



Healthwatch West Sussex
Annual Report 2014/15





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Note from the Chair



*Frances Russell (Chair of the Board)
Photo courtesy of West Sussex County Times*

Welcome to our second Annual Report it has been another busy year for Healthwatch West Sussex. We have continued to forge constructive relationships with Health and Social Care organisations across West Sussex that are enabling us to ensure the consumer's voice is always heard.

In order to raise awareness across the County we have recruited Healthwatchers who will promote Healthwatch to their family, friends and local community, helping us to hear good and bad experiences of health and social care.

We have been listening to a wide range of groups and organisations in order to gather evidence on services, including young people, mother and toddlers, people with cancer, older people and many others. We have used their evidence to produce reports and make recommendations to effect change.

Our volunteers have undertaken a wide range of activities which have enabled us to carry out Enter and View visits, for example in residential care settings, participate in PLACE Audits, contribute to Quality Accounts and liaise with our Trusts and Clinical Commissioning Groups.

This year Healthwatch West Sussex has been particularly concerned with answering the question "Are we making a difference?". We have revisited our reports and recommendations to ensure that organisations have listened and taken action.

I would like to thank all our volunteers for their enthusiastic contribution to Healthwatch West Sussex, to thank the Healthwatch Team in Help and Care and Citizens Advice for their support in delivering the service across the County and to thank West Sussex County Council and all our health and social Care partners for working with us to ensure the consumer voice is listened to.

Frances Russell
Chair, Healthwatch West Sussex



About Healthwatch

We are here to make health and social care better for ordinary people. We believe the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision, goal and mission will form the basis of all our future action

Our Vision is that the consumer's voice is always heard and helps shape and improve the provision of health and social care services in West Sussex.

Our goal is to ensure Healthwatch West Sussex is the recognised consumer champion for all health and social care services. To ensure the consumer's voice enhances and improves the delivery of all health and social care services.

Our mission is to employ multiple communication channels to reach out to and listen to West Sussex's health and social care consumers.

We will work closely with the voluntary, public and private sectors to enable them to deliver accessible, high quality care based on consumer evaluation, participation and research.

We will employ a partnership approach with key stakeholders including volunteers, Help & Care, Citizens Advice, the Independent Complaints Advocacy Service (ICAS), West Sussex County Council (WSCC) and all care providers, to applaud, challenge, question and review, in the pursuit of best practice in health and social care, informed by the consumer's opinion.

We will contribute the consumer voice to the deliberations and strategy of the Health and Wellbeing Board.

We will contribute to the Joint Strategic Needs Assessment evidence base for health and social care.

We will support Healthwatch England's strategy for local and national improvement.

We will be entrepreneurial to achieve our goals.

Our strategic priorities

There are key themes running across all areas of activity, in particular our commitment to value for money, working in partnership and using our experience to contribute to the work of others in developing the best possible provision of service in health and social care for the people of West Sussex.

Healthwatch West Sussex has a requirement to prioritise activity to optimise value and impact. Where Healthwatch West Sussex makes an intervention, the intervention will be based on our Vision, Values, Principles and Objectives and be firmly rooted in evidence and research.

Using these factors our priorities for 2014 were to:

- Raise awareness of Healthwatch West Sussex in the local community e.g. Community Groups, Patient or User Groups, Clinical Commissioning Groups, Patient and Public Groups and Local Authorities so people know who we are and what we are doing.
- Build our engagement and reach by developing our relationship with the voluntary and community sector and others, monitoring social media and by signing up volunteers and representatives in local communities so people know how they can contact us, talk to us and work with us to achieve our objectives.
- Establish Healthwatch West Sussex as a high quality provider of impartial non-clinical health and social care advice and information on services.
- Consider and use the strategic priorities of Decision Makers such as the West Sussex Health and Wellbeing Board, Local Authority Commissioners, NHS Commissioners - the Local Area Team and Clinical Commissioning Groups, NHS Trusts, NHS Community Services Providers and Social Care Service Providers to help us focus our work, and to balance these priorities against the messages we hear from local people to make sure these strategic priorities are meeting the needs of local people.

- Monitor how people's experiences are being heard and used by Decision Makers when they set their priorities and to work with Decision Makers to put the consumer voice at the top of their agendas.



