

Insight & Evidence



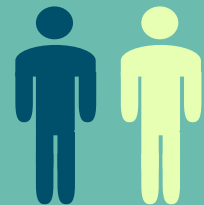
Reporting on the experiences shared by local people in West Sussex

July- September 2016

Local people have shared **443** stories



1 in 2 experiences were about primary care



Primary Care



Impact of processes and administration on patients

Mental Health



Autism awareness
Community support

Residential Homes



Quality of home life



34%

Positive Experience



66%

Less than Positive

What's new?

Patient Transport
Sustainability Planning
Ambulance Services
Accessible Information



Together we speak louder
0300 012 0122

healthwatch
West Sussex

Healthwatch West Sussex priorities 2016-2017

The following are the priority areas agreed by the Healthwatch West Sussex Board as part of implementation of a new way of working that was implemented in July 2016.

The new model of engaging local people focusing on carrying out *Listening & Network Tours* in specific locations, the first was centred on in East Grinstead in September.



For more information about the activities we shall be focusing on, within these priority areas, please visit our [About/Getting Out and Listening to People](#) page.

(The rest of this page has been left blank so you have space to make notes)

Insight & Evidence

Healthwatch West Sussex engages with thousands of local people each year and we are building new ways of sustaining our links with local communities. Often, people choose to share views and experiences of services with us and this report summarises the health and care experiences people have entrusted us with during this quarter.

With system leaders coming together to identify and agree a plan that creates an integrated, sustainable and transformational health and care system, now more than ever, it is important to engage local people and to understand their views and experiences.

The Five Year Forward View belief is that *“health and care services, people, communities and stakeholders, need to work more closely together, and in new ways, to achieved three key aims in the next four years (by 2020/2021), which collectively will help provide better services for the public. The aims are to:*

- **Improve the quality of care people receive**
- **improve health and wellbeing**
- **ensure our services are efficient.**

Engaging Local People, A guide for local areas developing Sustainability and Transformation Plans - September 2016

The insight provided in this report is based on conversations people have had with an independent organisation, e.g. Healthwatch West Sussex. These conversations take place at public locations (libraries, events, high streets), at points where people access services (such as waiting rooms, reception areas, wards) and when accessing Healthwatch information, advice and advocacy services.

This report is made public and is used by Healthwatch liaison representatives to help ensure that the quality and delivery of services is continually driven forward and that the voice of those who use services is heard.

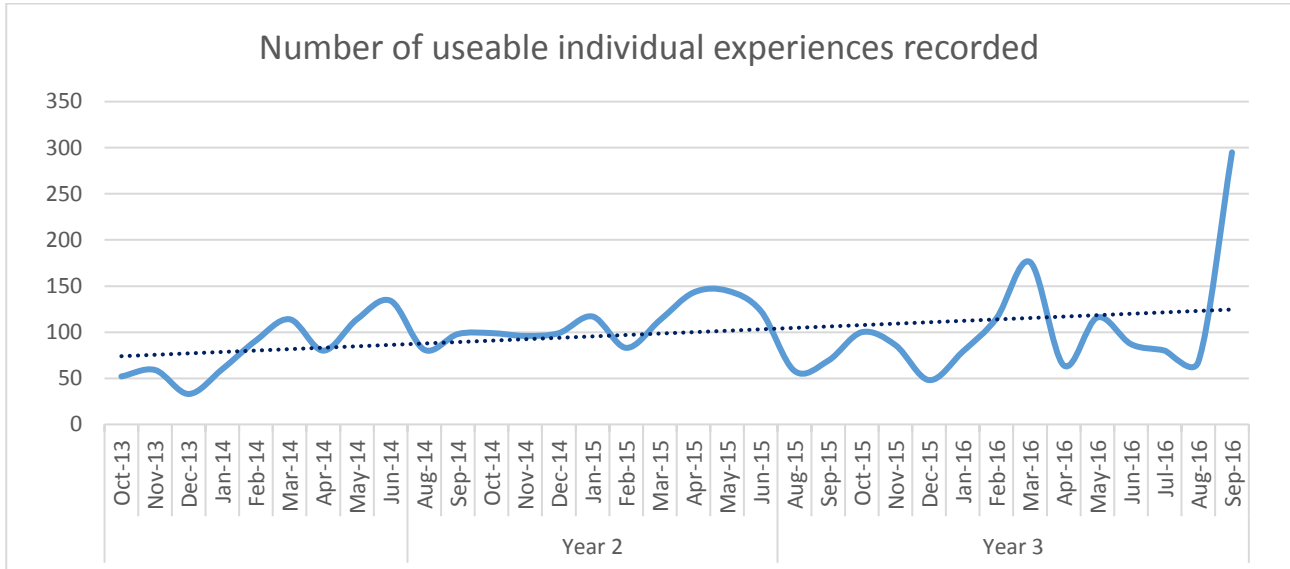
Information presented within this report is anonymous unless express permission has been provided by the person submitting a comment/experience.

