

# Insight & Evidence



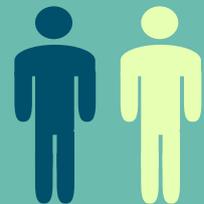
Reporting on the experiences shared by local people in West Sussex

October– December 2016

Local people have shared **241** stories



**1 in 2** experiences were about primary care



**Primary Care**



Access to services  
Involvement in decisions

**Hospital Care**  
A&E experiences - good and bad



Some people are struggling to get issues resolved



**33%**  
Positive Experience



**67%**  
Less than Positive

**Key Issues**

Medicine wastage  
Hospital demands  
Significant service changes  
GP Services



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.



Using the Insight and Evidence gained during the last year from Consumers, the Healthwatch Team and Independent Board we have undertaken a review of our priorities. From March 2017 we proposed to update our priorities and operational work plans for 2017/18 to be:

- Adult Social Care
- Community Mental Health
- Primary Care
- Older People in need of support
- Hot Topics

For more information about the activities we will including 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

We are entering a time when we will be seeing significant service [changes in Health and Social Care and so we have prepared this short guide](#) to help explain what is happening. NHS and social care organisations are coming together to find ways of improving peoples' health and wellbeing, the quality of care they receive and to bring in line the health and care spending. We are keen to make sure the experiences of local people inform this work and people are involved in the developing these changes.

The idea of patient involvement is explored in the King's Fund [Patients as partners](#) publication (July 2016).

Locally we continue to push for communication that local people can understand and engage with.

## **How we gather our insight?**

Healthwatch West Sussex engages with thousands of local people each year either face-to-face, through social media and newsletters, and through sustaining links with local communities and the organisations that support them.

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.

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.

## **How we make the most of the insight?**

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.

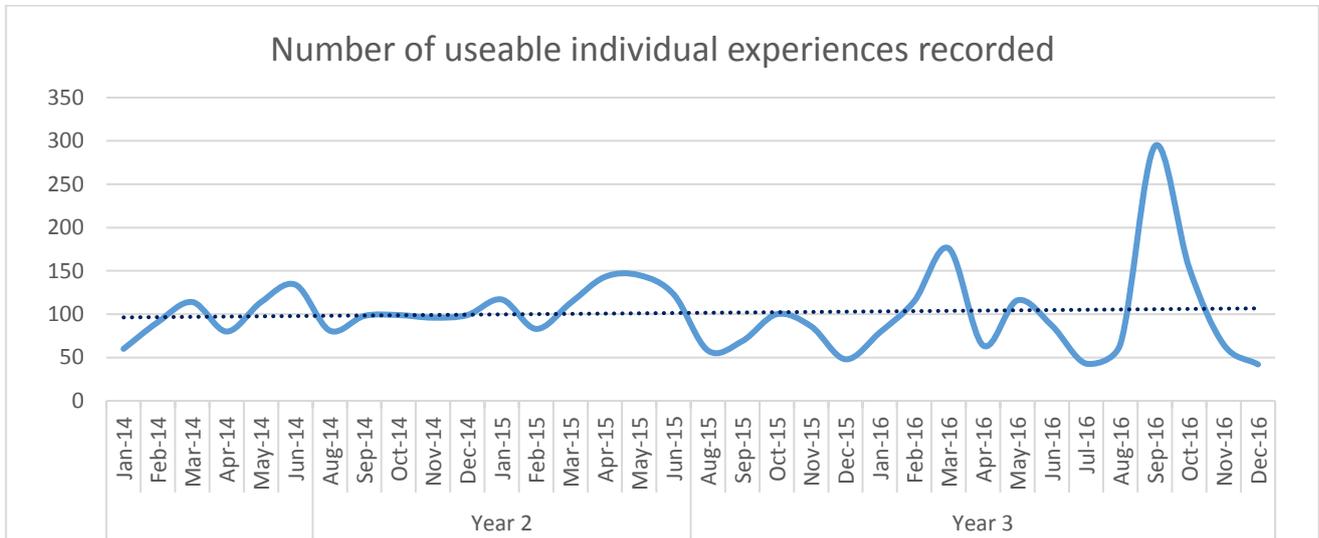
Information presented within this report is anonymous unless express permission has been provided by the person sharing a comment/experience.

