

# Insight & Evidence



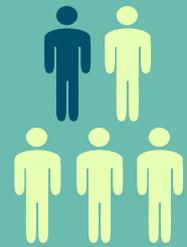
Reporting on the experiences shared by local people in West Sussex

July 2013 – June 2016

Local people have shared **3003** stories



**1 in 5** experiences were about hospital care



Primary Care

**44%**

of experiences raise access issues

Mental Health

CAMHS and insufficient services are being reported

Residential Homes



need to balance risk and person-centred care



**17%**

Positive Experience



**83%**

Less than Positive

What's new?

Patient Transport Service



## 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.



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. People often choose to share views and experiences of services with us and this report summarises the health and care experiences people have shared with us during this Quarter.

The Healthwatch England report [\*Suffering in Silence\*](#) identifies some barriers which prevent services from getting the feedback they need to support safe and effective service delivery.

*Two thirds of people that witness or experience poor care do nothing about it.*

People can find processes for giving feedback very frustrating and often feel it will not make any difference. It is particularly tough on those who are unwell, at risk or have been bereaved.

This report includes the experiences - in some cases in peoples' own words - of those who may not have had the time, desire or ability to make a complaint or provide feedback to the services they used.

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.

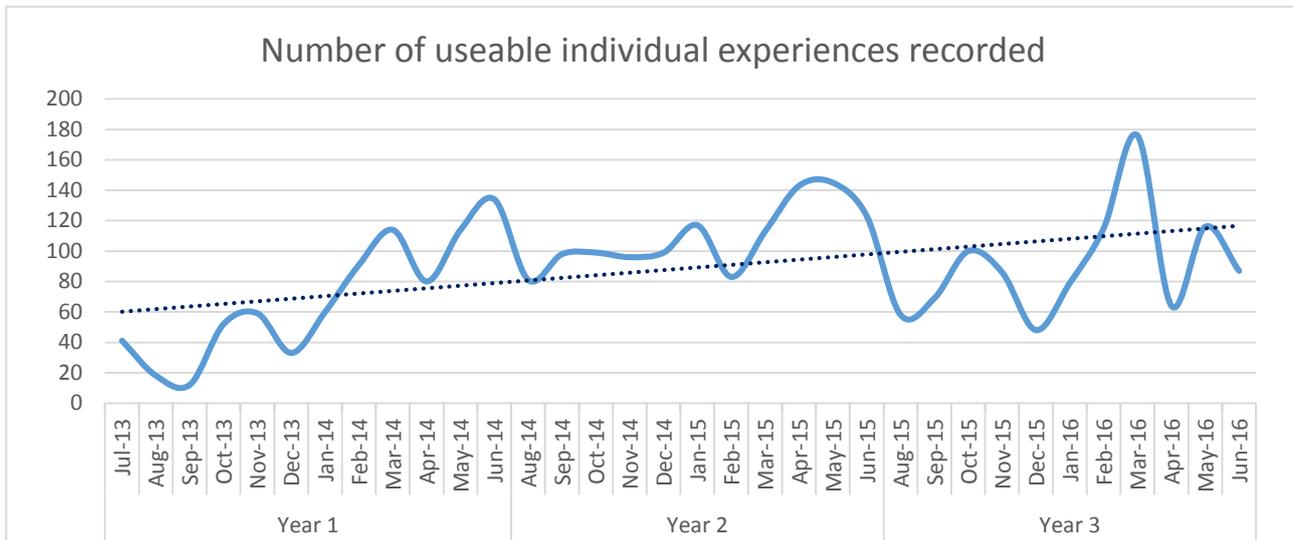
If you need further information please see [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk) or contact us by calling our Information Team on 0300 012 0122

Local people  
have shared  
**3003**  
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)



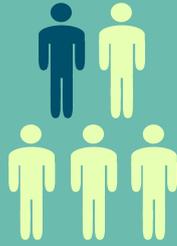
### What does this tell us?