Local people
have shared
443
stories



To find out how we engage with local people or to *Get Involved* with our work please visit our website

www.healthwatchwestsussex.co.uk



#

What does this tell us?

- The dramatic increase in the number of shared stories reflects our proactive engagement with local people during our East Grinstead Tour (Sep 2016).

Whilst we may hope to maintain the high level of insight achieved through the Tour we need to be able to build time in between our tours to enable us to a) analyse and report on the insight gained from a tour, and b) plan, book and prepare activities for engagement people in the next tour.

- The positive sentiment for this quarter is 34%, which shows the impact of the Tour as the average of last 3 years was only 17%. However, this does raise its own questions

What are we doing to improve this?

- As well as planning our engagement for the next *tour*, in the new year we will be introducing monthly hospital visits so we can capture peoples' experiences more routinely

We are looking at how we can attract more diversity in our volunteers, to help us to achieve this regular feature

- We have also been recruiting Ambassadors within different organisations such as The Aldingbourne Trust, who are promoting Healthwatch and encouraging local people to tell us their stories

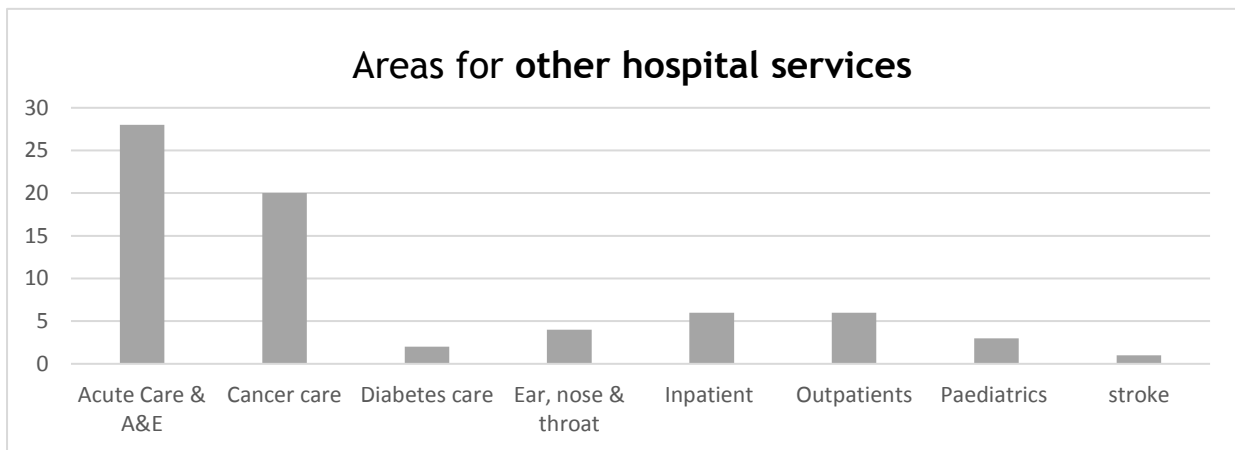
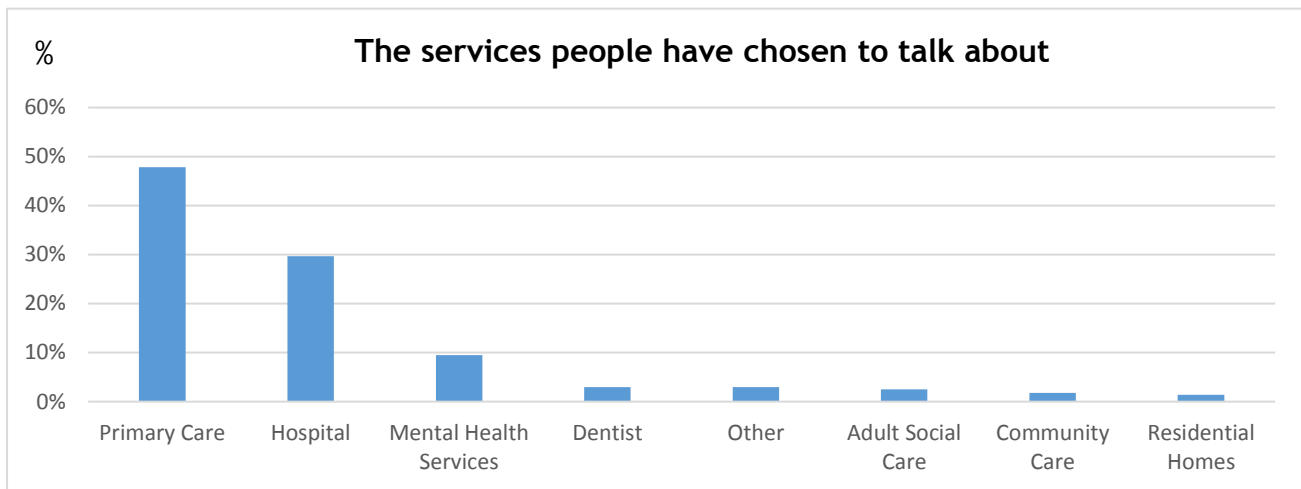
1 in 2
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05

**Every Voice
Matters**

When local people share their experiences of using health and care services with us, their comments are anonymised and coded as they are put into our CRM database.



What does this tell us?

