

November Heads Up

Healthwatch England's [Annual Report](#) is now available.

Healthwatch West Sussex priorities 2016-2017 are:

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Every Voice
Matters

Our latest [Insight and Evidence Report](#) can now be downloaded from our website. You can read how the valuable insight local people provided is being used to inform decision-making and what we're doing to improve on the trends identified from this insight.

Time to Sew-up the Holes in this Safety Net

[Time to Sew-up the Holes in this Safety Net](#) Report looks at the experience of a small number of people who've experienced safeguarding in West Sussex since the Care Act came into existence.

At the heart of the Care Act changes is making safeguarding personal and through people entrusting their personal stories to us (Healthwatch and Independent Lives) we've identified the **need for change** and have made **five recommendations**. We see this report as the start of some important conversations that will be taking place over the coming months, which will be continued at the Safeguarding Adult Board in December 2016.



Other updates:

- We're continuing to put together information from our East Grinstead Tour. To date we've published three reports from this Tour.
- We'll be doing a Healthwatch Festive Tour during December, which'll include visits to locations throughout West Sussex

3 articles you might have missed this month

- [Ombudsman urges government to take action on unsafe hospital discharge](#)
- [Leading Doctors list dozens of procedures that 'give no benefits'](#) (The Guardian)
- [Care Quality Commission latest State of Health Care and Adult Social Care in England Report](#)

You can find out more about our work and activities and get involved at www.healthwatchwestsussex.co.uk



Creating the better outcomes through collaboration

02

Primary
Care

You can now download our [Improving Experiences for Patients with Autism in General Practice](#) Report, which reflects the outcomes from our collaborative work with **Autism Support Crawley** and **Poundhill Medical Group**. You can read how some simple changes will make more effective consultations for children and young people with autism and the professionals supporting them.

Sarah Owen, Community Engagement Lead at Healthwatch West Sussex commented:

“While there was lots of positive feedback during the consultation and in the survey, several suggestions for improvements were made. An action plan for implementing these suggestions is now being undertaken by Poundhill Medical Group, which we hope can be replicated elsewhere.”

03

Mental
Health

We'd like to thank all the people who applied for the six **people with lived experience of mental health** roles and are delighted to report we've had a number of successful candidates. These employed people will help the two county Mental Health Alliance steering groups to shape future service provision.

Anna Hayward joins the team to support these six people and can be contacted on anna.hayward@healthwatchwestsussex.co.uk from 1 December.

- Together with other local Healthwatch, and in collaboration with Sussex Partnership NHS Foundation Trust, we're planning an audit of the Trust's complaints, to see how this can be improved for local people who access mental health services
- We welcome the announcement that additional funding from central government will mean the Time to Talk Service in West Sussex is expanding - [click](#) here for more information.



01

Hot
Topics

Sustainability & Transformation Planning (STP)

A revised outline for how local health and care services will address the need for change went forward to NHS England on 21 October 2016. Local people can expect to see the proposed strategic direction going to local decision-making boards and committees from November onwards.

It is recognised that local people need to see and understand why things need to change. Healthwatch West Sussex recently joined the community and engagement group to support the development of ways for engaging local people in this change. We're continuing to push for more information to be made widely available to our local public.

Ambulance Service

- The [Patient Impact Review Report](#) relating to the Red 3 Pilot has been published.
 - Whilst we recognise the Trust's desire to move on from issues surrounding the pilot, we have raised a number of concerns over the validity of the review.
 - Primarily the lack of dialogue with patients and we have challenged the statement in the report that this was agreed with local Healthwatch.
- Local Healthwatch have confirmed a number of ways in which we plan to work with South East Coast Ambulance Trust to support the recovery plan.

