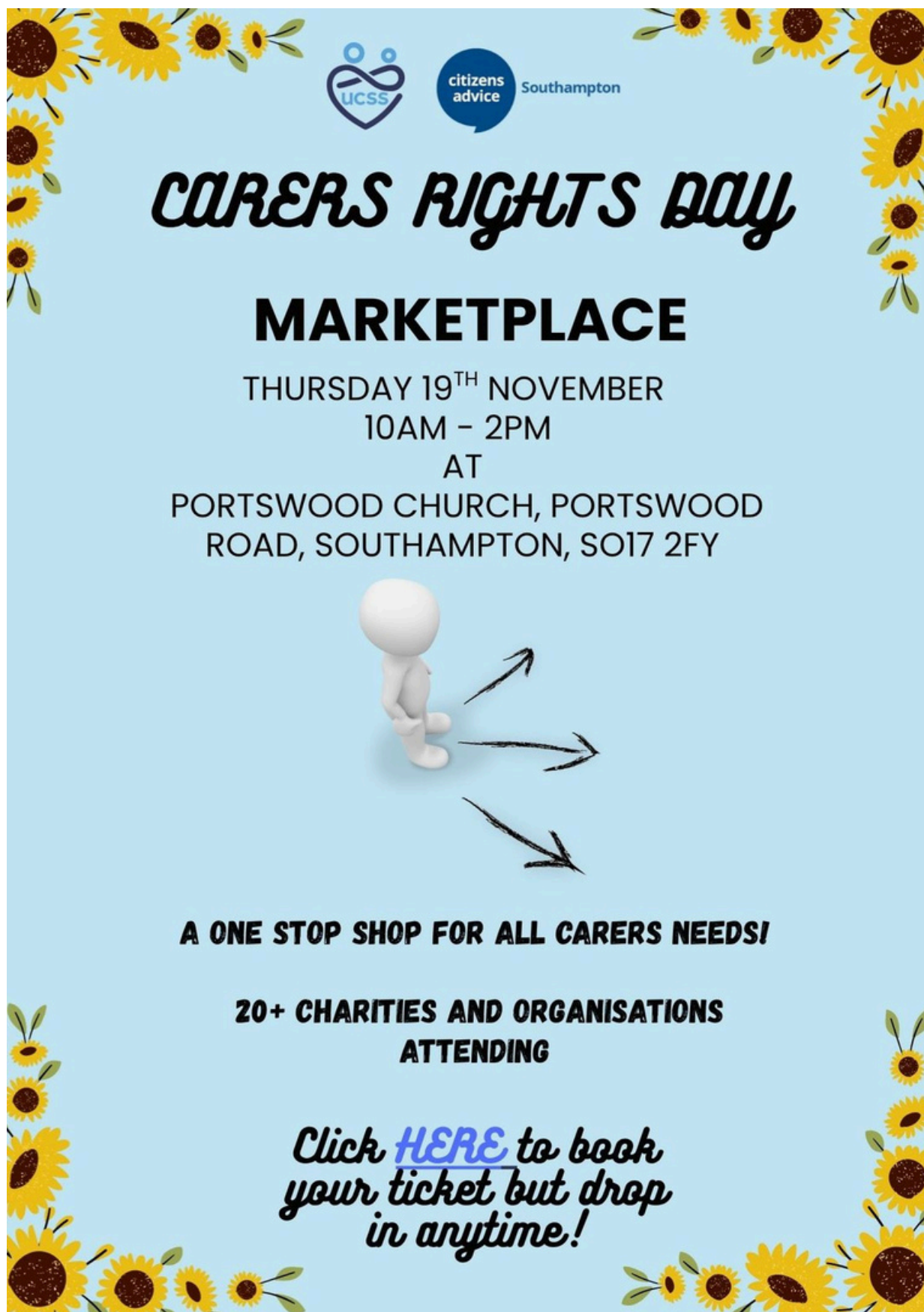
Tea, coffee and
cake available.