Our tour activities/events have influenced what people have chosen to tell us about, as we spent time talking to people at GP surgeries and at Queen Victoria Hospital. As a result, we have seen the percentage of positive experiences increase from 17% to 34% but the larger percentage still remains less than positive.

We had 13 enquiries relating to the closure of Arun Medical Group.

People continue to raise concerns in mental health service and we are seeing more concerns coming through for adult social care.

What are we doing to improve this?

- We're raising some specific issues through our liaison representatives who meet with Trusts.
- We'll be reporting to individual organisations where we have a more significant insight, e.g. to specific GP surgeries and making recommendations where appropriate.
- We'll make sure local experiences are informing the Sustainability and Transformation Planning (STP)

What's new?

Patient Transport
Sustainability Planning
Ambulance Services
Accessible Information



01
Hot Topics

These are current hot topics for West Sussex

Patient Transport Service

The stream of insight from patients, given directly to us slowed this quarter.

However, when we spoke to hospital staff during our tour in September there was a suggestion that their patients are still experiencing issues in using the non-emergency transport service. We also observed a few patients getting frustrated with the waiting on transport whilst at the hospital.

Subsequent to the CQC report detailing concerns about the Coperforma service, the CCG have announced the transfer of the service South Central Ambulance Service NHS Foundation Trust (SCAS).

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.

