

## January 2017 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

We'll be looking at our priorities for 2017 this month. We'll be using the information local people have shared with us last year, along with our understanding of significant service transformation plans across Sussex and East Surrey to create more sustainable health and care services.

# 05

Every Voice  
Matters

Our recent focus-group attendees gave us valuable feedback so we could support Coastal Clinical Commissioning Group (CCG), on the development of communications to all Coastal area patients.

During our Festive Tour local people told us a priority for them is 'better communication with patients'

The letter and accompanying posters/leaflets are to communicate the CCGs plans to improve **GP referrals** and **medicine wastage**. Our work has helped the CCG to better understand consumer needs in language, tone and content.

We speak-up for local people, using what you tell us (without sharing any personal details), to help our Health and Wellbeing Board. They are currently developing the next local **Pharmaceutical Needs Assessment** for publication by 25 February 2018. This assessment will be used by NHS England to determine whether to approve applications to join the local pharmaceutical list under the *National Health Service (Pharmaceutical and Local Pharmaceutical Service Regulations 2013)*, as well as any applications to change existing services. It is also used by local commissioners and the local authority when planning and buying services.

Over the coming months we'll make sure your experiences and views are considered and inform the final assessment. We want to [hear](#) from you on this online or by calling 0300 012 0122

We are planning our next Listening Tour which will focus on **Littlehampton** throughout March. We are keen to hear from local residents, organisations and people who work in the area to inform our activities during the tour. Contact us if you would like to be involved.



You can find out more about our work and activities and get involved at [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)



# 03  
Mental  
Health

**Congratulations** to our team of six People with Lived Experience, who have graduated after completing their training. They are now **bringing their lived experience and the experience of others** in their networks, to the **strategy development** of mental health services in West Sussex.



# 02  
Primary  
Care

### Creating better outcomes through collaboration

Positive comments are now coming in after Poundhill Surgery implemented changes recommended in our [Improving Experiences for Patients with Autism in General Practice](#) Report.

One mum ... she said that [the changes] had completely transformed her younger son's view of the GP surgery and he carries the booklet around with him everywhere like a bible. She was so surprised that something that appears so simple has made such a difference to him and could not praise us all enough.

Perry, Practice Manager @poundhillsurgery

What we have all chipped in with has had a momentous outcome. Well done everyone. It is so nice to read all of these positive comments.

Marie, @autismsupportcrawley



We're now putting a callout to all local Practice Managers to follow in Perry's footsteps by taking some simple steps that will have a big impact on patients.

# 01  
Hot  
Topics

We are writing to [Daren Mochrie](#) the newly appointed Chief Executive for **South East Coast Ambulance Trust**, to introduce local Healthwatch. We are looking to build on our initial support discussions to help the Trust benefit from improved patient feedback and engagement.

**Pressures on A&E:** If you've visited, or decided not to visit (due to reported pressures) an A&E or Urgent Care Centre recently, we'd like to hear about your experience. Your stories will help us to report on how the reported winter pressures have and are effecting patients.

### 3 articles you might have missed last month

- [Inspectors tells health trust progress has been made but more is needed](#) (The Argus)
- [Internet of things set to change the face of dementia care](#) (The Guardian)
- [Priorities for NHS and Social Care for 2017](#) (Kings Fund)

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