



healthwatch

West Sussex

Working to make sure the consumer's voice is always heard and helps shape the provision of health and social care services in West Sussex

Together we speak louder



01

Hot
Topics

02

Primary
Care

03

Mental
Health

04

Residential
Care

05

Every Voice
Matters

Board Performance Report

Q1 April - June 2016

(Published in Aug 2016)

Registered office: Healthwatch West Sussex C.I.C. Lower Tanbridge Way, Horsham, RH12 1PJ
Healthwatch West Sussex is a Community Interest Company limited by guarantee (No. 08557470)



Service and Activities Summary Data

| | Information and advice (all channels) | | | | |
|--------------------------------|---------------------------------------|-----------------|----------------|-----------------|-----------------|
| | April - June 2015 | July - Sep 2015 | Oct - Dec 2015 | Jan- March 2016 | April-June 2016 |
| Number of contacts from public | 262 | 221 | 215 | 155 | 228 |
| People signposted to others | 67 | 36 | 21 | 20 | 48 |
| People signposted to IHCAS | 7 | 9 | 27 | 14 | 13 |
| Usable stories on the CRM | 70 | 44 | 48 | 50 | 86 |

| | Public Engagement | | | | |
|---|-------------------|--------------------------|----------------|-----------------|-----------------|
| | April - June 2015 | July - Sep 2015 | Oct - Dec 2015 | Jan- March 2016 | April-June 2016 |
| Number of people engaged with | 1,244 (+ webcast) | 1,388 (+comms audiences) | 1308 | 1080 | 865 |
| Number of occasions for influencing or raising awareness via engagement | 42 | 134 | 86 | 66 | 55 |
| Number of stories/accounts recorded | | 37 | 111 | 77 | 20 |

There has been a drop in the number of people we have engaged with this quarter due to:

- uncertainty around contract continuation and the effect this had on staff
- planning for change
- planning, rather than delivery a complex engagement event to capture seldom heard voices



| | Raising Awareness | | | | |
|---------------------------------------|-------------------|-----------------|----------------|-----------------|-----------------|
| | April - June 2015 | July - Sep 2015 | Oct - Dec 2015 | Jan- March 2016 | April-June 2016 |
| Total number of Healthwatchers | 242 | 245 | 247 | 248 | 253 |

| | Volunteer activity | | | | |
|---|--------------------|-----------------|----------------|-----------------|--------------------|
| | April - June 2015 | July - Sep 2015 | Oct - Dec 2015 | Jan- March 2016 | April-June 2016 |
| Volunteers | 54 | 47 | 49 | 52 | 52 |
| Roles covered by volunteers | 61 | 53 | 58 | 60 | 69 |
| Volunteering interactions (meetings, events) | 46 | 53 | 116 | 167 | 231 ^ PLACE |
| Volunteer support hours | 492 | 415 | 372 | 406 | 504 ^ PLACE |
| Healthwatch Board Independent Directors* | 165 | 165 | 305 | 270 | 234 |
| Estimated value of volunteers** | £18,090 | £16,550 | £22,690 | £21,620 | £21,780 |

*Board has 6 NEDs from Apr 2016. Contract Renewal and VAT issue resolution meetings have taken considerable extra time.

** Estimate based on £20 per hour for HW volunteers who usually work at a high level and £50 per hour for Independent Director volunteers.

^ [PLACE https://www.england.nhs.uk/ourwork/qual-clin-lead/place/](https://www.england.nhs.uk/ourwork/qual-clin-lead/place/)



| | Independent Health Complaints Advocacy Service (IHCAS) | | | | |
|----------------------------|--|-----------------|----------------|-----------------|-----------------|
| | April - June 2015 | July - Sep 2015 | Oct - Dec 2015 | Jan- March 2016 | April-June 2016 |
| One off acts of assistance | 59 | 76 | 81 | 50 | 72 |
| New enquiries | 38 | 49 | 43 | 34 | 27 |
| Cases resolved | 34 | 26 | 33 | 43 | 36 |
| Cases ongoing | 107 | 118 | 126 | 117 | 106 |

Of the 106 on the caseload, 11 are complex, 59 moderate and 46 relatively simple cases.