Ambulance Services

Following the Care Quality Commission inspection report, which rates South East Coast Ambulance Trust as *Inadequate*, local Healthwatch has agreed the following support with the Trust:

- to carry out an Engagement Healthcheck to review the Trust's patients and public engagement, reporting on areas for improvement
- a support proposal which will include an independent look at complaints and input into refreshed procedures/processes for safeguarding and escalations.

Accessible Information and communication for local people

The Accessible Information Standard now means health and social care providers must ask people who use services if they have any information/communication needs and record; share and action if someone has a disability, sensory loss or impairment.

We visited Queen Victoria Hospital, as part of our tour, to look at how this standard has been implemented and will be reporting our findings to them. We were delighted to have some national input from NHS England in this work, as this helps us in highlighting gaps between policy and implementation.

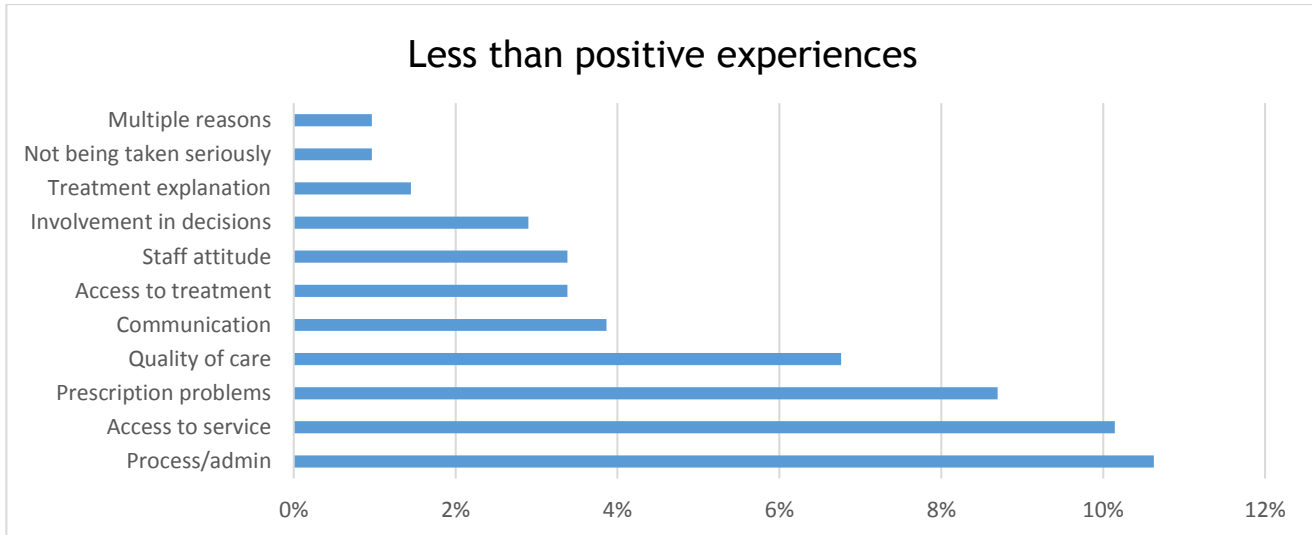
02

Primary Care

General Practices (GPs) are businesses that receive public funding through various contracts. 46% of what people tell us relates to primary care. Arguably this can be expected as primary care deals with 80% of health service interactions.

In Coastal West Sussex General Practice is now commissioned through the Clinical Commissioning Group (CCG) and in the North of the County, the commissioning currently remains with NHS England.

Below looks at the concerns people have been raising.



What does this tell us?

The patient feedback during our tour was largely positive, with people recognising the pressures on primary care.

People continue to express concern over waiting times and access to GP appointments but this insight identifies peoples' experiences are being effected by processes/administration within primary care. We appreciate local GP practices deal with a large volume of consultations and patient requests but there are other factors such as IT/internet access that are having a less than positive impact on patient care.

- Slow processing of tests/referrals
- Prescription problems
- Issues with records

What are we doing to improve this?

