

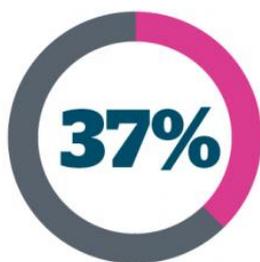
# October 2017 Heads Up



Care Quality Commission gives a stark warning that health and care system is 'straining at the seams', making future quality precarious

Yesterday the Care Quality Commission published its annual *State of Care* report shows that, thanks to the efforts of staff and leaders, the quality of health and social care has been maintained. This is despite very real challenges and the majority of people are getting good, safe care. But future quality is precarious as the system struggles with complex new types of demand, access and cost.

Healthwatch England call on GPs to make sharing feedback easier for patients



**Of people are unsure how to give their feedback and raise concerns**

Public survey finds that the most popular way people like to give feedback about their local surgery is through a traditional comments box.

We know that people want to give feedback about their local GP surgeries to help make care better, but many simply don't know how.

When people who had never provided feedback were asked which methods would encourage them to do so in future, 30% said they were most likely to respond to text or email follow-ups after a consultation, with 28% again opting for a comments box.

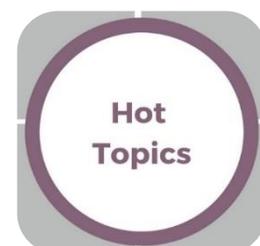
This national picture links to local feedback and our [Complaints Information on GPs Website Audit](#).

Don't rely on others telling us about local health and care issues. We want you to have your say and to help us share what is important to you and other local people both now and for the future. Visit our [Facebook](#) page where we're surveying people or share your experience [online](#) or by calling 0300 012 0122.

Improving urgent care with ideas and experiences of local people



Local Healthwatch are working with the project team looking at the developing urgent care across Sussex. Their work will join-up the 111 and out-of-hours contracts, bring in new technology and innovative approaches to the clinician workforce.



We are working with the project team to engage more people so a diversity of ideas and experiences inform this development and are challenging where there is duplication.

Find out more about our work and activities and maybe get involved as an Independent Board Director at [www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)



## Help us tackle Health Inequalities for people with Learning Disabilities

Take two minutes to watch this informative [film](#) made in partnership with the Aldingbourne Trust. You can make a difference by helping to raise awareness and encourage feedback so that we can target improvements in inequalities that have been accepted for too long.



We've published our collaborative [report](#) showing Horsham District residents' lived experiences and challenges they face when staying in hospital.

This report gives lots information to residents - offering tips and advice about how to get to and from hospitals and how to be better prepared afterwards.

The report also has learning opportunities for organisations working in the community and the NHS, as well as parishes and councils. For example we heard the positive effect that a hospital changing its visiting times had on the ease of getting parked and how this reduced stress-levels.

The organisations that have worked together on this project will be exploring these opportunities with decision-makers and community organisations between now and the next event, planned for December.

### Independent Health Complaints Advocacy - Mental Health

We've used our Independent Health Complaints Advocacy Service experience to highlight concerns to [Sussex Partnership NHS Foundation Trust's Bedale Centre](#). The Trust are responding to the concerns raised by local people and our recommendations. We'll be publishing this report next month.



### Spotlight on Pulborough, Petworth and Midhurst



Plans are coming together for our Listening Tours of Pulborough, Petworth, Midhurst starting at the end of October.

We're already been collecting valuable insight through our planning discussions with local organisations.

If **you or your organisation** would like to be involved in helping to shine a light on local health and care issues please get in touch.

Those who plan and buy services find the reports from these Tours invaluable in helping positive change happen. Read [reports](#) from Littlehampton and East Grinstead to find out how together we can make a difference.

### Three articles you might have missed in September

- Care Quality Commission publishes report on [state of care in general practice](#).
- [Streamlining the NHS](#) The Kings Fund blog 19 September 2017.
- [Nice says not to give up on people trying to be independent after hospital discharge or in their own homes](#) National Institute for Health and Care Excellence 22 September 2017

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