

Our NHS - Your chance to have your say

[Our NHS](#) campaign featured in local newspapers, run by Coastal Clinical Commissioning Group (CCG), provokes food for thought and helps us all to start to understand how we can do our bit by using the right services at the right time.

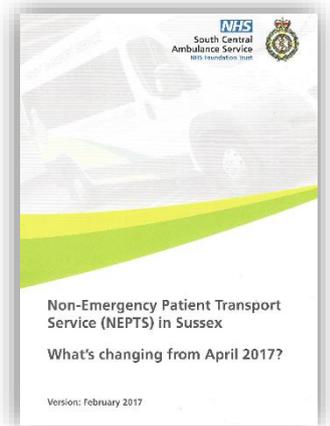
It shows the very real challenges facing our NHS and, we hope, kick starts some meaningful conversations with local people so together we can find solutions and improvements.

This survey is a chance for people to have their say on the changes the CCG are considering. [Have your say here](#), closing date is 30 April.

Supporting Better Non-Emergency Patient Transport Services

Together with other local Healthwatch in Sussex we'll be proactively listening to people who need to use non-emergency transport to access important treatment and appointments.

We're making sure peoples' experiences have been understood and that the new service is fit for purpose, as shown in our recently published [case study around the provision of child car seats](#).



Getting things right for patients living with autism

Following the recent national Autism Awareness Week conversations and information sharing, we were delighted to get further [national coverage](#) with Healthwatch England [showcasing the collaborative work](#) that is making a difference for families who use some Crawley GP surgeries.

We'll continue to amplify local experiences and practices to find ways of making experiences better for people living with autism - so please [keep sharing stories with us](#).



Looking at how the new approach to adult social care is in Crawley

West Sussex County Council announced four *Innovation Areas* are testing a new approach to adult social care. More details can be found on [Supporting Lives, Connecting People](#).

We believe this approach must be developed to include an understanding of peoples lived experience. We've published [our plans](#) to talk to Crawley residents to look at how this new approach is working.





Moving local mental health alliances forward

Our people with lived experience team are now working with the Mental Health Alliances to progress the development of local networks, to bring together more services within each area to better support peoples' mental wellbeing.

The team are working with Alliance members on the recruitment of a project manager and the development of the West Sussex Mental Health website.

The team are also helping to develop our mental health webpage and promotional material which we be made available to our community partners in May.



Better food, better health

We'll be visiting two care homes in Bognor District this month to work alongside the Community Dietitian Team, who are developing a resource pack to support residential homes to improve older peoples' nutrition.

We are confident that this will help to reduce falls and hospital admissions, and improve peoples' quality of life, as this project is all about preventing malnutrition.

Listening in Littlehampton

Over the last four weeks we've recorded over 265 stories from local people, during our listening tour of Littlehampton.

We've been overwhelmed by peoples' enthusiasm and willingness to share their experiences - to the extent that we had locals queuing to talk to use on Market Day.

This suggests there is a very real need in this area for people, of all ages, to be heard. We'll be looking to continue having conversations with people as we bring together all the valuable insight we have gathered so we can share this with decision-makers in the next month or so.



3 articles you might have missed last month

- [Loneliness may make cold symptoms feel worse](#) - research suggests this may be the case. We'd encourage local people to visit [West Sussex Connect to Support](#) for ways of overcoming loneliness through support groups etc.
- [New NHS target aims improve your experience leaving hospital](#) - the government has published what it wants the NHS to deliver over the next 12 months, including a new target to reduce the delays people can face when leaving hospital.
- [National inquiry launched to look at the public engagement in the Sustainability and Transformation Plans.](#)