We've highlighted to a practice issues around prescriptions and put forward a recommendation that has already been actioned. We'll be following this up to see how this has improved the patient experience.

IT is a key factor in creating a more sustainable future health service and we'll be exploring this with commissioners.

03

Mental Health

Local people have previously shared a larger than average number of less than positive experiences relating to services which aim to support people with mental health needs

Our findings below look at experiences people have shared with us this quarter.

Sentiment	Number & % (for area)	Main comments/concerns
Positive	3 (21%)	Compliments on individual doctors
Less than positive	14 (79%)	<ul style="list-style-type: none"> • Crawley Child Development Centre • CAMHS • Lack of autism training in A&E and GPs • Unhappy with service • Need for Accessible Information Standard Implementation

Nurse in A&E was unaware of how to spell Asperger's. She said she needed the spelling as she wanted to look up what it was.

What does this tell us?

Lack of awareness of Autism

- People shared their experiences of becoming anxious and disturbed in A&E and GP services and it was clear these caused difficulties for the patients, their families and services.
- Linked to this is services not being aware of peoples' communication and information needs, which suggests the Accessible Information Standard is not as well implemented as we'd hoped

Unhappy with service and provision

- More stories of families struggling to get access to CAMHS*
- Lack of support from community services

What are we doing to improve this?

We are continuing to work with local GP practices and the Parent Carers Forum. People can read about this in our [Report](#).

We are reporting on issues families are having with CAMHS and Child Development Centres. We will continue to make sure the Children and Young Peoples Mental Health and Wellbeing Programme Board take these into account when leading on service changes.

We have recruited People with Lived Experience, who will undergo training and be supported to take an equal role on the new Mental Health Alliance Steering Groups (the service delivery organisations coming together to make solutions that meet peoples' needs).

*CAMHS stands for Child and Adolescent Mental Health Services

04

Residential Care

Healthwatch West Sussex is part of the County Council's *Raise It* Campaign, which encourages local people to speak up on issues they have with living in a residential care or nursing home

<https://www.westsussex.gov.uk/campaigns/raise-it/>

The relatives of Orchid View gave a clear message, that people need to understand and know what 'good looked like' when faced with the life-changing need to consider a residential home. Following on from the previously work we did around showcasing what a good complaints and feedback system and environment looks like, we are now looking at the *social quality of life* in care homes.

We included two *enter and view* visits to residential care homes during our tour of East Grinstead (September 2016) which are being published as separate reports. We are looking at how examples of good practice in creating a social quality of life and sense of belonging can benefit the residents of another home through this work.



Bringing the outdoors in and making the outdoors accessible

Outside these visits, **four** people chose to share experiences of care homes. The information shared raised concern over quality of care and financial management and these will be shared anonymously with commissioners and the care inspector and regulator, the Care Quality Commission.

What does this tell us?

The homes we visited in East Grinstead were very transparent and happy with our Authorised Representatives observing the staff interactions with residents, and for us to speak to residents.

From our observations we saw there was a genuine sense of wanting to get it right for residents. Staff in homes sought to arrange opportunities for extra-ordinary activities like having a Shetland pony visit. However, it was the more routine activities that appeared to really enhance residents' daily living. For example: bringing the outdoors in so a keen gardener can still use their skills in potting and caring for plants. The people we spoke to also liked going out into the community.

What are we doing to improve this?

We have made some recommendations to one of the homes, with the aim of supporting them to improve the social quality of their residents' home life.

We are keen to build on this work to help the home to observe and learn from good practice in this area.

We can also offer to talk to our growing Network in East Grinstead to see if there are any community volunteers who can help the home in supporting people to have opportunities to go into the community for coffee/shopping.

To find out more about how well the residential home market is doing in terms of its regulated care standards see page 11.