Local people  
have shared  
**241**  
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](http://www.healthwatchwestsussex.co.uk)



### What does this tell us?

- As expected the number of stories is lower in this quarter, following the fantastic increase resulting from our proactive engagement with local people during our East Grinstead Tour (September 2016).
- Stories from our Festive Tour, December 2016, will be reflected in the totals in the next Insight and Evidence Report.
- The positive sentiment for this quarter has stayed largely the same as last quarter (down by 1%).

### What are we doing to improve this?

- At the time of publishing this report, we had completed the pilot of our *Hospital Visiting Programme* and we are now ready to make this a regular engagement feature
- We are planning for our **Listening Tour of Littlehampton in March 2017**
- We are increasing our reach across all our social media and online engagement so we can engage with more local people
- We have been busy recruiting and training six People with Lived Experience who are now part of the Mental Health Alliances. Part of their role is to network and gather insight.

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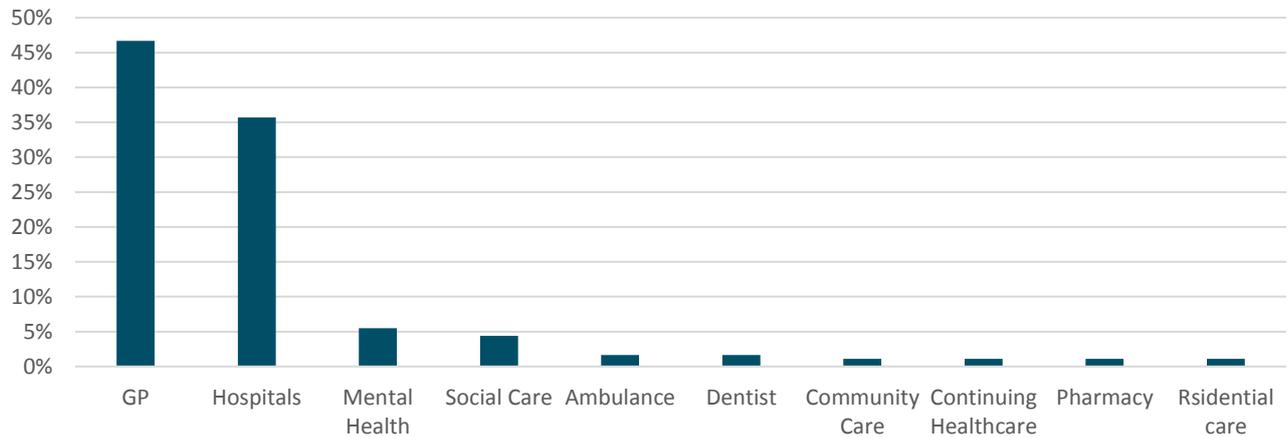


# 05

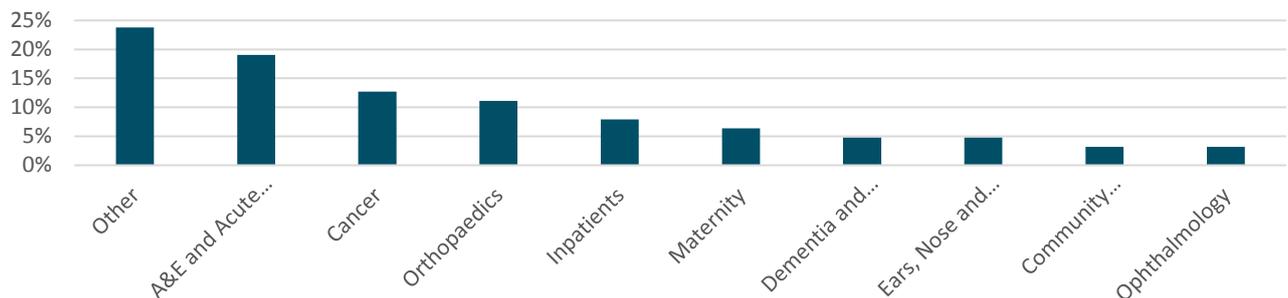
Every Voice  
Matters

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 database.