CAB offices in Worthing



Engaging with people who use health and social care services

Understanding people's experiences

We work in a number of different ways to encourage people to share their experiences of health and social care, which we record, review and use to influence how our local health and social care is shaped. You will see our team of workers and dedicated volunteers in the community, at group and public meetings, and where people access health.

We are raising awareness across the county by recruiting Healthwatchers who can promote Healthwatch to their friends, family and local community, and encourage others to share with us their good or bad experiences of health and social care.

Healthwatchers

73 Healthwatchers have been recruited this year. This includes 28 Youth Healthwatchers.

Healthwatchers themselves range from County Counsellors, service providers, commissioners and members of the community or staff and volunteers of community groups.

We have worked with organisations including local branches of Age UK, Trussel Trust, Guildcare and the Royal Voluntary Service to promote the role of a Healthwatcher to their volunteers, as we recognise that their volunteers will be meeting people that are hard to reach, as they are often isolated.

Ageing Population

We have met with the 'Home From Hospital' Team local Age UK branches and made links between the team and local community charities. We have also been regular contributors to local older people's forums, and have met with local dementia support groups. We have worked directly with several local action groups in the south and west of the county concerned with issues effecting local residents. Amongst concerns raised and tackled were issues around inadequate hospital discharge and safeguarding concerns.

Young People

From April - October 2014 we employed a part-time Youth Engagement Officer. She was able to recruit a number of young people as Youth Volunteers and as Healthwatchers. When the 6 month employment opportunity came to an end, we hosted a competition entitled Teen Talk. The purpose of this competition was not only to engage young people in the work of Healthwatch, but also to enable young people to work together to steer how we hear what 11-25 year olds are saying about health and their own experiences of healthcare. Young people or youth groups were asked to design a creative project to engage young people in health matters. The competition has been extended into the new reporting period.

Cancer Listening Project

From July 2013 to December 2014, we heard an extensive number of stories on people's experiences of cancer service provision. Due to the high number of

stories collected and their varying type, we organised a listening project; the purpose of which was to engage with consumers and local support groups to examine the experience of people who have used or are using cancer services (primary and secondary).

We contacted over 25 organisations, met with 21 groups, lead individuals including service commissioners and some support group members. We worked closely with our local MacMillan Cancer Support and CAB to ensure we enhanced existing projects. The majority of people that we spoke to welcomed the Healthwatch listening project and offered to share their stories or signpost people to Healthwatch with their stories. The listening project will be completed in early summer 2015. To date, we have identified a number of individual stories; the stories we have captured fall into a number of categories including nutrition and hydration, staffing levels and patient pathway. The findings will be presented in a variety of ways to local service providers and commissioners, including one of the local CCG Governing Body meetings, where a forthcoming agenda item is a 'deep dive' into cancer services.

Maternity Listening Project

From July 2013 - December 2014, we collected over 80 stories on people's experience of maternity and child care (0-2 years) service provision. We conducted a listening project working with both private providers of mother and baby/toddler groups and West Sussex County Council Children and Family Centres. During the project we spoke to well over 500 mums across 10 groups which varied in size. As part of our work we attended groups in the Worthing area with a high proportion of women from the Eastern European community, and also teenage mothers. We were also able to access the BME

community in Crawley, and some rural parents. The report of our findings will be published early 2015/16 and shared with service providers within the county.

Working with local communities

For a few years, a group of Adur residents had campaigned to save the Harness Block at Southlands Hospital. They approached Healthwatch West Sussex frustrated by the feeling their voices were not being heard.



We were invited to a listening event with the group and it was evident that, behind the passion for saving the hospital block, lay a deep concern that local people were being inappropriately discharged from nearby hospitals, in some cases needing to be readmitted. Many of these cases involved people aged over 75, often nearing the end of their lives.

The group understood the need for Healthwatch to approach commissioners and providers from an evidence-base and it was agreed the residents would volunteer to gather first-hand accounts throughout December 2014. Healthwatch supported the group by creating an engagement plan and providing guidance to help with the collection of stories.

Together a report *Well Enough to Come Home?* was produced, distributed and published and is being used to influence Decision Makers to find ways of reducing the impact of unsafe discharge from hospital.