July–September 2026

News from Other Services

Unpaid Carers Support Southampton

The poster is for 'Carers Rights Day Marketplace' and features a light blue background with a decorative border of yellow sunflowers. At the top, there are logos for 'ucss' (Unpaid Carers Support Southampton) and 'citizens advice Southampton'. The main title 'CARERS RIGHTS DAY' is in a large, black, cursive font, followed by 'MARKETPLACE' in a bold, black, sans-serif font. The event details are listed in a black, sans-serif font: 'THURSDAY 19TH NOVEMBER', '10AM - 2PM', 'AT', 'PORTSWOOD CHURCH, PORTSWOOD ROAD, SOUTHAMPTON, SO17 2FY'. Below the text is a 3D white figure of a person standing, with three black arrows pointing outwards from their feet. At the bottom, there are three lines of text: 'A ONE STOP SHOP FOR ALL CARERS NEEDS!', '20+ CHARITIES AND ORGANISATIONS ATTENDING', and 'Click [HERE](#) to book your ticket but drop in anytime!'.

CARERS RIGHTS DAY

MARKETPLACE

THURSDAY 19TH NOVEMBER
10AM - 2PM
AT
PORTSWOOD CHURCH, PORTSWOOD
ROAD, SOUTHAMPTON, SO17 2FY



A ONE STOP SHOP FOR ALL CARERS NEEDS!

**20+ CHARITIES AND ORGANISATIONS
ATTENDING**

*Click [HERE](#) to book
your ticket but drop
in anytime!*

July-September 2026

Hampshire and the Isle of Wight NHS

Flu and COVID-19 vaccination appointments are available across Hampshire and the Isle of Wight this autumn for eligible people to help them stay well over the colder months.

From 1st October, flu vaccinations will be available to people who:

- are aged 65 or over (including those who will be 65 by 31 March 2027)
- are aged 18 to 64 and have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system
- are experiencing homelessness or staying in a homeless hostel or night shelter
- are frontline health and social care workers via their employer.
- have long term health conditions include people living with chronic respiratory disease, heart or vascular disease, kidney disease, liver disease or diabetes.
- children aged 2-3 years, school age children and pregnant women, have been able to get the flu vaccine since September 1.

COVID-19 vaccinations are now also available for people aged 75 and over, residents in care homes, and people aged six months and over who have a weakened immune system. It is also possible for eligible people to have their flu and COVID-19 vaccinations at the same time, making it easier for people to get protected in a single appointment.

There are several ways to get vaccinated – many people will be invited directly by their GP practice or another NHS service. However, if you think you might be eligible, you do not need to wait to be invited and can book through the National Booking Service (NBS), by calling 119, or via the NHS App, where available.

If you are unsure whether you or your child is eligible for a vaccination, or you need help with booking an appointment, the NHS Hampshire and Isle of Wight COVID-19 Vaccination Helpline can provide support on 0300 561 0018, Monday to Friday, 9am to 4pm.

Southampton City Council 2026 City Survey



Southampton City Council is inviting people to have their say on what it is like to live, work and spend time in the city, as the 2026 City Survey launches.

The survey gives people the chance to share what they think about Southampton today. This covers: Local neighbourhoods, Services, Transport, Culture, Green spaces, Safety, Health and wellbeing. People can also share what would help make the city an even better place to live, work, study, visit and enjoy. By completing the survey, you could win one of two £25 Love2Shop vouchers.

You can complete the survey [here](#).

Free Virtual COPD Information Session

Hampshire and Isle of Wight Healthcare NHS Foundation Trust is inviting people living with Chronic Obstructive Pulmonary Disease (COPD), as well as their families, carers and supporters, to attend a free online information session on Tuesday 17 November from 6.30pm to 7.30pm.

Led by respiratory clinical experts, the session will provide practical advice on understanding COPD, recognising the early signs of a flare-up, knowing when and where to seek help, and managing symptoms day to day. Attendees will also have the opportunity to ask questions and hear directly from healthcare professionals.

The event is free to attend and open to anyone across Hampshire and the Isle of Wight who would like to learn more about COPD and the support available.

Please help us promote this event through your networks, newsletters, websites and social media channels so that as many people as possible can benefit from this information and advice.

[Register here](#)

Event Details

What: Chronic Obstructive Pulmonary Disease (COPD) Information Session

When: Tuesday 17 November, 6.30pm to 7.30pm

Where: Online

Cost: Free (registration required)