The services people have told us about



Areas for hospital services



### What does this tell us?

The top three areas of feedback remain the same as last quarter.

What is different this quarter is the increase in personal accounts with insight relating to the ambulance service and social care.

### What are we doing to improve this?

- We're raising some specific issues through our Liaison Representatives who meet with Trusts.
- We feedback to individual organisations where we have a more significant insight, e.g. to specific GP surgeries and make recommendations where appropriate.

## What's new?

Medicine wastage  
Hospital demands  
Significant service changes  
GP Services



# 01  
Hot Topics

These are current trending topics for West Sussex

### Medicine wastage

One of the key areas our Clinical Commissioning Groups want to improve on is medicine wastage. This has scope for significant NHS savings. It is also an area that creates frustration and issues for patients.

We are taking part in the West Sussex Health and Wellbeing Board *Pharmaceutical Needs Assessment* (PNA) and are using our influencing opportunities to inform stakeholders and the public about this Needs Assessment. We hope this will result in a more integrated assessment that takes account of the significant service changes being discussed.

### Significant Service Changes Sustainability & Transformation Planning (STP)

The local plan for making significant service changes, known as the Sustainability and Transformation Plan or STP have been published locally.

To help people understand why services need to change, and what is being proposed locally, we have created a short [guide](#) along with a reminder on consultation and legal requirements called [Can they do this?](#) We have also shared and promoted [Good principles in engagement people in service changes](#)

### Hospital demands

We continue to support the Trusts which are in special measures (South East Coast Ambulance Trust and Brighton & Sussex University Hospitals Trust) following the Care Quality Commission Inspections in 2016. Our support includes engaging local people and contributing to the oversight of action plans.

It has been widely reported that A&E departments and hospitals in general have been struggling to deal with the demand, both in the run up to Christmas and over the holiday period.

### GP services

We will continue to have a priority focus on GP care and to report what people are saying about local services.

Our work will include supporting the NHS organisations that plan, buy, monitor and provide our first level of medical care (known as primary care) to better communicate with patients.

We will again be working on how practices engage with their patients to help inform the services they offer.

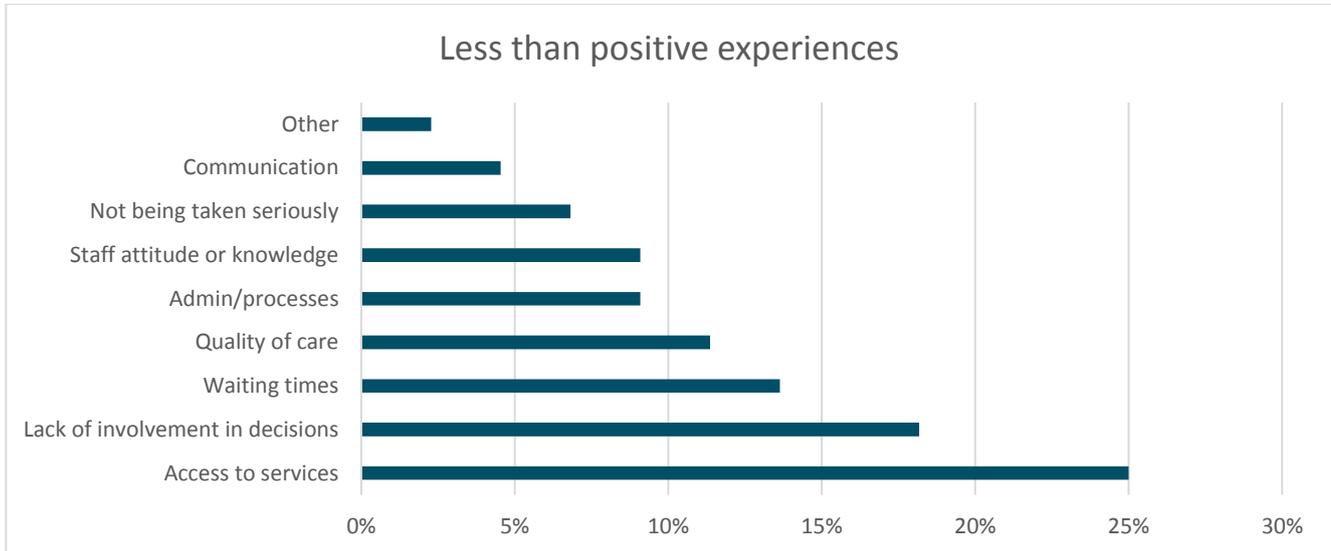
# # 02

## Primary Care

General Practices (GPs) are private businesses that receive public funding through various contracts.

