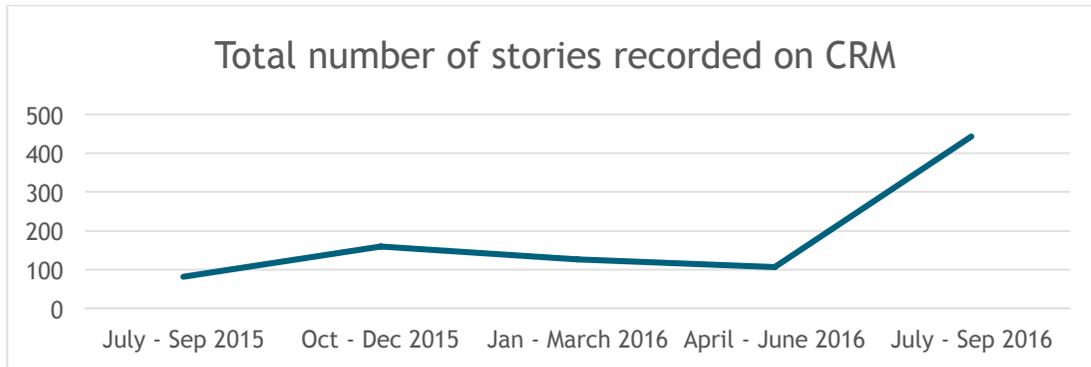




Service and Activities Summary Data



The increase in the number of contacts from the public, correlates to our 'Tour', which demonstrates this new model is also driving people to our helpdesk, which suggests this is a sound way of raising awareness amongst local people.

Total number of usable stories recorded on the CRM from all channels in Q2 is 443.

	Information and advice (Help Desk)				
	July - Sep 2015	Oct - Dec 2015	Jan - March 2016	April - June 2016	July - Sep 2016
Number of contacts from public	221	215	155	228	300
People signposted to others	36	21	20	48	83
People signposted to IHCAS	9	27	14	13	15
Usable stories on the CRM	44	48	50	86	96



	Public Engagement				
	July - Sep 2015	Oct - Dec 2015	Jan - March 2016	April - June 2016	July - Sep 2016
Number of people engaged with (face-to-face and via communication)	1,388 (+comms audiences)	1308	1080	865	>4075
Number of occasions for influencing or raising awareness via engagement	134	86	66	55	165
Number of stories/accounts recorded on CRM	37	111	77	20	347

	Raising Awareness				
	July - Sep 2015	Oct - Dec 2015	Jan- March 2016	April-June 2016	July - Sep 2016
Total number of Healthwatchers *	245	247	248	253	509

*Based on the number of people signed-up for newsletter/Heads up - which now includes Ambassadors with other community organisations.



	Volunteer activity				
	July - Sep 2015	Oct - Dec 2015	Jan - March 2016	April - June 2016	July - Sep 2016
Volunteers	47	49	52	52	52
Roles covered by volunteers	53	58	60	69	70
Volunteering interactions (meetings, events)	53	116	167	231 ^ PLACE	139
Volunteer support hours	415	372	406	504 ^ PLACE	350
Heathwatch Board Independent Directors	165	305	270	234	232
Estimated value of volunteers *	£16,550	£22,690	£21,620	£21,780	£18,600

* 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/>

	Independent Health Complaints Advocacy Service (IHCAS)				
	July - Sep 2015	Oct - Dec 2015	Jan - March 2016	April - June 2016	Oct 2016
One off acts of assistance	76	81	50	72	
New enquiries	49	43	34	27	
Cases resolved	26	33	43	36	
Cases ongoing	118	126	117	106	65

Q2 data unavailable due to end of previous contract. Figures given are as of the start of the new contract on 1 October 2016 when 65 cases transferred.



Reports and Publications

By working with our liaison representatives we changed the way we brief/supply insight to the Trusts working in West Sussex. We produced 5 briefings, giving the evidence to support the information published in the Insight & Evidence Report, these briefings were not made public.

We supplied 2 briefings on specific organisations to the CQC to support planned inspections, these briefings were not made public.

We published the following reports.