- The trendline shows an increasing volume of stories being given to Healthwatch West Sussex
- The peaks in the graph represent times when we have carried out more face-to-face engagement with local people
- The pattern of increased volume after the winter periods (January to March) mirrors the increase in demand on health services
- We have benefited from receiving stories after we have finished our direct engagement, which is shown in the peaks which gradually drop off. This is particularly true when we visit residential homes

### What are we doing to improve this?

- Whilst it is important to have a general presence - using posters and postcards - we are only likely to be able to increase our insight and evidence with more face-to-face engagement with local people
- We have adopted a new model of work we are calling *Listening and Network Tours*. We hope the Tours will provide more opportunities for us to connect with local people
- The *Insight and Evidence Report* will show a continuous three year period so we can understand if this new approach is working

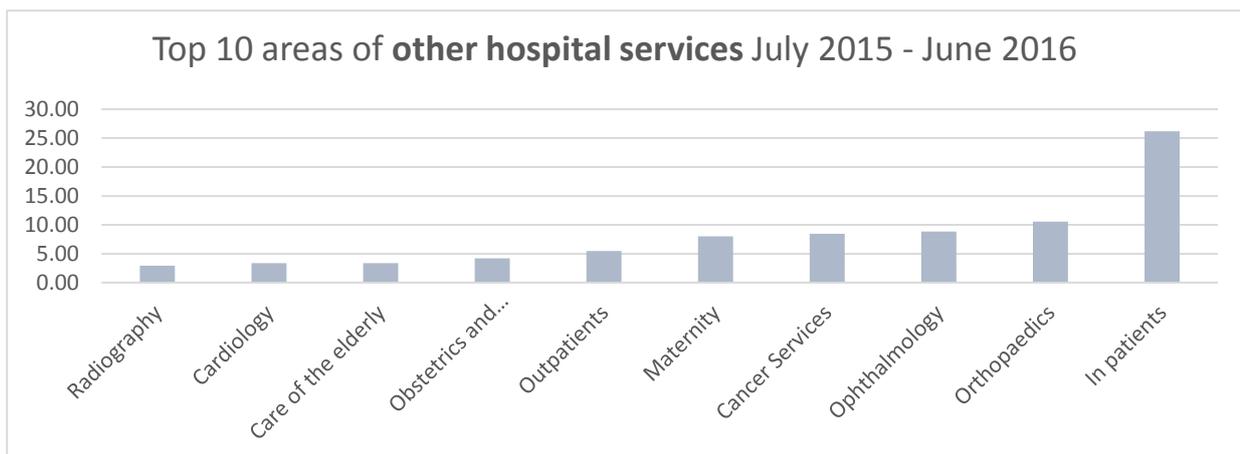
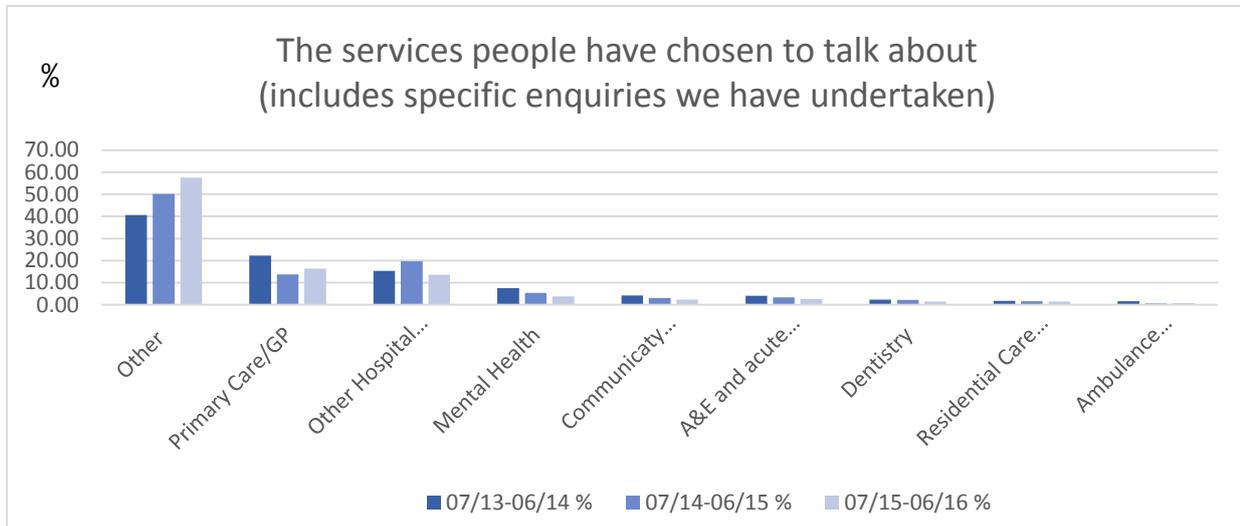
**1 in 5**  
experiences  
were about  
hospital care