Other Engagements

The engagement team have been working hard to build strong and lasting networks across the county which includes being an active part of local voluntary networks, and by being available to speak at and work with many local statutory and voluntary engagement initiatives and activities. The team of two speak once or twice a week at various engagements which all furthers the message about Healthwatch, and enables the collection of local stories. The team have visited places as diverse as Patient Participation Groups, Care Homes, Libraries and Older People's lunch clubs, and are always looking to extend this reach further.

Healthwatch Volunteers

Healthwatch West Sussex volunteers are recruited according to the needs of the organisation with respect to specific roles and responsibilities. Each role has a specific profile so volunteers know from the start which position(s) they have been recruited to and the responsibilities attached to it. Also important are the options open to them to develop their volunteering interests over time.

For instance a young volunteer initially recruited with an interest in marketing and communications is participating in community engagement activities in co-operation with staff.

Volunteer development is also offered through training sessions on specific project work and on various topics of interest to the group. All volunteers are supported and led by the Volunteer Support Officer who in turn is accountable to the Locality Manager.

A volunteer recruited initially for Enter & View activity participated in high level discussions with a care home group and is leading a Health sector 'deep dive' survey for us

The Chair of the volunteer meeting is herself a Board member and is able to update volunteers with Board strategy and priorities. All volunteer meetings are minuted with actions recorded and allocated to specific individuals for follow up.

Our Volunteer Liaison Representatives to the various Trusts, Clinical Commissioning Groups and other statutory bodies in the county are individually selected, receive formal evidence briefings ahead of meetings, and follow standard formats for feeding back to Healthwatch on actions taken to represent the consumer interest.

'Healthwatchers', on the other hand, are less intensively occupied with activities than volunteers but nevertheless receive the Newsletter and a pack of materials in order to raise the profile of the organisation with friends, neighbours and relatives.

Enter & View

'Enter & View' is the term used when our trained representatives carry out visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

The Enter & View (E&V) reports below reflect the culmination of collaborative activity together with NHS organisations, Care Quality Commission (CQC) and West Sussex County Council on visit priorities.

Our trained and accredited E&V volunteers also regularly feed back into volunteer meetings on what they have seen and heard themselves as the 'Eyes and Ears' of the Board on the ground. Such feedback might relate to quality of provision in a care home or equally in a hospital ward or GP surgery which might warrant an E&V visit. At the same time feedback received from the public via the Helpdesk number, website form or email might trigger an (announced) E&V visit or alternatively on an 'unannounced' basis.

As a result of E&V activity carried out by Healthwatch West Sussex volunteers, further action was taken to review the agency induction procedures to ensure that we are clearly communicating around choices, respect and privacy, confidentiality will be an agenda item in residents and staff meetings and bathing and storage issues will be addressed.

As part of our work on complaints, Healthwatch West Sussex published its report 'Can't Complain?' in January 2014. The report raised a concern about the low level of response received from care homes. To remedy this, collaborative

follow up work was arranged with a number of homes within West Sussex, helping them to assess and improve the way they obtain and use feedback from residents and families. This work culminated in the November 2014 report, and also linked to care home sector development arising from the findings and recommendations of the Orchid View Serious Case Review.

Further care home visits arranged in 2015 employ a common approach by volunteers in using a 'dignity & resident experience' questionnaire whilst seeking feedback from staff, residents, relatives and visiting professionals on quality of care.

Within the Health sector, and in response to concerns about mounting pressure on Accident and Emergency (A&E) services locally and nationally, the A&E Survey (June 2014) was conducted by volunteers on how and why patients decide to go to an A&E Department. This approach was valued by Trust staff insofar as the data generated on patient decision making pathways is not normally collected.

Finally volunteers participated in follow up visits to GP surgeries after publication of our report (March 2014), based on the experiences of patients and practice managers with regard to provision of services. These visits were largely for Healthwatch awareness raising purposes and work remains to be done on securing impacts for the consumer interest in GP surgeries.

We are very fortunate to have as our authorised E&V representatives.



Providing information and signposting for people who use health and social care services

Helping people get what they need from health and social care services

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch West Sussex, along with our service providers Help & Care and the Citizen's Advice Bureau, is here to help people who live in the county get the best out of their local health and social care services.

