

## March 2017 Heads Up

### #patient safety

The Care Quality Committee (CQC) has inspected some companies providing online primary care and has found significant concerns about patient safety. If you are thinking of using an online health services checkout the CQC [tips](#) beforehand.

### Touring Littlehampton

Despite the sun being a little elusive and having to dodge the showers ... we're still having a productive time in Littlehampton.

We're already starting to find out what Littlehampton residents have to say about health and care at a couple of events. In the coming weeks we will also speak to people in each of the areas GP surgeries.

Local people will be able to see our posters and display boards at various locations throughout the month and we'll be at the *town market* on Friday 24 March.

If you want to be part of our **Littlehampton Network** and get involved in the discussion please call 0300 012 0122 or email [jo.tuck@healthwatchwestsussex.co.uk](mailto:jo.tuck@healthwatchwestsussex.co.uk) today, we would love to hear your experience of local health and social care - both good and bad.

GP Surgery Visits in Littlehampton

Monday 6 March	Willow Green Surgery	8:30am - midday
Wednesday 8 March	The Lawns Surgery	8:30am - midday
Tuesday 14 March	Westcourt Medical Centre	8:30am - midday
Monday 20 March	Fitzalan Road Surgery + Wick Surgery	9am - 11am
Tuesday 21 March	The Park Surgery	8:30 - midday
Monday 3 April	The Coppice Surgery	8:30 - midday

healthwatch  
West Sussex  
*On tour!*

### What we're focusing on for 2017/18



Last month we gave you the heads up that we're reviewing and updating our priority areas based on what you have told us in the last year. These revised areas of focus were agreed by the Healthwatch West Sussex Board and you can see how we [plan](#) to work on these priorities.

We're continuing to develop our team of people with lived experience and work with the **Mental Health Alliances** to look at how we can explore the issues local people face when trying to get support with their mental health concerns.

We're building our community partnerships and tapping into new audiences, by presenting at AGMS and having regular features in newsletters.

**CAPITAL Project Trust**  
*Opening doors to mental wellbeing...*

We'll also still have **hot topics** which will include the ongoing development and implementation of the [significant service changes to NHS](#) that are currently being worked on across the country.

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



## Tackling and preventing malnutrition in Older People



We'll be working in partnership with the **Community Dietician Team**, visiting some **residential homes in Bognor** in the coming months.

This is to support the development of a toolkit and training programme known as **N-RICH**. This programme aims to support care/nursing homes in identifying and tackling malnutrition in older people through the principle of **food-first**.

## Listening to Older People

We're also working with [Age UK Horsham](#) and [Horsham District Older Peoples Forum](#) on an **Older Peoples' listening event** in **July**. This event will allow us to explore and capture peoples' top health and care concerns.



## Finding out about hospital care

We've been back to talk to **Queen Victoria Hospital Foundation Trust** and will be publishing case studies to highlight **some of the positive steps** the Trust is taking to help people find their way around the hospital and to support people in being prepared for planned visits.

Throughout March, April and May we'll be visiting a number of local hospitals as part of the [national PLACE Programme](#) (Patient-led Assessment of the Care Environment).

We're in **Zachery Merton Hospital** on **15 March** and want to specifically look at the mealtime service. This visit falls during [Nutrition and Hydration Week](#) and we hope to raise awareness of the importance food has on a patient's recovery.



We're keen to hear from anyone who is interested in giving some time to **be part of a visiting team**.

We offer a wide range of volunteering opportunities that support people from all walks of life, from young people who want to gain more experience to those who want to enrich their retirement.

You can get involved in lots of ways, including:

- story gathering
- enter and view work
- document suitability reading
- desktop research

## 3 articles you might have missed last month

- Catch-up on the series of local health media articles and join in the conversation by taking part in surveys and letting us know your experiences - <https://www.coastalwestsussexccg.nhs.uk/>
- Care Quality Commission report on first round of adult social care and GP practice inspections - <http://www.healthwatchwestsussex.co.uk/care-quality-commission-cqc-completes-first-round-of-adult-social-care-and-gp-practice-inspections/>
- Exercises proven method to prevent return of breast cancer - <http://www.nhs.uk/news/2017/02February/Pages/Exercise-most-proven-method-to-prevent-return-of-breast-cancer.aspx> -

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