**# 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 onto our database.



### What does this tell us?

We see that *Every Voice Matters*. Our volunteers review every database entry and escalate cases to the operational team for consideration.

We take safeguarding and concerns of the public seriously. We report to the Care Quality Commission, Healthwatch England and commissioners. You can download from our website the [Guidance & Protocols for Escalating a Concern](#) to understand how we act and escalate concerns.

### What are we doing to improve this?

- We will look to include the insight and evidence in our prioritising of locations for future *Listening and Network Tours*.
- We will look to have a range of engagement activities during each tour to make sure we have a balanced opportunity to hear about experiences across health and social care services.

## What's new?

Patient Transport  
Sustainability Planning  
Ambulance Services  
Accessible Information



# # 01

## Hot Topics

These are the current hot topics in West Sussex

### Patient Transport Service

In light of the poor performance of a Sussex-wide remodelled/recommissioned patient transport service (which went live on 1 April) we called for the independent review (commissioned by High Weald Lewes Havens Clinical Commissioning Group, as lead commissioner) to be published. The [Independent Report](#) is now available

Sussex Healthwatch are meeting with lead commissioners to discuss progress

Sussex Healthwatch have submitted a proposal to the service provider (Coperforma) detailing how we could **seek independent patient insight to see if the service is improving**

### Sustainability & Transformation Planning (STP)

The Government has told health and social care leaders they must come together in defined *footprints* to create and deliver plans that will sustain and transform the way health and care is delivered to local people

We have posted information on our website and social media of this planning and are receiving updates through the Healthwatch representative who is part of the programme board, which is to deliver this

### Ambulance Services

The Care Quality Commission (CQC) has issued South East Coastal Ambulance Trust (SECAMB) with a Section 29a letter. The letter outlines a number of serious concerns and regulatory issues identified through the CQC's inspection earlier in the year.

- A Healthwatch/Trust Workshop has been held where we looked in detail at the issues and recovery planning
- In collaboration with other local Healthwatch, we shall be putting a proposal together to support the Trust in its recovery

### 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 facilitated a *Putting the Standard in to Practice* Workshop, for GP practice managers, in partnership with Action for Deafness
- We supplied a range of local and national tools and services information to practice managers

