

# November 2017 Heads Up



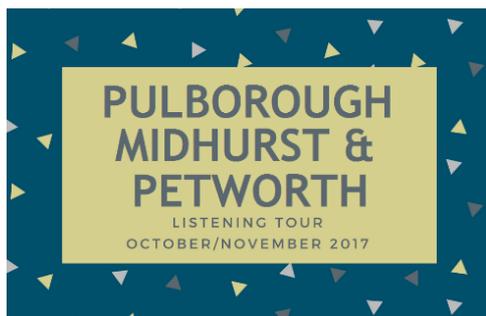
Read our latest Insight and Evidence Report [here](#).

How does the NHS in England work - simply explained?

We're keen to raise awareness of the Kings Fund's latest [video](#) explaining how things are changing in the NHS. It's just over 6 minutes long and well worth a look!



Spotlight on Pulborough, Petworth and Midhurst



Our Award Winning *Engaging Local People Team* launched a Listening Tour of Pulborough, Petworth and Midhurst. We've a [Programme of Events](#) throughout this month.

In the first week of the tour, we captured over 40 stories and spoke to over 100 people. Many had positive comments about their local NHS and care services.

One story in particular showed how peoples' wellbeing and independence in the community can be maintained when the system works well together. Sadly we also heard personal accounts which show the opposite.

Don't rely on others telling us about local health and care issues. We want you to have your voice heard. Visit our [Facebook](#) page where we're surveying people or share your experience [online](#) or call 0300 012 0122 to talk to our team.

Helping to develop mental health support in local communities

Our dedicated [People with Lived Experience Team](#) has been working with the Pathfinder West Sussex mental health organisations for nearly a year now.

The team will be attend a workshop at the end of the month, looking at the future of co-production within Pathfinder. They will be championing people and communities as partners and sharing their co-production journey.



Find out more about our work and activities at  
[www.healthwatchwestsussex.co.uk](http://www.healthwatchwestsussex.co.uk)





## A new approach to Adult Social Care

The way Adult Social Care happens locally is developing to be known as [Supporting Lives, Connecting People](#). Through speaking to people living in Crawley, one of the pilot *Innovation Sites*, we've been able to add depth and understanding to the review of the pilot. You can read about this [here](#).

Next year, as the changes are rolled out more widely, we plan to follow-up on these changes to learn from local people about their experiences of adult social care assessments and support.



## Gathering insight through our Enter & View work

We've carried out a number of [enter & view](#) visits this year to hospitals, GPs and care homes. [Anna](#) our project lead, will be following-up on the recommendations we've made in our reports, to see how this work is making services better for local people. We will report on this next year. You can read our visit reports [here](#).



## Following-up on non-emergency patient transport services

Local Healthwatch, across Sussex, plan to be out again in December to speak to and survey current passengers using the commissioned non-emergency patient transport service.



We want to understand how well the service is meeting peoples' needs now. You can read what people had to say about the [services](#) earlier in the year.

## Three articles you might have missed

- Care Quality Commission publishes new strategy on 26 October 2017 and will be [putting the public at the heart of their work](#)
- NICE recommend that professionals in health and social care [help older people with learning disabilities plan for the future](#) (03/11/17).
- [Age UK launches new painful journeys campaign and calls for urgent government review of transport services](#) (20/10/17).

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