

July 2017 Heads Up



Your health and care champion wins first ever national #ItStartsWithYou award

We're delighted to have been recognised for our work over the last 12 months helping to improve the experiences of local NHS patients and social care users.

Up against tough competition from across England in the '#ItStartsWithYou' category, we came out top for our nomination of Maria Cook, a local parent carer campaigning for improving services for children with autism spectrum disorders. After years of stressful visits to the doctor Maria decided to take action.



Working with us and her GP practice, Maria's support group encouraged over 100 families to share their experiences and suggestions for improvements.

Based on what people told them, the group created a five-step plan that GPs could follow to make a real difference to parents and children with autism.

More than seven GP practices are already using the plan to make positive changes to the way they work with people with autism.

These dedicated volunteers continue to give up their time to help train GPs in their area at no cost, to help make going to the doctor a better experience for other families.

Pictured: Healthwatch Manager Kat Broadhill with CQC Chief Executive David Behan

Positive changes in Littlehampton

After a long wait through two periods of purdah, we published our report [Listening to Littlehampton](#). It shows how local service providers listened and reflected on what local residents said about services. Our work does not stop here and we are continuing to hear from local people and work with services, so together we can make positive changes.

Healthwatch volunteer Sophie, who lives in Littlehampton, is **helping to make sure local people have a voice in continuing to shape local health and care services.**



Not only is Sophie holding regular Healthwatch drop in sessions at the Wickbourne Centre, she is visiting local clubs and groups to get people talking about health.

The people of Littlehampton are keen to work alongside GPs and their staff to create a new community-focused health and care facility for the area.

We're continuing to recruit and train volunteers to do similar in other geographies. Do get in touch if you're interested in making a difference to your community in this way.



Find out more about our work and activities and get involved at www.healthwatchwestsussex.co.uk



Over 1,200 people shared their experiences of health and care

In our fourth annual report we set out how [together we're helping to put your views at the heart of local care](#).

Our close connections to people in West Sussex have enabled us to find out what you think of current services, and how you would like them to change in the future. As well as speaking to people who contact us to share their stories, we've also visited more than 90 local services to find out if they're meeting people's needs. The reports we write following these visits are shared with those in charge of local services, to make them aware of any improvements that would make a difference to local people.

Thanks to our volunteers - as ever, everything we do has been supported by our fantastic volunteers. Almost 2,400 hours of volunteering has taken place.



Seeking assurance over safety of older and disabled people

We've been using various statutory channels to share peoples' experiences, which raised issues over the safety and quality of care of residents living at homes provided by Sussex Healthcare.

As reported in the [West Sussex County Times](#) Police are investigating safeguarding concerns at The Laurels (Broadbridge Heath) and Orchard Lodge (Warnham).

We've sought assurance that people living in all homes run by this company are being kept safe and their friend and family carers have been made aware of the concerns. **We're keen to hear from anyone who lives in or visits these residential homes, or any other homes.**



Understanding the new approach to Adult Social Care

Having met West Sussex County Council's Innovation Team in Crawley, we've a better understanding of what is being done to bring about changes in social care. To support positive change, we're talking to residents about adult social care - what this means to them, where they'd look for help and what experience they've had when needing help to stay as independent as possible.

We keen to hear from you on this subject, so please call us on 0300 012 0122. Your contribution will help us when we amplify local voices in our autumn report.

3 articles you might have missed

- [#HelpMyNHS](#) campaign was launched to help us understand how we can help our NHS.
- The [Latest National patient Survey](#) of adult inpatients findings, published by the Care Quality Commission on 31 May, show that experiences of hospital remain generally good for most patients, though there are signs of pressures on services having an impact on some aspects of care.
- The Kings Fund explain the [capped expenditure process](#)



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