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Together we speak louder

East Grinstead Listening and Network Tour 2016

Thank you East Grinstead



We would like to say a **massive thank** to the 300+ people who entrusted us with their experiences and views .

We spoke to a wide range of people during our time in East Grinstead - with targeted activities for older people and new parents, as well as the general public and businesses.

We would like to thank the Mayor and Mayoress and all the organisations and businesses that supported our work.



Plus the local hairdressers and cafes

MOATFIELD SURGERY

Ship Street Surgery

Judges Close Surgery



What people told us?



Lots of people are happy with local health services.

Everyone we spoke to gave positive feedback on the support given to them by local voluntary sector services.

Many people shared positive comments about the local hospital, **Queen Victoria Hospital** but there were some notable exceptions:

- Parking is a challenge
- Getting through to outpatients for an appointment is not easy
- People have to come back to the hospital when their post-operative dressing could be change in a community setting
- Individuals' communication needs are being missed





What people told us?



Local people are still waiting to hear what is happening to their GP services.

Patient feedback for local GP surgeries differs and **people expressed disappointment in lack of continuity of care** and spoke about **feeling rushed**.

People can see wastage in the system for example: NHS chiropodist services giving scissors in packs of 4 but for a single use.

Patients unhappiness with repeat medication processes at one of the practices was very clear.

Another practice is now using some of our other **work to improve their environment/communication for patients with autism**.





What people told us?



There is a lack of **NHS dentists** in the area and possible issues around charging.

People are experiencing **difficulties in getting an assessment through Adult Social Services.**

Accessing liaison officers for loss of sight is difficult.

People said their **quality of home life at Care Home** was very **good** and we are working with them on **opportunities for sharing learning** with another local home so others can benefit.



A fresh look at engaging local people

Through reshaping the way we work, we aim to deliver a local Healthwatch presence into communities, through **Listening and Network Tours**.



We started in East Grinstead.



This approach enables us to collect a wider range and depth of views and experiences across the county - to make sure our insight is not unduly influenced by a particular perspective or demographic.

What happened in our tour of East Grinstead?



- Researching the area - both through desktop work and walking the patch talking to stakeholders.
- We had a physical presence in the area from 10 September to first week of October 2016.
- We established links with local businesses, services, groups and organisations - which gave us opportunities to engage formally and informally with local people.
- We carried out 12 activities and events in the time we were in East Grinstead.



What happened in our tour?



We raised awareness of Healthwatch and how we amplify local voices by engaging with over 750 people.

We did this through positive communication: face-to-face, running a Facebook competition (using a local business donation), social media posts, local press articles, leaflets, and display boards.



What was gained from the tour?



We gave people support to know what local services are available to them, for example:

We connected an older lady who was no longer able to use the bus to a volunteer community transport service. She was unable to step-up because the bus can't pull-up to the kerb (as cars are parked on yellow lines) .

Provided a family with information and advice to support them in getting help for their mother, who has complex health needs.



What was gained from the tour?



We gained some Ambassadors who have promised to promote Healthwatch to their customers.

We have 15 people in the East Grinstead Network who we will continue to communicate with.

These connections back to East Grinstead are important given the NHS proposals for change and plans for introducing a new model for Adult Social Services.

healthwatch
West Sussex
On tour!

Local Network Ambassador

Enable us to hear your community's voice

We are enlisting a team of volunteer Network Champions across West Sussex to **support** us to listen to what people want from health and care services.

Our Network Champions might be individuals or people running groups, and we will group you into local areas alongside other local individuals, groups and organisations interested in our work.

We hope to be able to send you information that is relevant to your locality, as well as work with you to bring about positive change.

In return, we'd like our Champions to promote our work and work with other local people to understand people's views on health and care, so Healthwatch can bring about positive change. We'd like you to encourage the people you know to share their experiences, to help us to influence the decision makers.

You will most likely be able to do this easily as part of your existing volunteering or paid work in the community, or within your neighbourhood, and it is likely to bring about positive results for you and your networks too.

We can only act if YOU tell US what needs to be done!

All Network Champions will receive a pack of information, and regular updates from Healthwatch West Sussex. There is no set time-commitment unless you wish to take up a more formal volunteering role with us.

What was gained from the tour?



Usable insight, both positive and less than positive and greater community insight - shared with an independent organisation

We gathered local views on specific topics to support the development of services

We created simple, easy to read reports to share this insight and are following up on the recommendations we have made.

To see the reports

<http://www.healthwatchwestsussex.co.uk/our-work/our-reports/>

The logo for Healthwatch West Sussex, featuring the word "healthwatch" in a stylized font with a green leaf-like shape above the "t", and "West Sussex" below it.

Judges Close Surgery

East Grinstead Listening and Network Tour
September 2016

Healthwatch West Sussex would like to thank everyone who has contributed to our day in Judges Close Surgery and in particular, the people who have taken the time to complete the survey and share their views and to those who have entrusted us with their personal stories.

Practice information
Judges Close Surgery, East Grinstead, has approximately 8100 registered patients and although, its practice list is currently capped, patients are being allocated to the surgery by NHS England.

The surgery is an accredited training practice with both GP and nurse mentors and currently employs 3 GP partners, 1 salaried GP, 2 locum GP's, 1 physician associate, 1 advanced nurse practitioner, 2 practice nurses, 2 healthcare assistants, 2 care coordinators, 3 phlebottomists and various support staff.

Engaging with local people
On Monday 19th September the Healthwatch team spent the day engaging with local people outside the Practice, due to limited space inside, the aim of which was to encourage people to complete a short survey and to give feedback on the service they had received.

36 people completed a short survey which although a small number can still be considered indicative of patients views as a whole.

On the day a total of 57 people gave feedback on their experiences of using the Practice. Further feedback can be given in only a few minutes
<http://www.healthwatchwestsussex.co.uk/feedback/>

What people told us?

Two out of three people said they would be happy to see another qualified professional (not the doctor) on the day of their visit.



The learning we can use for other tours

 We are a reflective organisation but it was particularly important that we concentrate on what went well and not so well for this tour, as it was our first one.

We have learnt we need to:

- Connect with the area's key community leaders and prominent local health and care providers, well in advance
 - Hold timely debriefing sessions to make sure all the richness of insight is captured promptly
 - Build-in time to collate insight during the tour, so we can put out timely reports. We were slower than we intended in giving the hospital feedback and for this we are sorry
 - Attract more people to help us deliver our activities/events
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How to be involved

Please contact us at helpdesk@healthwatchwestsussex.co.uk
or call

0300 012 0122

For more information about our work and how this makes a
difference visit our website

www.healthwatchwestsussex.co.uk

