

February 2017 Heads Up

Quick Guide to Changes in the NHS in West Sussex

We recognise there is some confusion about potential changes to local NHS. Our [Changes to NHS Services in West Sussex - A Short Guide](#) explains what needs to change and the local proposal to improve services and create a more sustainable future for local health and care services. We'll work to ensure local people's voices are heard as plans develop and will update our guide as plans are confirmed.

03 Mental Health

Anna, and our team of six people, continue to bring their lived experience and the experience of others in their networks, to the development of community mental health in West Sussex. Read more about this innovative programme through our first [short performance report](#) to the commissioners.

The team is helping to develop the contents of our [Mental Health Services](#) webpage and promotional information to encourage more local people to share their experiences of mental health services.

We continue to hear from families who are struggling to get the right support for their children and young people. There are plans to transform local wellbeing and mental health services for children and young people and you can find out more [on our webpage](#). Four local GP practices are already on board with improving their services for families whose children live with autism and need individualised support so they can attend an appointment and to talk to a GP or healthcare professional. We're determined to see this number grow! Find out more about our collaborative work on this project [here](#).

05 Every Voice Matters

You can see our [reports](#) from visiting **Queen Victoria Hospital** during our Listening Tour of East Grinstead on our website. We plan to follow up on the recommendations in the reports through our liaison meetings. We'll be sharing anonymised insight from our **Festive Listening Tour**, through our quarterly Insight and Evidence Reports. However, we've published our [Saxonbrook Medical Group - Visit to Northgate Surgery](#) report as this gives details of their new telephone triage system, which we were invited to see during our visit in December.

Finding out about hospital care

We visited **Princess Royal Hospital** recently and were able to talk to many patients. We would like to thank everyone who entrusted us with their stories and the staff for letting us visit different areas. Many of those we spoke too said how good the staff were at caring and this is something we saw on the day. On the same day, we spoke to local people at the [Mid Sussex Health and Wellbeing Network](#) and heard about different experiences. One person shared their experience of visiting Princess Royal's A&E just before Christmas. As well as giving positive feedback they mentioned that the toilets weren't clean. Our team picked-up on this during the visit and fed back to the hospital management, who were quick to respond. We also shared concern over issues with **You can find out more about our work and activities**

and get involved at www.healthwatchwestsussex.co.uk



communication and involving patients in treatment decisions in one particular area. We've been assured that both these concerns are now being looked at. We'll be checking again through our Patient-Led Assessment of the Care Environment visits, which start in a month or so, and through following up on our recommendations.

We plan to visit hospitals across West Sussex throughout 2017, to gather insight into peoples' experiences to help NHS organisations to make services the best they can be for future patients.

Spotlight on Littlehampton - our next Listening Tour

We're finalising our **Listening Tour of Littlehampton** plans. Our aim is to speak to lots of local residents throughout March to find out about their experiences of Health and Social Care and we are planning a broad range of different activities to include as many different people as possible. We'll be kick starting this tour, at the town's [Pancake Olympics](#) - lookout for our team and supporters on Saturday 25 February. Here's to a flipping fantastic tour!

If you or your community organisation or business would like to be involved, please [get in touch](#). We'll add all events and activities to our [events](#) calendar as soon as they are confirmed.

Improving lives through learning

Our **Independent Health Complaints Advocacy Service** helps people to have their voice heard when their care and treatment isn't as good as they'd expected or something has gone wrong. You can see the difference this Advocacy makes by visiting our [Case Studies](#).

As well as supporting individuals, our team seeks to support services to improve peoples' experiences of complaining to enable NHS organisations to learn from complaints.

You can read the recommendations we've made in our [Audit of Complaints Information on websites](#).

Healthwatch W Sussex @healthwatchws

Thanks to @withoutstigma for updating their complaints page following our recommendations - Full audit here bit.ly/2jAky00 [twitter.com/withoutstigma/...](https://twitter.com/withoutstigma/)

Prioritising our Work

Our current priorities

# 01 Hot Topics	# 02 Primary Care	# 03 Mental Health
# 04 Residential Care	# 05 Every Voice Matters	

Setting priorities for 2017

Using the insight and evidence gained from local people sharing feedback over the last year, along with our understanding of the significant service changes being [planned](#) across Sussex and East Surrey, our board is looking at our priorities for 2017. These will be agreed at our Public Board meeting on 1 March 2017 and we will outline them in the March Heads Up.

For more information about our Board meetings and performance reporting please [visit our website](#).

3 articles you might have missed last month

- [Vitamin A deficiency linked to Alzheimers disease](#) - reported in the news, NHS Choices gives information
- [Worcester patients died whilst waiting in hospital corridors](#) - learning from review may have local service implications

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- [NICE state that everyone with learning disabilities should have their mental health checked annually - as NICE fears thousands may be undiagnosed](#)