Trained staff at our helpdesk answer phone calls and e-mails from the public and direct them to the service they require.

It has been a busy year for everyone in the CAB and we are incorporating Healthwatch into all we do. As Healthwatchers, we regularly encouraged our volunteers and staff to tell their friends, family and neighbours about Healthwatch. We are seeing more stories come through from people who are not clients themselves, but have heard about Healthwatch from the people that work in the CAB. One of our volunteers came in with a story about a family member which we were able to include in the Healthwatch intelligence, a story which would have otherwise gone unheard.

CAB is fortunate to have certain volunteers who contact a selection of people who have a story to tell. We are then able to get their full story which helps Healthwatch build up pictures of good and bad practice within the health and care sector.

We regularly give talks about the CAB to different sections of society and again, Healthwatch is always included in these talks, often stories are taken and the Healthwatch message is spread. We are holding regular Healthwatch days within our Centres to raise the profile further within our local community. The Healthwatch message is getting across to an ever increasing audience and we are proud to be part of this important work.



Staff and volunteers in Bognor Regis Advice Centre on their Healthwatch day.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

A&E Survey

Our A&E Survey, published in June, explored attendance at Accident and Emergency from the perspective of the people who go there. It looked to understand why they were there, and how that decision was made.



It found that most people had tried to use A&E sensibly: most believed their condition was fairly or very serious; over two thirds had taken advice before coming; and more than half had tried other options first.

The report found that awareness of alternatives to A&E was relatively low, and varied between different parts of the county. Information about opening times was not always easy to find, and facilities with the same name didn't necessarily offer the same treatments.

The report was considered by Horsham & Mid Sussex CCG's Urgent Care Task Force. It reinforced some priorities the CCG was working on. The CCG also pledged to increase the availability of alternatives at evenings and weekends, and to improve the awareness and understanding of the purpose of A&E.

Western Sussex Hospitals Trust noted concerns about communication and providing information about waiting times.

Care Home Complaints

Following our previous report, *Can't Complain?* we conducted a major project, working with care homes to help them learn more from complaints and feedback. Volunteers visited sixteen homes, providing each one with a report which gave findings and made a wide range of individual recommendations, including:

- Providing information in a format accessible to residents (such as a simple pictorial guide) on how to make a complaint
- Giving a written guarantee that residents' care will not be made worse as a result of a complaining
- Creating a schedule of discussion topics for residents' meetings, covering all aspects of life in the home
- Creating planned opportunities for residents, relatives and all staff (including visiting professionals) to give feedback about the home
- Giving guidance to temporary staff, agency employees and visiting professionals about their role in identifying and reporting issues
- Ensuring 'lower level feedback' such as informal comments are logged and considered

Views on the project were overwhelmingly positive.



Views on the project were overwhelmingly positive. All respondents said they would recommend working with Healthwatch West Sussex to other organisations, with one home describing the work as “*a productive dialogue that demonstrated improvements that could be made to better support our residential group*”. Homes provided responses which identified key lessons which they had learnt, and actions which had been taken. Reports were also shared with Care Quality Commission, who used the findings to inform their inspections.

We then produced a learning report, which reflected on the findings from the visits, and provided practical guidance for use across the sector. This report was presented at the “Orchid View - Ensuring an effective system-wide response” conference and was distributed to every Care Home in West Sussex.

As a result of this work, we are being invited to talk to residents at a number of homes and are currently working with WSCC on a communication campaign to support residents and families to share experiences and concerns safely.

Putting local people at the heart of improving services

During 2014-15, we gathered views from over four thousand people, including more than 1200 more indepth comments, (almost three times the amount in our first year). These cover a wide range of services across health and social care including Accident and Emergency, cancer, ophthalmology, GP practices, mental health, care homes, hospices and the County Council.

We are represented, often by our volunteers, in meetings with the majority of the Trusts and Clinical Commissioning Groups.

We also sit on the Health and Wellbeing Board, Health and Adult Social Care Select Committee, and Quality Surveillance Group.

Our representatives receive briefings beforehand, which inform them of any issues Healthwatch wishes to raise, as well as allowing them to share any intelligence we have about the topics under discussion. We have produced in excess of 60 briefings, which include subjects such as: mental health services (adult and young people), Primary Care, Out of Hours, Urgent Care, Neurology, Diabetes, Pharmacy, Food/nutrition, PALS/complaints and Safeguarding.