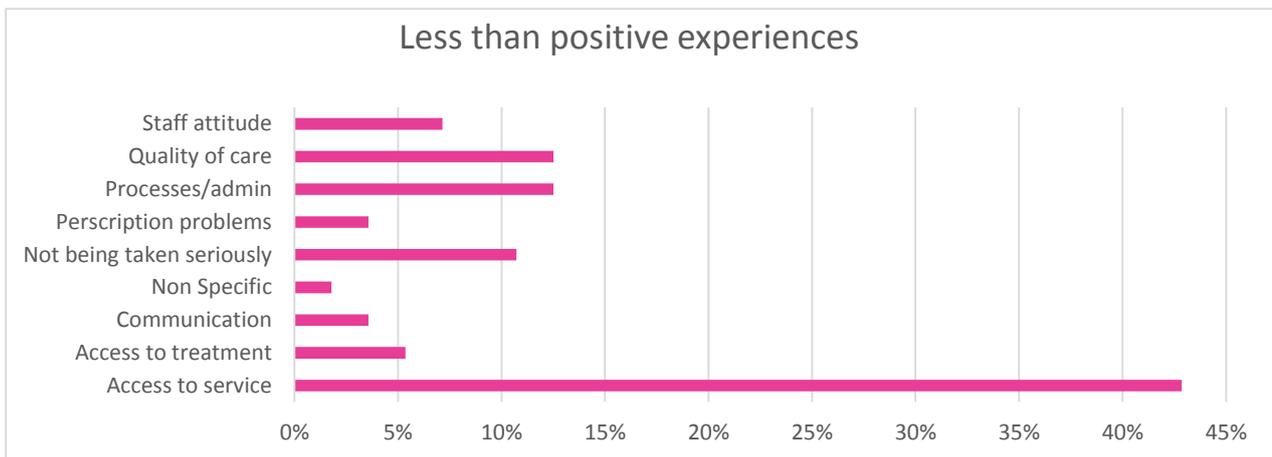
# # 02

## Primary Care

General Practices (GPs) are businesses that receive public funding through various contracts. 80% of all patient interactions are within this area.

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.

We report the experiences of local people to the Health and Well-being Board and Health and Social Care Select Committee. Below looks at experiences **April - June 2016**.



*“Getting an appointment is a nightmare. Holding on the phone times of 45 minutes plus every time, sometimes up to 1 hr 30 minutes. Then most appointment slots have gone”*

*“For the last six weeks I’ve been trying to get an appointment to see the doctor. Been told no appointments for three weeks and couldn’t even make an appointment”*

### What does this tell us?

The overriding theme for GPs this last quarter is differences in accessing a service - with some people clearly able to get through with ease to their surgery and get an appointment and others having great difficulty. However there are significant concerns around quality and not being taken seriously.

#### Inflexible processes

- Surgery refused to book test, as recommended by hospital, as they didn’t have a copy of the hospital letter on file. Wouldn’t accept patient’s copy
- Receptionist refused to process a request for a repeat prescription and told the person to write a letter, which they couldn’t do because of dyslexia

### What are we doing to improve this?

As co-commissioning for primary care develops, we will be sharing this insight and evidence to providers and commissioners, and working with them to support the further development of effective and safe services.

We would ask local practices to consider a carer’s suggestion to:

- Provide an opportunity, at a separate appointment, for carers of people with dementia to talk through the patient’s condition - as it can be very distressing for both the carer and patient, if the patient is denying their symptoms

# # 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

We report on the common themes drawn from experiences of local people relating to mental health services. Below looks at experiences **April - June 2016**.

Sentiment	Number & % (for area)	Main comments/concerns
Positive	1 (8%)	
Less than positive	11 (92%)	Access to services Insufficient service provision

### What does this tell us?

#### Access to services

- A few people raised concerns over accessing mental health support through their GP. MIND is running a campaign 'Find the Words' - to support both people accessing GP services and those that provide them:  
<http://www.mind.org.uk/news-campaigns/campaigns/find-the-words/>

- Some people were experiencing difficulties getting through to community mental health teams or getting enough support from these services

#### Insufficient service provision

- Access to CAMHS\* and support for young people raised by at least three families

### What are we doing to improve this?

Our recent survey of Crawley parents with children or young people with Autism (ASD), which received over 100 individual responses, shows some specific issues and concerns. We plan in September and October to work with practice managers to help them understand these issues and see what can be done to help practices support these families and patients

Healthwatch continues to work with the new Mental Health Alliances in West Sussex. Together we are looking at independent service evaluation and how the voices of those using services can be amplified to help providers improve their services

\*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/>

To learn more about the **Raise It** Campaign visit

[our website to see the video](#)



Five people shared experiences of care homes in the period **April - June 2016**. One person chose to tell us about a positive experience and the other four were around the quality of care and safety within the homes.

