

Healthwatch Round-up

What we've been doing in June 2016

Hot Topics

Non-emergency Patient Transport Service

- Local Healthwatch continued to seek assurance from commissioners by **raising questions** after attending a key seminar with commissioners
- **Pushed for publication date** of the Independent Review in to the service mobilization/launch, now re-scheduled with a target date of **14th July**

Sustainability & Transformation Planning (STP)

- Fed into programme board **local concern over lack of consultation/engagement** with public - (given published deadline for submitting plan still states 30th June)
- Flagged concern to Healthwatch England over lack of public update on planning process and pushed for briefing to help local Healthwatch to update public

South East Coastal Ambulance Trust (SECamb)

- Drawing-up patient engagement support offer, after meeting with Trust (ahead of Care Quality Commission publishing the outcome of inspection) to **make sure patient experiences inform Trust's Recovery**
- Hosting a whole-day workshop with Trust (22 July) to look at future engagement
- Polled the public, to understand the impact of recent media coverage about the Trust:



Healthwatch W Sussex @healthwatchws · Jun 16

Has the recent news affected your confidence in the emergency services?
[bbc.in/1XpM7KH](https://www.bbc.com/news/health-36144444) - please vote.

38% Yes

62% No

GP Closure Worthing

- Fed back on patient letters and need for more information to help patients make an **informed choice** ahead of registering with an alternative practice
- **Challenged NHS England** to make sure the national *Family Doctor Service Registration* (form GMS1) is **compliant with the Accessible Information Standard** requirements introduced in April 2016



Engaging Local People and Influencing

Health

- Built stakeholder questions in the design of our **Seldom Heard** event on 9th July
- Surveyed parents to support Crawley GPs/practice to better understanding the **needs of their autistic patients**
- **Reviewed** and gave feedback/recommendations on Crawley CCG's **Equality** Report and goals for this year. Presenting/discussing this at next Equality & Diversity Group meeting
- Continued to **support local PPG** in a variety of ways, including supplying information on the thorny issue of patients not attending appointments
- Continued working with local organisations supporting the **deaf community**, to look at how patient experiences can support providers to be compliant with the Accessible Information Standard from 31st July onwards

Social Care

- Worked with West Sussex County Council in the development of the **Raise It** campaign video
- Continued our **Safeguarding Journey interviews**, in conjunction with *Independent Lives* to feedback peoples' experiences of the process

Well-being

- Continued work with the newly formed **Mental Health Alliances** to explore using feedback from people accessing Tier 2 services/support

Developing our Healthwatch

- Board evaluated proposals for innovation in service delivery, to meet the challenge of reducing funding, for both core Healthwatch service and Independent Complaints Advocacy Service
- Used valuable public and stakeholder feedback in the development of our new website

What we'll be focusing on this month

- Our Bognor based **listening event** on **9th July** where we will be meeting lots of migrant families and hearing about their experiences of health and social care
- **Reporting** insight provided by parents, whose **children** have **particular communication needs** that must be met, so they can engage in a medical consultation
- Facilitating a workshop for Coastal Practice Managers on Accessible Information Standard
- Developing our **new way of working** (see our website for details of our **Listening Tours**)
- Engaging local people in prioritising locations for us to 'tour' in 2016/2017

Check out our new website
www.healthwatchwestsussex.co.uk