Insight and Evidence for Trusts

Healthwatch West Sussex has a team of skilled and trained Liaison Representatives - one for every Trust as shown on our [Healthwatch Influencing and Liaison Map](#). These Representatives attend engagement meetings with Trusts to highlight relevant insight and evidence to support the development of their services

Our Liaison Representatives explore the main comments/concerns reported under each Trust by using detailed examples - reported separately. The detailed information is also shared with health and care commissioners, the Chairs of the Health and Well-being Board and Health and Social Care Select Committee, and the Care Quality Commission

Our representatives will also discuss the following with each Trust:

- Do young people with special needs have to go through Adult A&E when they received 16? If so why?
- Implementation of the Accessible Information Standard
- PLACE follow-up and planning for next year's programme.

Surrey and Sussex 
Healthcare NHS Trust

East Surrey Hospital, Redhill and other services:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	5 45%	A&E care
Less than positive	6 55%	Lack of availability of specialist Training/awareness of Autism needed

“Was taken to see an A&E doctor who was understanding, clear, reassuring and sympathetic. She spoke to me with respect and never dismissed my fears, but simply addressed them with reassuring facts that allayed my fears. She was a great example of good practice.”

Brighton and Sussex 
University Hospitals
NHS Trust

Princess Royal Hospital, Haywards Heath:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	2 (29%)	Outpatients surgery
Less than positive	5 (71%)	Pain management Service Post-operative care

Outpatient surgery was good from start to finish, was informed thoroughly about the whole procedure that would take place, well looked after while they were in the Hospital and received follow up letter very soon after the operation. Overall an experience that could not be faulted.



Royal Sussex Hospital, Brighton:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	1 (17%)	Cancer treatment
Less than positive	5 (83%)	Referral to treatment times Cleanliness of A&E and possible issue for people using transport Ability to get through to booking system



Queen Victoria Hospital



NHS Foundation Trust

Sentiment	Number & % (for area)	Main comments/concerns
Positive	8 (60%)	Cancer patients extremely positive about the care
Less than positive	4 (40%)	Waiting times and lack of information in hand clinic



South East Coast Ambulance Service



NHS Foundation Trust

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	
Less than positive	3 100%	Individual issues (ambulance and 111)

Community Hospitals and services:

Sussex Community



NHS Foundation Trust

Sentiment	Number & % (for area)	Main comments/concerns
Positive	2 40%	Understanding and patients with children and young people
Less than positive	3 60%	Discharge planning

“The specialist dentist at Crawley hospital have been very good at dealing with Jamie and his fear of needles and low pain tolerance.”



Mental health services:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	3 (23%)	Specific CAMHS personal
Less than positive	13 (77%)	Issues with Community Services CAMHS - issues with accessing right support and long waits

“Fantastic care from Dr Perera at CAMHS”

Worthing Hospital, Worthing:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0 (0%)	
Less than positive	11 (100%)	Delays in follow-up Lack of communication between wards Discharge planning

St. Richard’s Hospital, Chichester:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	3 (50%)	Compliments regarding care from cancer patient, parents of a child with diabetes and A&E
Less than positive	3 (50%)	Three complaints relating the treatment of complex patients and discharge

Every year around 5 of [employees] have different kinds of accidents, so we are using the services of A&E in Chichester. I found all the staff very nice and polite. I often offer my help as a translator, because most people I accompany, don't speak English. All of them receive professional treatment. The only negative thing is, that they have to wait 2-3 hours until they are seen. I understand that and I'm happy the Unit hasn't closed down and we don't have to travel to Portsmouth or Worthing.



The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. They publish what they find, including performance ratings to help people choose care.