Our representatives provide feedback after the meeting, which details any issues they have raised, information of relevance to Healthwatch. They identify actions to be taken, which are then reviewed by the Team and actioned accordingly.

Working with others to improve local services

We have provided information to CQC to help inform their inspections of a number of Care Homes, GP practices and Trusts. We have shared the reports of our visits to homes stemming from our projects on Care Home Complaints, and Dignity and Respect, post-operative patient experiences, unsafe discharge, Musculoskeletal and Ophthalmology Services. We have also forwarded several concerns about providers to the CQC, but have not requested any investigations or special reviews.

We have been involved in Healthwatch England investigations, providing information for their special enquiry into hospital discharge, as well as their work on complaints and primary care.



Healthwatch England has cited our reports in their 'Annual Report 2013/14', 'Primary Care: a review of local Healthwatch reports', and in Parliament at a hearing of the Public Administration Select Committee.

Healthwatch West Sussex are pioneers in working with Trusts on developing their Quality Accounts

Healthwatch England



During the year, there were no providers who did not respond to our information requests.



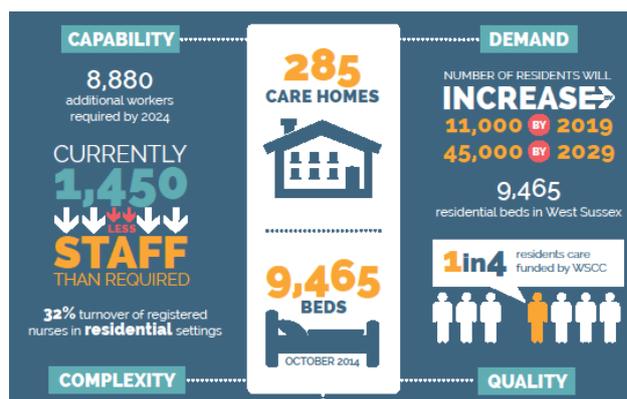
Impact Stories

Case Study One

How care homes can learn more from feedback and complaints

Through cooperative working with some of the county's larger care home providers, we were able to talk to residents, family members, staff and managers about how easy people felt they could raise issues and concerns, or provide feedback within the home environment. As part of the project, volunteers visited sixteen homes, providing each one with a summary report.

This was an important local concern, first, because of the Orchid View Serious Case Review, and second, here in West Sussex the residential care market is particularly under pressure as our elderly population is larger than most and set to increase.



West Sussex County Council (WSCC) Capacity, Capability, Quality Report Oct 2014

This work enabled us to produce a learning report for the wider care and nursing home sector. Our report was made up of two sections: the first summarised and reflected on the findings and recommendations made to the visited homes; the second section evaluated the project, considered the views of homes, provider organisations and volunteers - so it provided learning all round.



With support from the County Council our report went to over 650 homes and we presented our findings and challenged providers to reflect on their own practices at key stakeholder events and to the provider forum, which was attended by about 80 people.

Our findings enabled us to provide readers with examples of good practice. One such example being: *one home held individual talking sessions, using a daily diary and pictorial cues to help residents express their feelings. Additional attention was paid to building relationships with more reticent individuals who may struggle to raise concerns.*

Providers have told us how they have improved the way they encourage residents and their families to complain and provide feedback. And it has led to us working with the County Council on a large communication campaign which will promote Healthwatch West Sussex as the organisation which residents, families and the public can contact to share feedback and concerns safely about residential care providers. Already we have provided support to the market through a number of residents' dignity and experience visits and we plan to continue to share our learning through this work.

Case Study Two

Working positively with hospital trusts

Harry told us about his experience arising from a planned operation to a coastal hospital as he was keen to ensure other patients had a more positive experience than he had. We talked in depth so we understood what had happened and we interrogated our CRM database for further evidence and found the issues Harry raised were not in isolation.