Twitter has been active during this period with over 260 tweets, themes included poor performance of the patient transport service Coperforma. CASSCA plan to delete the twitter account of the 30th September 2016.

During this period the team leader attended an inquest for a client we have been supporting for sometime. As a result of the support in assisting the client, the coroner agreed to change the cause of death to hypoglycaemia which was as a result of poor care from the hospital trust, this had not previously been identified.

The ICAS team also met with MP Jeremy Quinn's assistant to promote the work of the ICAS service and positive PR.



Reports and Publications

9 specialist briefings were produced between April to June – they were for specific stakeholders and are not published generally. In the future this work will be subsumed into the quarterly Insight and Evidence Report which has been designed in association with the Patient Liaison Representative workshop and will be published for all stakeholders and the public. [The following reports have been published on our website during this period:](#)

- Supporting the improvement of Crawley CCG Equality – Extremely positive response from CCG who have implemented changes as a result of the report and invited HW to be part of future work.
- Enter & View follow-up visit report on Darlington Court
- Additional Recommendations in the Raise It Campaign Report
- 360' Communications Report
- Maternity Report - following up with Trusts on recommendations
- Discharge Report - following up with Trusts on recommendations (which is being prepared for Health & Social Care Select Committee's Business Meeting in September)

Communications

- We now have 1,238 followers on Twitter.
- Facebook - we actively reached 353 people, with 45 of those engaging with our posts. We have 115 fans.
- "Heads up" briefings are being sent on second Wednesday of each month
- New website live in July – plan for future development based on the 360' Stakeholder Communications Report

Events

During this quarter our events were focussed on other organisations to promote collaboration and networking with Healthwatch and to capture general stories. From one of these events we heard some of the communication and access issues parents with children and young people were having with GPs in Crawley. From this we worked collaboratively with the surgery and the parents' forum to produce an online survey. The survey has attracted over 100 individual respondents.

Finance

Finance Report published separately. Outline budget to be formally approved by the board at the August meeting.



Looking forward: Issues and concerns

Ongoing VAT issue for all historical suppliers (CASSCA, ACCA and Help & Care) is of serious concern. WSCC have been kept aware of all developments and are supporting.

The Board are actively doing all we can to support the resolution of the issue and this is taking a large amount of time. The HW Hampshire test case supported by the QC working for Help & Care will be going to HMRC tribunal – still awaiting a date confirmation but expected Oct/Nov.

As this ruling impacts Local Healthwatch across the country, Healthwatch England are fully engaged and supporting the process.

Mark Sharman, Help & Care Member Director for HW West Sussex Board has had a productive meeting with a local MP who is now actively raising it with contacts in both the Treasury and Cabinet Office.

Vacancies – we have paid (Community & Involvement Lead – Specialism in Communication and Data CRM System Administrator) and voluntary [vacancies currently available, details on the website.](#)

Community Partnerships

The CIC is proactively exploring ways of working more closely in partnership with a number of organisations with a view to increasing awareness, gathering more usable stories for our insight, evidence and influencing work and developing social enterprise opportunities to increase the impact and sustainability of Healthwatch West Sussex

- Coastal and Northern Mental Health Alliances – (includes West Sussex Mind, Capital Project, Alzheimers UK) CCG funding source. Proposal submitted 1 July.
- Aldingbourne Trust – Meeting held with CEO on Wed 27 July - action plan agreed. Healthwatch Ambassador model to be piloted, involvement in Listening Tours, open day and regular inclusion of new feedback form in monthly team leader meetings.
- Age UK West Sussex – Meeting scheduled Thur 11 August
- Joint proposal submitted to lead CCG to explore independent patient feedback on Coperforma's Patient Transport Service (collaboration of Sussex Healthwatch)
- Joint discussions with regional Healthwatch and South East Coastal Ambulance Trust to look at how we can work together to ensure the patient voice is central to the recovery actions, following the Care Quality Commission's inspection early in the year
- Joint discussions with Sussex Healthwatch and Brighton and Sussex University Hospitals Trust to look at how we can work together to ensure the patient voice is central to the recovery actions, following the Care Quality Commission's inspection early in the year