

August Heads Up

Healthwatch West Sussex priorities 2016-2017 are:

01

Hot
Topics

02

Primary
Care

03

Mental
Health

04

Residential
Care

05

Every Voice
Matters

01
Hot
Topics

Non-emergency Patient Transport Service

- The [Independent Report](#) commissioned by High Weald Lewes Havens Clinical Commissioning Group has been published
- Sussex Healthwatch are meeting with lead CCG to discuss progress in detail
- Sussex Healthwatch have submitted a proposal to Coperforma detailing how we could seek independent patient insight to see if the service is improving

Sustainability & Transformation Planning (STP)

- Posted information on progress of the local plan through our website and social media and continue to be updated through our representative at Healthwatch East Sussex

South East Coastal Ambulance Trust (SECAMB)

- Looking at recovery plan and areas of concern in detail at a Healthwatch and Trust Workshop
- We will, in collaboration with other local Healthwatch, be putting a proposal together to support the Trust's recovery

Accessible Information Standard (AIS)

[Accessible Information Standard](#) went live at end of July. Commissioners and providers now need to focus on fully implementing the requirements

- Facilitated a *Putting the Standard in to Practice* Workshop, for GP practice Managers, in partnership with Action for Deafness



We have supplied a range of local tools, national toolkits and local services information to practice managers

- Our Healthwatch toolkit will be used as part of our East Grinstead Tour in September
- A deaf support organisation has translated our questionnaire and will be using this with their clients in the Autumn. This will help us to understand how the AIS is making a difference and what else needs to improve



02
Primary Care

05
Every Voice
Matters

Seldom Heard Event

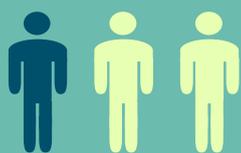
The Healthwatch Event on 9 July in Bognor was attended by over 40 adults and 65 children. These were mainly working families who have moved from a variety of EU countries to live in West Sussex.

We were joined by the Arun Health & Well-being Hub team.

- **Rich insight** was gained, particularly about how people seek medical assistance out of hours and at weekends
- Video in production now
- Once all the insight has been reviewed and documented we will be working with commissioners and providers to find local solutions to some of the challenges
- We will be feeding back to the families, through their language schools, in the October half term

Surveying Parents in Crawley Area

- Over 100 people responded to our survey of parents with Autistic (ASD) children and young people.



Felt health professional didn't understand the needs of people with ASD

“Some of the doctors have been really good with my son and others not so much. One of the receptionists is very rude, and made me feel like I was bothering her, I was already stressed out and she made it worse and my son picks up on me being stressed”

- Results now being understood and we plan to hold a workshop with practice managers to work through the findings

03
Mental
Health

- Continuing our discussions with the two Mental Health Alliances to look at how Healthwatch can provide independent service evaluation to support the development of these Alliances
- Took part in the Sussex Partnership Foundation Trust mock Care Quality Commission days, ahead of the inspection which starts 12 September

04
Residential
Care

- We will be including *Enter and View* visits to care homes as part of our East Grinstead Tour in September
- We recently took part in the development of the *Raise It* video and are actively promoting this on our website and other communications

- Engaging local stakeholders in developing our activities for East Grinstead tour in September

We'll be launching our Tours on **Saturday 10 September**
10:00 - 12:00 East Grinstead High Street

Please come and join us or to find out more and *Get Involved* call us on 0300 012 0122 or email office@healthwatchwestsussex.co.uk