We took our evidence to the Trust, told them clearly why we were concerned about what Harry and others had experienced. Without knowing the identity of the patients involved the Trust was only able to respond in a general manner about their planned operative approaches. And whilst we appreciated the Trust's wishes to investigate on an individual basis we remained firm in our position that such accounts must be used as opportunities for learning to enhance hospital wide practices. The Trust's leadership were keen to understand the issue and how they could learn from their patients' experiences. And we were delighted to hear about some of the Trust's innovative and compassionate developments around hospital dining and share this with the public and other providers.

Working to make sure the consumer's voice is always heard and helps shape the provision of health and social care services in West Sussex

healthwatch
West Sussex

Harry went hungry in Hospital

But you won't - because Harry told Healthwatch.

Healthwatch West Sussex listened to Harry's story and discovered it wasn't unique. So we talked to hospital bosses and discussed ideas for improving things for patients. They listened and made changes. That's what Healthwatch does.

You can tell us your story via email: helpdesk@healthwatchwestsussex.co.uk
By calling us on 0300 012 0122
Or you can find us in your local Citizens Advice Bureau.
Find out more about Healthwatch West Sussex on our website: www.healthwatchwestsussex.co.uk

[The name and image used in this poster have been changed to preserve the patient's confidentiality]
Registered office: Healthwatch West Sussex C.I.C., Lower Ticebridge Way, Horsham, RH12 9PZ
Healthwatch West Sussex is a Community Interest Company limited by guarantee (No. 10529416) 00/2015

Following our conversations, and as we reported, the Trust put in place positive steps to improve pre- and post-operative communication between wards ensuring nursing staff can communicate delays to patients and ensure they had access to the hydration in a timely manner. Ward managers were reminded of the importance of staff knowing how to access food outside of the normal kitchen times and issues raised would go to the hospital's *Food Strategy Group* to look at how this can inform future service development. The hospital has committed to continue to review and improve the night time noise levels. The hospital also agreed to review the patient post-operative checklist so there is a prompt to review the confidence and capability of the patient to administer medication.

This work has also enabled us to simplify our message to patients and we have produced new posters to go into hospitals to raise awareness of the importance of sharing their experiences with Healthwatch. From 1st April 2015 there is a new requirement for organisations operating under the NHS standard contract, to display clear information to people using services on how to contact their local Healthwatch and we will be working with Trusts to make sure this happens.

Impact Stories

Case Study Three

Youth Engagement with the Scout Community Impact badge

Healthwatch West Sussex has been proactively looking for innovative ways to engage young people. West Sussex Scouts are the largest youth organisation in the county with over 8700 young people aged 6 - 25 covering every area of the county so it made sense for us to look at ways we could work together.

The Scout Association has recently introduced a *Community Impact badge*, so working with a local Scout Group in Rudgwick as a pilot, we ran a number of activities for over 40 young people aged 10 - 16



including:

- Interactive discussions around Health and Social Care. We found that the young people had first hand experience of a wide range of 37 different health and care issues.
- Fun interactive activities around healthy eating and general fitness involving a local GP.
- Developing an understanding of how Health and Social Care issues impact individuals, families and wider communities
- Asking scouts to share their knowledge of Healthwatch and its work with family, friends and neighbours.



As part of the Community Impact badge requirements, after identifying an issue affecting their community, the young people must plan and run an event to help the community. The Scouts decided to help raise awareness by running a stand at a local village day in May when they attracted over 200 people with fun activities so that they could then talk to them about Healthwatch and take contact details of individuals wanting to add their names to newsletter distribution lists or find out more about becoming a volunteer.

Healthwatch West Sussex are keen to use this pilot to involve more young people around the county and beyond through providing an "Activity Guide" to enable Scout, Guide and other youth groups leaders to run similar activities with their young people.



Our plans for 2015/16

Opportunities and challenges for the future

We decided to bring our priority timeframe into line with a calendar year and agreed to set priorities for the next 18 months.

In setting our priorities, the Board:

- Met to consider a range of evidence (including the themes and trends identified through our consumer evidence and presentations from stakeholders)
- Debated the evidence and drew-up a list of potential priorities
- Triangulated its considerations, by seeking and receiving feedback from stakeholders (mainly through survey monkey)
- Met again to consider all views and agreed five main priority areas
- A sixth priority area was added, to enable the delivery partners to have the time and resources to follow-up previous work.