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

The chart below shows the concerns people have been raising with us this quarter:



### What does this tell us?

Where we approach people in GP surgeries we get much more positive feedback. When individuals contact us directly they usually have significant concerns with a service.

Patient feedback suggests there can be a lack of involvement in treatment decisions and this could also manifest when patients feel under pressure to explain their symptoms.

We heard from one patient during our Festive Listening Tour, how she had already visited her GP a number of times but could not get a referral. The stress of her pain and the frustration of her situation, had resulted in a serious consequence for her and her partner.

### What are we doing to improve this?

We're using the insight in our discussions with those who commission services. This helps us to amplify local voices when we contribute to the local primary care co-commissioning committee discussions.

We highlighted prescription issues and put forward a recommendation. We've been back to the practice and learnt that our audit showed a few issues which have now been resolved. Commissioners are also strengthening the support to East Grinstead GPs by recruiting pharmaceutical specialists who'll work directly with the practices.

We are also inputting into the next Pharmaceutical Needs Assessment, which is used to determine what is needed in this area.

## # 03

### Mental Health

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

From our involvement with the **local Mental Health Alliances** and listening to other stakeholders we appreciate there is a lot of insight to be gained from people who have lived experience of accessing or not accessing services.

To address this we are now working with our six newly recruited employees who are all **People with Lived Experience**. They are already contributing to the development of the West Sussex Mental Health Alliances and helping to **develop a communication campaign**. This will include articles in newsletters, face-to-face opportunities and going out to their local networks, to encourage people to come forward and share their stories.



## # 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/>

This quarter we heard two accounts of concern about the quality of care received in a residential home and these were reported through to the **West Sussex Adult Safeguarding Team** to investigate.

We will continue to include visits to care homes in our Listening Tours to make sure residents have a chance to share their views safe in the knowledge we will not expose who has told us - unless they are happy for others to know.

We're also talking to the Coastal Dieterian team so we can work together to improve nutritional knowledge in care homes and make dining an enjoyable experience.

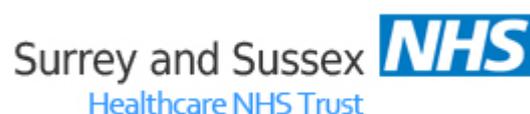


To find out more about how well the residential home market is doing in terms of its regulated care standards see page 10.

# 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



## East Surrey Hospital, Redhill and other services:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	24 (27%)	Excellent care by Accident and Emergency
Less than positive	68 (73%)	Communication issues



## Princess Royal Hospital, Haywards Heath:

### Princess Royal Hospital, Haywards Heath:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	4 (36%)	Good care and treatment, prompt
Less than positive	7 (64%)	Issues over communication - how well as the Accessible Information Standard been established?

## Royal Sussex Hospital, Brighton:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0 (0%)	-
Less than positive	3 (100%)	Complaint Advice



We reported separately to the Trust on the outcome of our Visit in September. The feedback below represents additional insight.

[Accessible Information Standard Enter & View Report](#)

[Visit to Minor Injuries Unit](#)

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	
Less than positive	1	Rude consultant



Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	
Less than positive	2	Poor quality of service Lack of response

Community Hospitals and services:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	
Less than positive	3	Staff attitude Resources



**Mental health services:**

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	
Less than positive	1	Staff behaviour

**Worthing Hospital, Worthing:**

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	-
Less than positive	6	Quality of care and follow-up

**St. Richard's Hospital, Chichester:**

Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	-
Less than positive	4	Quality of care Wrong diagnosis Issues with PALs and Complaints



