

We have a simple ambition, to make local health and social care services better for people that use them. We are here to **listen, take action and influence positive changes** for local people living in West Sussex.

In the past 12 months, we have worked with communities across West Sussex to improve the experiences local residents have with health and care services by:



Creating a **new way of involving local people to influence the design of mental health services**, with our trained and supported people with Lived Experience to the Mental Health Alliances.



Highlighting the frustrations of people who were struggling to get a response from a Hospital to their concerns.

We were able to do this, as the **Independent Health Complaints Advocacy Service** is integrated with Healthwatch. This means, not only do the individuals we work with get the outcomes they have sought, but we have pursued the wider concerns with those who provide services.



Understanding peoples' needs and experiences through our helpdesk team, who **empower individuals** so they can make informed choices and get the right care they need.

Every voice matters and all shared information is reviewed and used to inform our work, which has been recognised by those who plan and buy health services, through feedback on our regular **Insight and Evidence Reports**.



Working on **improving experiences for patients with Autism in a General Practice** has benefited 100s of families and received national coverage from **Healthwatch England**.

5 GP practices are adopting recommendations and have **transformed into autism-friendly services**, with more taking early steps.



Community Partnership - We are keen to increase the number of organisations we work with on issues relating to health and wellbeing. This year these have included:

Autism Support Crawley Accord Carers Support West Sussex Local GP Practices Capitol Project Independent Lives Aldingbourne Trust Possibility People Local Age UK Citizens Advice Mind Health & Wellbeing Hubs West Sussex County Council Horsham Older Peoples' Forum Littlehampton & East Grinstead Town Council Outset Youth Action Local NHS Trusts Clinical Commissioning Groups 4Sight

Thank You

We would like to thank the local people, community partners and staff, who have helped change and direct health and care services this year. Together we speak louder.

Our Priorities

Reduced funding has meant a restructuring of how we deliver local Healthwatch services in West Sussex. During the year we refocused our work on five priority areas.

We have used what we are hearing to target our engagement in geographical areas. This has allowed us to reach-out and listen more successfully to people in their communities and highlight their specific local health and care issues.

1 - Every Voice Matters

430+

Strategic meetings attended where we influenced and amplified local voices, to help shape health and care services for West Sussex residents.



Hosted **large scale events** and spent time working in local settings, which has let us reach new communities of older people, friend and family carers and seldom heard voices.

We engaged with 41% more local people than last year and collected over 1,200 specific pieces of insight.

Informed the provision of materials in specific languages and **direction of key communication** to help people access the right **NHS** service.

2 - Primary Care

Supported

90

GP surgeries

Including patient listening events, working with Patient Groups, training Practice Managers on **Accessible Information Standard**, discussions around equality and diversity, and complaints.

By facilitating discussions with a Practice and Crawley Autism Support members, we have shown that listening to and learning from patients, can benefit both patients and practices.



As one example, an East Grinstead practice adopted our recommendations around improving their prescription system **reducing issues and inconvenience to 8000+ patients**.

3 - Mental Health

We were delighted to be chosen to recruit, train and manage a team of **People with Lived Experience** of mental health.

This team now works directly with the county Mental Health Alliances and is **helping to drive the future** service design work.



The Alliance organisations recognise the value of the People with Lived-Experience involvement. **Partner Organisations** have been looking at how they **can do more to engage** with those who use their services.

4 - Residential Care



Supported the **countywide communication campaign** encouraging local people to 'Raise It'. However, the number of shared stories or concerns around residential homes remained low. This continues to suggest residents are fearful of talking to others about their less than positive experiences, so it is important we all take time to talk to residents when we're visiting a home.

By observing and listening to peoples' quality of home life we were able to introduce residential homes to each other to share good practice.

5 - Hot Topics

Supported the introduction of the **Accessible Information Standard**, facilitating a workshop with 50+ practice managers to promote the importance of getting communication right.



We continue to challenge and support where we hear providers are not meeting the standard.

We published a **short guide** to help people **join in with conversations** about the future of health and care in West Sussex.

Through our influence, and patient safety work, the new **non-emergency patient transport service** has been actively seeking patient feedback to improve service delivery and complaints. We have made sure young patients can get home safely.

Your Issues

Through our **Independent Health Complaints Advocacy Service (IHCAS)** we have continued to provide advice, practical support and assistance to local people with their NHS complaints. The introduction of more self-advocacy material is further empowering people in making their own complaints.

IHCAS Making a difference

I very much appreciated your help and simply do not believe I would have had my questions answered had it not been for you ... it was very helpful to have that meeting, which cleared up all my questions.

Mr B

Our People

We have formally signed up to the Accessible Volunteering Charter and are working with Outset Youth Action to attract **young volunteers**.

We welcome new volunteers and can make use of your skills, experiences and energy - so please get involved. If you already volunteer for another organisation, why not combine the two? You can share the insight you gain with us so we can help many more.

Our Board meetings are transparent, held in public and minuted so local people can see how our decisions are made.

Almost 2,400 hours of volunteering has taken place. We would like to thank our volunteers for their flexibility, commitment and motivation to enable positive change.

Information and Advice - 0300 012 0122

We provided a range of Information and Advice to support people to navigate their way around local services and to address concerns.

We spent on average, 50 minutes with each caller, to understand their needs and experiences, so we could give them the information they needed to make their own choices.

Example: Donna called us in despair as her mother, who is a full time carer to her profoundly disabled husband, had received a letter stating his funding for his care was stopping. We were able to provide information on where to get specialised support. We challenged the service on their communication and the family have since had further support to have a reassessment.

Finance Summary

INCOME (Apr 2016 - Mar 2017)

Local Authority Funding to deliver local Healthwatch & Independent Health Complaints Advocacy (IHCAS)	£522,000
Additional Income	£9,250
Total Income	£531,250
Brought forward	£2,993

EXPENDITURE

Healthwatch & IHCAS Delivery	£407,341
Community Interest Company costs	£33,711
Ongoing Community Partner Projects	£35,825
Service Development	£22,868
Total Expenditure	£499,745
Business Reserve	£34,498

Future Activities

When deciding how we use our resources we look at what the public tell us and what we know is happening locally before agreeing at our public board meetings the priorities and a [work plan](#). Our 2017-18 priorities are:



Contact

If you are interested in getting involved with the work we do, want to share your story or contact us call 0300 012 0122 or www.healthwatchwestsussex.co.uk

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