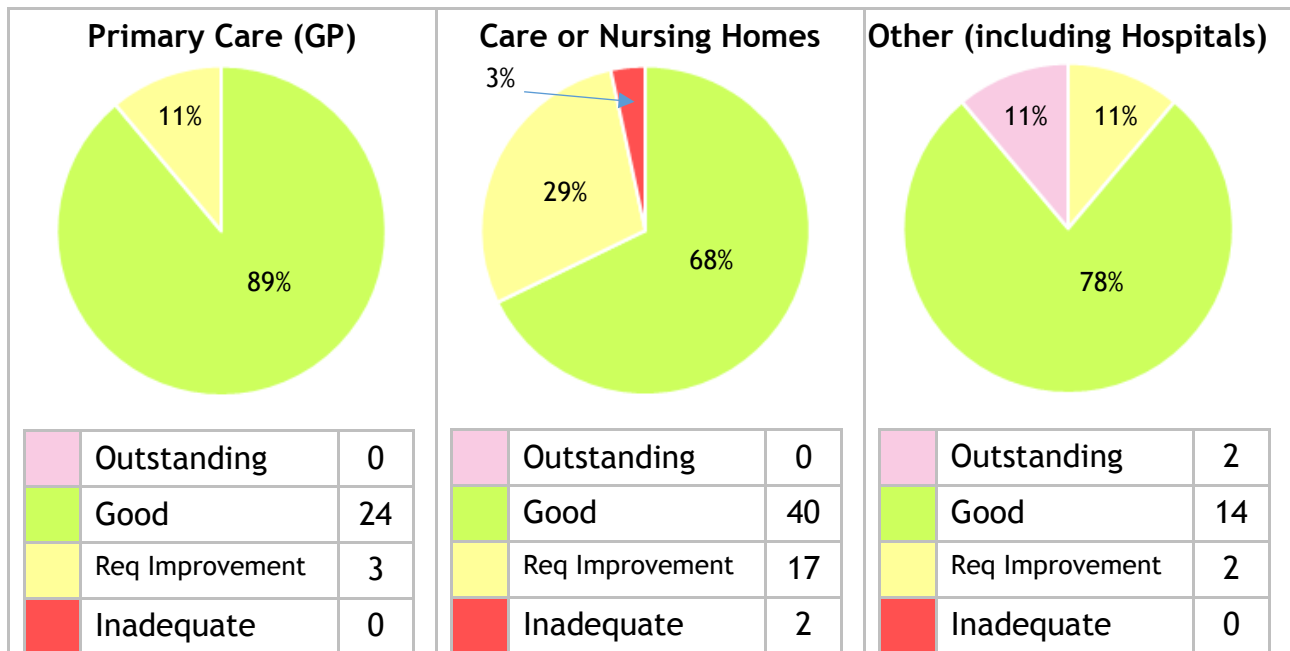
Hospitals in West Sussex CQC plans to inspect:

Name	Inspection Starts
Nuffield Health Hayward Heath Hospital	07/11/16

There are also inspections being undertaken for: GP Practices, GP Out of Hours and 111 Services, Residential and Community Adult Social Care Services, and Hospice Services.

If you have visited the above in the last 12 months please share your experience with us. We anonymously tell the CQC what local people have to say about services and this helps them to determine what specifics to look at when inspecting services.

What [CQC](#) has reported this quarter:



Outstanding and Inadequate locations in West Sussex

Outstanding	Egalite Care	Other
Outstanding	St Catherine's Hospice	Other
Inadequate	Aldwick Residential Care Home	Care or Nursing Home
Inadequate	United Response - 4 Burnham Avenue	Care or Nursing Home

What does this tell us?

CQC has told us the rating of West Sussex residential homes - which are *outstanding* or *good* - is higher than the national average

What are we doing to improve this?

Healthwatch approaches General Practices rated as *requires improvement* to support them to use patient feedback as part of their CQC action plans

Contact Details

Healthwatch West Sussex CIC is a Community Interest Company limited by guarantee and registered in England & Wales (No. 08557470) at Pokesdown Centre, 896 Christchurch Road, Pokesdown. BH7 6DL.

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Healthwatch West Sussex sub-contracts to Help & Care to provide its statutory activities. The contact details are:



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