

Following our latest *Listening Tour*, we'll be publishing what Littlehampton residents told us about their health and care services.

In our report, available from 19 June you can read about local experiences of:

- the closure of Arun Medical Group
- GP triage system
- registering with a GP and accessing other NHS services
- local mental health provision
- having a baby at Worthing Hospital

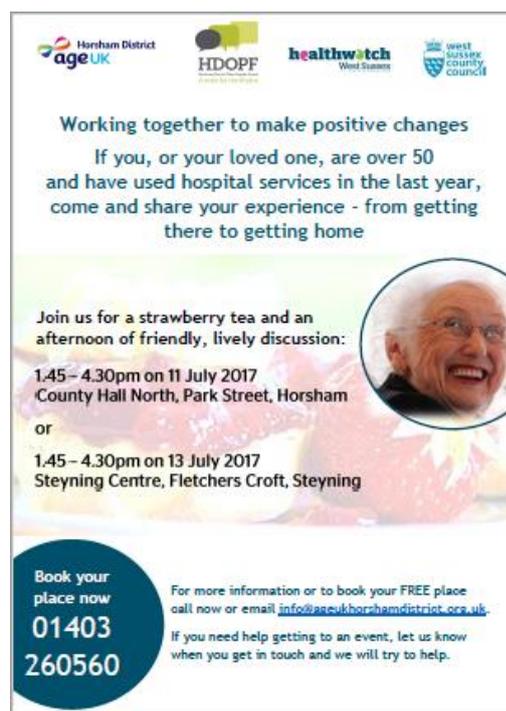
We're working together to bring about some positive changes, such as the noticeable and positive way Fitzalan Road Surgery reception and waiting areas now look.



Probing Horsham District Insight

Working with the latest hospital data, we're keen to reach out to any Horsham District residents (or their carers), who are over 50, and have stayed in hospital in the last 12 months to get involved in sharing their experiences.

These collaborative events are taking place on [11 July in Horsham](#) and [13 July in Steyning](#). You can book a place on either of the free strawberry tea listening events or take part in a short telephone survey by calling **01403 260560** or email info@ageukhorshamdistrict.org.uk.



Horsham District ageUK HDOPF healthwatch West Sussex west sussex county council

Working together to make positive changes

If you, or your loved one, are over 50 and have used hospital services in the last year, come and share your experience - from getting there to getting home

Join us for a strawberry tea and an afternoon of friendly, lively discussion:

1.45 - 4.30pm on 11 July 2017
County Hall North, Park Street, Horsham

or

1.45 - 4.30pm on 13 July 2017
Steyning Centre, Fletchers Croft, Steyning

Book your place now
01403 260560

For more information or to book your FREE place call now or email info@ageukhorshamdistrict.org.uk.
If you need help getting to an event, let us know when you get in touch and we will try to help.

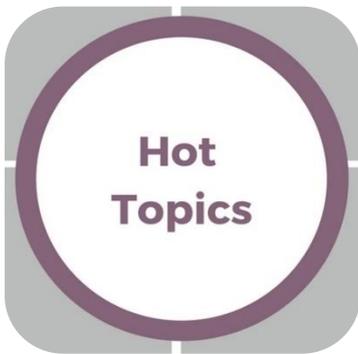


Independently understanding the new approach to adult social care

Working with Crawley Community and Voluntary Service we will offer an independent opportunity for people living in Crawley to discuss adult social care and what it means to them.

We're meeting with local services to understand what is available to Crawley residents and how services are accessed. We also plan to scrutinise the way local peoples' experiences of the new approach to adult social care, is informing its development.





How well is the Patient Transport Service working for people now?

Healthwatch across Sussex recently surveyed people that have used the new patient transport service, to independently review how well it is working for those who depend on it. The people we spoke to had some positive comments to make about the quality of the vehicles and staff... *"I like that I get to see the same people and they take an interest in me"*. the waiting times and reliability

remains an issue.

"I've got on a public bus (after 4 hours of tiring dialysis), rather than wait a longer time for the transport, as I need to lie down and rest before I start work again in the evening."

We found a number of people who have **lost confidence in a non-emergency patient transport service** after experiencing poor service from Coperforma (who handed back the contract to commissioners in March).

The full report will be published after we've discussed our findings with the commissioners, and South Central Ambulance Service - who now provide this service.

Moving local mental health services forward

Organisations across Sussex and East Surrey are working together to look at how to improve mental health services. This work is being supported by an [organisation called Carnall Farrar](#) who've been collecting views from people who use mental health services, their family and friend carers and GPs. The results will be published in the summer and will be used as part of ongoing work to improve mental health services.



Our People with Lived Experience of Mental Health team are working closely with the **Pathfinder West Sussex** organisations to develop *Mental Health Hubs* in the community and to seek peoples' views as these are developed.

Improving access to making a complaint

Our Independent Health Complaints Service (IHCA) is committed to working with local health services to improve the way people can complain. We've carried out an **audit of GP websites across West Sussex and the information they contain about how to make a complaint**. This follows on from our audit of Trust website information about complaining, which led to many improvements.



Our audit looked at how easy it was to find out how to complain. We found that information on Crawley based practices was the easiest to find, Coastal practices less so (we had to abandon our search of two practices websites). It was only easy to find information on complaints on the websites of 4 out of 10 practices in Horsham and Mid Sussex.

Our full report will be available soon and we will work with organisations to support improvements.

Find out more about our work and activities and get involved at www.healthwatchwestsussex.co.uk