[Ship Street Surgery Report \(September 2016\)](#) - summarising the insight gained from our day in the surgery as part of our East Grinstead Tour

[Insight & Evidence Report 2013-2016 \(August 2016\)](#) - provides trending insight to key stakeholders & the public and details how we plan to improve this

[Supporting the Improvement of Crawley CCG Equality \(July-2016\)](#) - a review of the annual equality report for Crawley Clinical Commissioning Group

Communications

- A communications specialist, Sophie Cohen joined the team in September and has had a very positive effect. As well as having great digital/social media awareness, Sophie is a skilled photographer and has been able to capture our East Grinstead Tour- which has resulted in our social media becoming much more engaging.
- During this quarter we published 118 separate twitter, facebook and webposts
- “Heads up” briefings and the more general newsletter are sent on second Wednesday of each month reaching 1672 people
[Heads Up - September 2016](#)
[Heads Up - August 2016](#)
[Heads Up - July 2016](#)
- New website continues to be developed based on the 360’ Stakeholder Communications Report and we are making good progress. Training for the whole team is scheduled for November.



Events

- We attended or held over 47 events/activities including all of those focussed around the East Grinstead Listening Tour.
- These activities have been done in collaboration with local organisations and we have been successful in recruiting people to our East Grinstead Network.
- In order to influence the sustainability and transformation planning (STP) engagement we have joined the communication group for the STP and have joined the Central Sussex and East Surrey Alliance (CSESA) Programme Board, one of three sub-board to the STP Board.
- Healthwatch West Sussex has also taken the lead liaison role for local Healthwatch to South East Coast Ambulance Trust (SECAMB).

Finance

Finance Report published separately.

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 Healthwatch approach. Sally Tabbner has offered to chair a round table discussion with CASSCA who sent a letter after the board meeting giving 90 days notice of potential legal action if outstanding VAT is not paid. The 90 day period end on 10 November. Sally Tabbner has since shared communication from CASSCA Chair that the CASSCA board will meet on 28 November to consider the current situation and will take no action before this meeting.

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. All papers have been submitted to the tribunal by local Healthwatch and Help & Care and we are now awaiting a date for the hearing.

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 – Help & Care have now appointed a part-time Data CRM System Administrator based in Pokesdown and a part-time lead for the Mental Health Alliance programme. A new full-time Advocate is also in post, currently on a temporary contract subject to 2017/18 budget and contract. Other voluntary [vacancies currently available, details on the website.](#)

STP (Sustainability and Transformation Plan) and local CSESA (Central Sussex & East Surrey Alliance) – is taking a rapidly growing amount of time for the team and board. We feel Healthwatch is uniquely placed to leverage the opportunities it offers and use our insight and evidence to challenge. We will ensure we use our positions on all relevant steering groups and panels and ensure the consumer voice is considered and public engagement is effective. We have decided to include STP as an ongoing agenda item for board meetings.

We have concerns about the sustainability of the team and board work in relation to STP. The workload is already significant and will increase as the programme develops and public and stakeholder engagement begins in earnest.

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. This contract has now been signed and is being implemented with the first People with Lived Experience being recruited and appointed during October. These people will be employed by Healthwatch C.I.C.
- Aldingbourne Trust –Healthwatch Ambassador model now being scoped to be piloted in the new year. Healthwatch West Sussex has agreed to fund a short video to raise awareness of the Health and Care issues facing people with Learning Disabilities, their families and carers with the aim of gathering more evidence and insight from this part of the community who are seldom heard – part of Priority 5 – Every Voice Matters.
- In addition to Age UK West Sussex who have agreed to roll out the Ambassador model, we have now met with Age UK East Grinstead who are keen to do the same. A meeting with Age UK Horsham is being scheduled.
- Successful meeting with Judith Packer from the Voluntary Sector Relationship Officer Horsham District which has led to a number of new networking opportunities including the Healthwatch team participating in the Crawley, Horsham and Mid Sussex Market Place with 50 other organisations including Voluntary Sector Providers, County, District and Borough Council Services and Multi-Disciplinary teams relating to Health and Wellbeing.