

# Heads Up

Keeping you up to date with health and social care news

Healthwatch West Sussex priorities 2016-2017 are:

# 01

Hot  
Topics

# 02

Primary  
Care

# 03

Mental  
Health

# 04

Residential  
Care

# 05

Every Voice  
Matters

## Ambulance Service

# 01  
Hot  
Topics

Since South East Coast Ambulance Trust received its warning letter from the Care Quality Commission, which preceded the [Inspection Reports](#) that rated the Trust as *inadequate*. Local Healthwatch has been working with the Trust to look at ways of improving patient and public engagement.

- Healthwatch West Sussex is the liaison lead for the region's Healthwatch and we are agreeing a recovery support package with the Trust, which will be presented to their Board and NHS Improvements.

## Sustainability & Transformation Planning (STP)

The Health and Wellbeing Board is discussing the next submission of the STP at its public meeting on 13<sup>th</sup> October. Healthwatch are represented at this meeting and will listen to the discussion and note any public comments.

## Creating the better outcomes through collaboration

# 02  
Primary Care

We've continued to work in collaboration with the **Parent Carers' Forum** and **Poundhill Medical Group** to create better environments and more effective consultations for children and young people with autism. Our joint report will be published soon.

## Safeguarding in the spotlight

Together with [Independent Lives](#) we will shortly be publishing a powerful report on our significant findings. We've spoken to people about their safeguarding journeys and are grateful to the individuals who entrusted us with their experiences. Our report "*Time to Sew-Up the Holes in this Safety Net*" examines how the principles of the Care Act are being realised for individuals. The report will be shared with the Safeguarding Adults Board and West Sussex County Council ahead of publication later this month.



# 05  
Every Voice  
Matters

Our Independent Health Complaints Advocacy Service is working to both the Advocacy Charter and the Local Government Associations standards of this service. We currently support more than 80 individuals with their health complaints. For more information: [complaints-support](#).



We have been engaging with local people through our *Listening and Networking Tours*. As our East Grinstead tour draws to a close, we are delighted to report we have engaged with over 2,000 people through our activities and events and reached nearly 6,000 people through social media posts. We're now looking at the insight this engagement has provided and we are now using our findings to prepare a range of reports and recommendations.

# 02  
Primary Care

Having spent a day in each of the three GP practices in East Grinstead we identified a significant trend in one area, which has been highlighted to the practice, together with a recommendation.

We were delighted to have received a very positive response from the practices and confirmation that our recommendation has already been acted upon. We're keen to see how this has improved things for patients. [Read the full report here.](#)



# 03  
Mental  
Health

We have received an outstanding number of quality responses to our advertisement for **people with lived experience of mental health**. We are now working with Mental Health Alliance members over the next few weeks to shortlist, interview and recruit to the 6 roles. These recruits will help the two county Mental Health Alliance steering groups to shape future service provision.

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