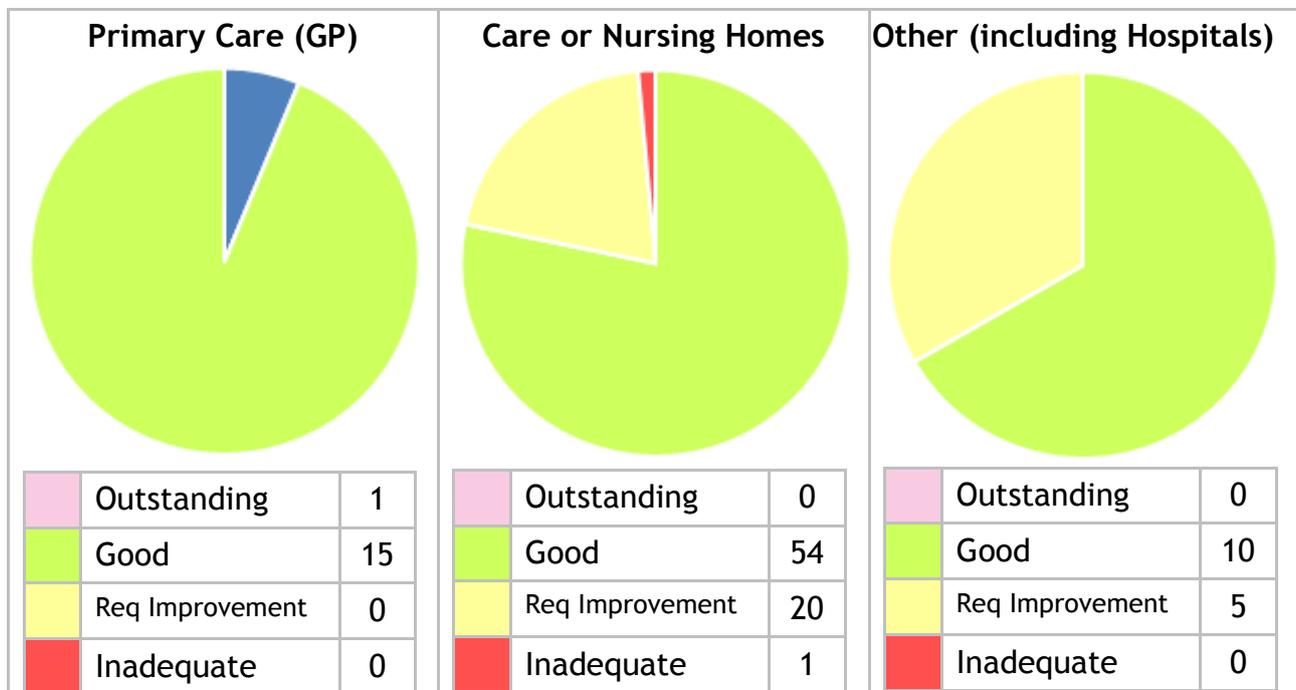
The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. They publish what they find, including performance ratings to help people choose care.

**Trusts the CQC have or are inspecting in the next six months:**

Name	Inspection Starts
Brighton and Sussex Hospital Foundation Trust (including Royal Sussex and Princess Royal Hospitals)	25 <sup>th</sup> and 26 <sup>th</sup> January
South East Coast Ambulance Trust (providers of 111 and ambulance services in West Sussex)	To be confirmed

If you have used the above in the last 12 months please share your experience with us. We anonymously tell the CQC what 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	St Lawrence Surgery <a href="#">CQC report</a>	GP	
Inadequate	Royal Bay Nursing Home, Aldwick - <a href="#">CQC report</a> with warning notice	Care or Nursing Home	
Inadequate	United Response - 4 Burnham Avenue - <a href="#">CQC report</a>	Care or Nursing Home	

**What does this tell us?**

CQC have 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 continue to offer support to GP surgeries that are working towards achieving a *good* rating from CQC.

## 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.

### You can contact Healthwatch West Sussex:

Healthwatch West Sussex  
Billingshurst Community Centre  
Roman Way  
Billingshurst  
West Sussex  
RH14 9QW  
Phone number: 0300 012 0122

Email: [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)

Website: [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)

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



The Pokesdown Centre  
896 Christchurch Road  
Bournemouth  
BH7 6DL  
Phone Number: 0300 111 3303

Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