### What does this tell us?

#### Balancing risk and person-centred care

We heard from two family members about their concerns over relatives being limited to their bed or a chair. Homes have a responsibility to ensure their residents are cared for safely but there is also a duty to deliver person-centred care. Getting this balance right can be challenging

Healthwatch recommends when local people find themselves in this situation (as a resident or a family member) to ask for a Care Plan Review. This should make clear whether decisions are clinical and to give them an opportunity to ask details about the assessment and discuss options to reduce isolation and maximise independence

### What are we doing to improve this?

In September we will be touring East Grinstead. This will include at least two care home visits and a review of other home providers

Our visits will be looking at residents' quality of home life. We will explore how well connected people feel to their community and whether residents are happy with how the homes meet their social needs

Through the network we will be creating in East Grinstead, and through sharing the insight these visits gain, we can together find ways of increasing local involvement and opening up new opportunities for local people

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 April - June 2016

As we have previously reported insight to Trusts, the information in this part of the report covers the last quarter only (April to June 2016)

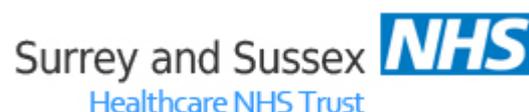
Healthwatch West Sussex has a team of skilled and trained Liaison Representatives - one for every Trust as shown on our [Healthwatch Influencing and Liaison Map](#). These Representatives attend engagement meetings with Trusts to highlight relevant insight and evidence to support the development of their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

- this newly designed report and its usability
- what the effects are on the Trust, and its patients, of the recovery of the Patient Transport Service (Hot Topics, see page 4)
- our discharge report recommendations - as we will be reporting back to the Health & Social Care Select Committee on what changes have occurred as a result of these recommendations

## East Surrey Hospital, Redhill and other services:



Sentiment	Number & % (for area)	Main comments/concerns
Positive	3 27%	Care from staff
Less than positive	8 78%	Communication issues - treatment options, after-care and on how to strapping/braces Pain management

*“Nurse Manager advocated on my behalf. I will remember her forever!”*

## Princess Royal Hospital, Haywards Heath:



Sentiment	Number & % (for area)	Main comments/concerns
Positive	0	
Less than positive	14 (100%)	Lack of follow-up and referral waiting times Acute Medical Unit case Information to cancer patients



Royal Sussex Hospital, Brighton:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	1 (20%)	Honesty and kindness of consultant
Less than positive	4 (80%)	Lack of beds leading to lots of moving around Eye clinic - long waits



No patient experiences reported



Sentiment	Number & % (for area)	Main comments/concerns
Positive	1 20%	Praise for services
Less than positive	4 80%	Issues with basic practice Complaints handling

Community Hospitals and services:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	2 20%	Excellent service from Horsham Hospital teams
Less than positive	8 80%	Time to Talk Service - follow-up and quality Bognor Hospital case Crawley Hospital physio service

*“Bob recently visited the Minor Injuries Unit, Horsham Hospital with chest pains. He was attended to immediately and taken through to a nurse who gave him an ECG. His pain was not heart related but the nurse telephoned his GP and arranged an urgent appointment for the same day.”*

### Mental health services:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	1 10%	Rating support for depressive illness as 'very good'
Less than positive	9 90%	CAMHS - issues with accessing right support Adults services - lack of support

### Worthing Hospital, Worthing:

Sentiment	Number & % (for area)	Main comments/concerns
Positive	6 (22%)	
Less than positive	22 (78%)	Eye Clinic - lack of response to infection, waiting times Records and administration Quality of treatment and care

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

Sentiment	Number & % (for area)	Main comments/concerns
Positive	6 (35%)	
Less than positive	11 (65%)	Discharge processes - late getting home, lack of ongoing support Lack of care and attention on wards



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.

