

September 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

01
Hot
Topics

Non-emergency Patient Transport Service

We recently met with lead commissioning Clinical Commissioning Group to talk about the recovery of the patient transport service in Sussex.

- Commissioner's state service is recovering from a very unsatisfactory start but there are still issues in some areas.
- A specialist advisor is now working with Coperforma, who manage a framework of transport providers and the allocation of patient transport.

However, this service is again in the press and we are urgently seeking assurance from commissioners that there are contingencies/plans in place, so patients will not suffer because of potential issues.

Local Healthwatch is now working with the patient safety group looking at the impact of this service on patients.

Brighton & Sussex University Hospital Trust

We had previously been talking to the Trust about how Healthwatch will support in its recovery ahead of the publication of the inspection report. The [Care Quality Commission Report](#) shows overall a rating of *Inadequate* for the Trusts hospitals, which includes Princess Royal Hospital. Our volunteers visited Princess Royal Hospital last week to look more closely at some of the findings. We have [reported](#) on the impact of our visit and how this is improving patient experience.

Sustainability & Transformation Planning (STP)

Local Healthwatch continue to work with the programme board to develop communication and engagement plans, so the public are aware of local plans for sustaining and transforming health and care across North Surrey and Sussex.

02
Primary Care



Seldom Heard - we spoke to a large number of working families who have moved from a variety of EU countries to live in West Sussex. Our video showcasing these seldom heard voices will be published soon along with our report.

Our next steps are working with commissioners and providers to find local solutions to some of the challenges.



05
Every Voice
Matters

We've published our new style [Insight and Evidence Report](#) - which is now a quarterly feature. You can expect to see the next one in November.

We have already used [specific area story] in a recent meeting and we will ensure that all of these incredibly helpful insights are incorporated into our quality improvement work with our providers

Chief Officer for Clinical Commissioning Group

We are engaging with local people through our *Listening and Networking Tours*. These kicked off in East Grinstead on 10th September with a Funbulance and activity morning.



Whilst this was a fun event, there was a serious purpose to what we were doing. Our Tour in East Grinstead is about listening to peoples' health and care experiences. We can then share anonymised insight with those who plan, buy, monitor and provide health and care services, to make sure these effectively and safely meet the needs of local people.

03
Mental
Health

We are delighted to be able to offer **6 paid, part-time roles of 12 hours per month for people with lived experience of mental health**. These individuals will be members of the two county Mental Health Alliance steering groups which will shape future service provision. If you are [interested in learning more please contact us](#).

04
Residential
Care

We will be visiting three residential homes in East Grinstead as part of our Tour.

Come and join us at one of our [Events](#).

To find out more and *Get Involved* call us on 0300 012 0122 or email office@healthwatchwestsussex.co.uk