Our priorities for July 2015 to December 2016 are:

- To carry out a consumer audit of assessments and support planning, since the introduction of the *Care Act 2014* to share the experience of accessing this support against the legislative and local implementation expectations to see if these have been met. We will also, as part of this work, look at people's experience of safeguarding support.

- **Mental Health** remains high on our agenda and we intend to explore local provision of services and support, across ages and locations.
- **Primary and Community Care** as the more widely accessed and regularly called upon services, we will be exploring ways of supporting those who provide these services to hear the voice of its customers and enable



these to influence their development.

- **Residential Care** we will continue, through our *Enter and View* visits, which will focus on and seek to understand the residents' experiences and views of dignity, by listening to, and report on, what residents, their families/friends and staff, say about living and working in local care and nursing homes.
- We intend to develop and promote a **Whistleblowing Portal** - to enable us to listen to the concerns of health and social care staff. We will act upon concerns to support providers and commissioners to understand and value what staff share so services can be safer and open and transparent.



- It is important we follow-up on our previous work and seek evidence the consumers' voice has been heard and is influencing decision makers. We will provide the appropriate challenge where this is not immediately apparent.

These are the agreed priority areas and the subsequent work plans will provide room for operational responsiveness to small issues arising from what we hear.

If local concerns develop during the year these will be discussed at our public Board meetings and be considered against our priorities.

Healthwatch West Sussex will have an engagement emphasis to hear the voices of citizens living in our more rural locations and the seldom heard voices.



Our Board and partners firmly believe that *together we are Healthwatch West Sussex* and will be looking at the activities deployed to explore and influence these priority areas, at our volunteer and stakeholder event, taking place on 25th June 2015. The workshops will explore:

- What the key issues are within each priority area
- Ideas/methods we might use to investigate the patients/service users' experiences, public views of these issues
- How we can make sure our volunteers, and local communities, are involved in any project work.



Our governance and decision-making

Our Board

Our Board consists of four non-executive/independent directors and three appointed members from the provider teams of Help and Care and CAB.

Frances Russell (Chair of the Board).

Mike Burdett (Vice-chair) - responsible for finance and governance.

Cherry Simmonds (Independent Director) - responsible for volunteers and community engagement.

Martin Farrow (Independent Director) - responsible for marketing and communications.

Mark Sharman (Member Director) - CEO of Help and Care.

Mike Link (Member Director) - representing Central and South Sussex Citizen's Advice Bureau.

Alan Laybourn (Member Director) - representing Arun & Chichester Citizen's Advice Bureau

Sally Dartnell (Business Manager) - supporting the Board.

How we involve lay people and volunteers

The independent directors have a wide range of experience intended to ensure the maintenance of good practice in governance, including the assessment of risk, operational and financial controls, and decision making.

The Board is open in its policies and its decision making with full disclosure of both via the Healthwatch West Sussex web site. Furthermore the public is invited to attend Board meetings and is given an opportunity to ask questions.

The Board's policies provide for appropriate and open engagement with all stakeholders including the public, while maintaining the independence of Healthwatch West Sussex from inappropriate external influence.



Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		584,000
Additional income		0
Total income		584,000

EXPENDITURE		
Office costs		5,009
Staffing costs		32,013
Direct delivery costs		554,800
Total expenditure		591,822
Balance brought forward		7,728



Contact us

Get in touch

Healthwatch West Sussex CIC is a Community Interest Company limited by guarantee and registered in England & Wales (No. 08557470) at Lower Tanbridge Way, Horsham, West Sussex, RH12 1PJ.

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West Sussex
RH14 9QW
Phone number: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

Website URL: www.healthwatchwestsussex.co.uk

Healthwatch West Sussex sub-contracts to three companies to provide its statutory activities. The contact details are:

Help & Care

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

Email: contact@helpandcare.org.uk

Website URL: www.helpandcare.org.uk

Central and South Sussex Citizen's Advice Bureau

Lower Tanbridge Way
Horsham
West Sussex
RH12 1PJ
Phone Number: 0344 477 1171

Website URL: www.centralandsouthsussexcab.org.uk

Arun & Chichester Citizen's Advice Bureau

14/16 Anchor Springs
Littlehampton
West Sussex
BN17 6BP
Phone number: 0344 477 1171

Website URL: www.arunchichestercab.org.uk



We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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