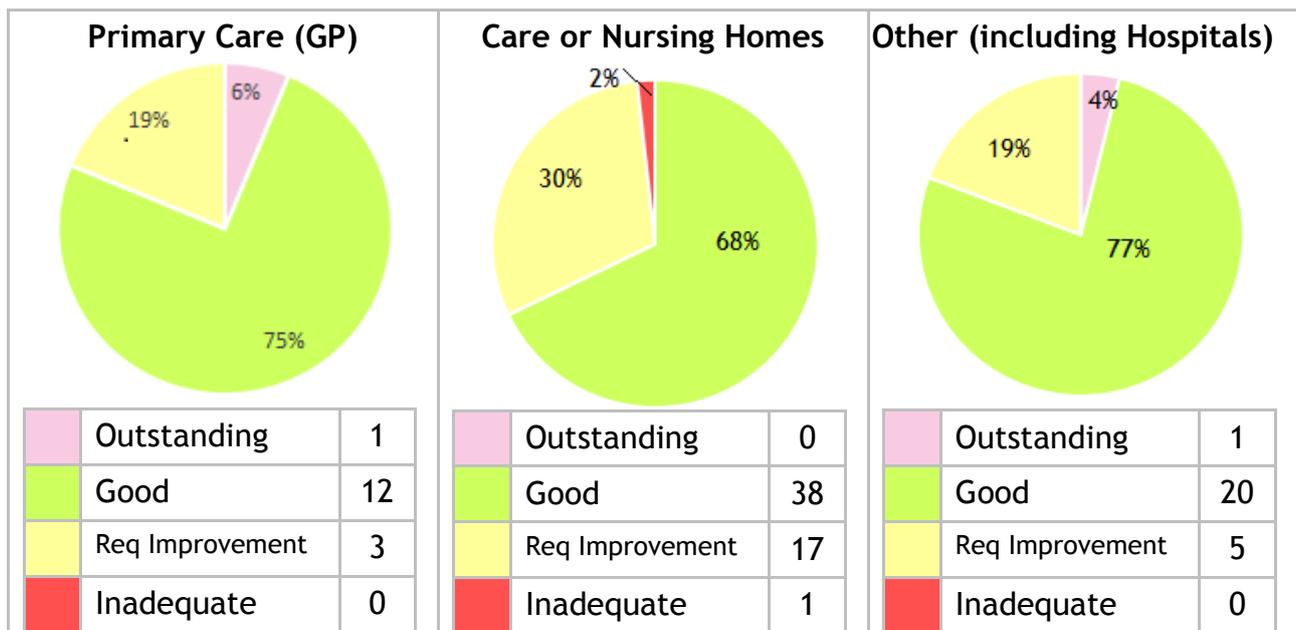
**Where in West Sussex CQC plans to inspect:**

Name	Inspection Starts
Nuffield Health Chichester Hospital	11/07/16
Nuffield Health Brighton Hospital	11/07/16
BMi Goring Hall	16/08/16
Sussex Partnership NHS Foundation Trust	12/09/16

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 in the April to June 2016:**



Outstanding and Inadequate locations in West Sussex			
Outstanding	Westcourt Medical Centre	General Practice	
Outstanding	St Barnabas House	Hospice Services	
Inadequate	Devonia EMI Home	Residential social care	

**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 Lower Tanbridge Way, Horsham, West Sussex, RH12 1PJ.

**Address for correspondence is currently but will be changing from 1<sup>st</sup> October:**

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

**Healthwatch West Sussex sub-contracts to the following company 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](mailto:contact@helpandcare.org.uk)

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