

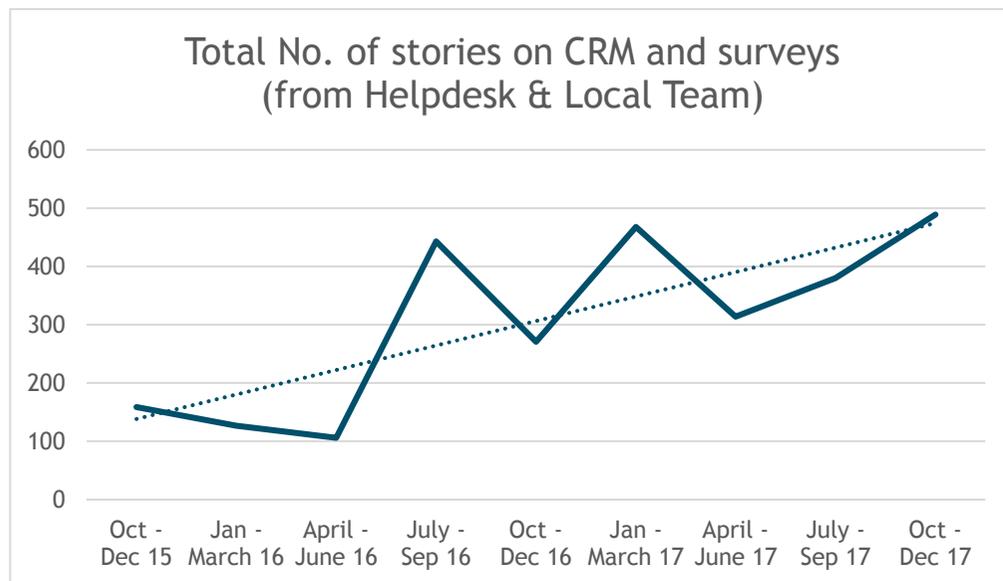


Board Performance Report Q3 October - December 2017

(Published in February 2018)

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Healthwatch West Sussex is a Community Interest Company limited by guarantee (No. 08557470)

Service and Activities Summary Data



This quarter saw a total of **489** useable experiences, which we are reporting on in our Insight and Evidence Report and project reports.

The insight through the CRM has increased from 285 last quarter to 439, as we carried out a listening tour in rural West Sussex and therefore heard more stories.

In addition to the recorded stories, we generated a further 55 survey responses for 111 and non-emergency Patient Transport Service project work.

	Information and advice (all channels)				
	Oct - Dec 2016	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017
Number of contacts to Helpdesk	449	278	276	302	305
People signposted to IHCAS	44	39	33	26	26
People signposted to others	96	91	60	82	88
Number of stories/accounts recorded on CRM through Helpdesk	136	110	101	106	98

	Public Engagement				
	Oct - Dec 2016	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017
Number of people engaged with (face-to-face and via communication)	31,711	90,311*	140,857+	79,114	30,000+ (direct publications) #
Number of occasions for influencing or raising awareness via engagement	261	287	313	269	200
Number of stories/accounts recorded on CRM and surveys by Local Team	135	358* Littlehampton Listening Tour	213	274	391* Rural Sussex Listening Tour

The team, with two new Community and Involvement Worker and a change within communication, had a busy quarter with a plenty of engagement opportunities through our surveying projects and listening tour of Pulborough, Petworth and Midhurst throughout November. Our team of staff and volunteers were also busy doing enter and view visits.

We have only included direct Healthwatch West Sussex promotion in this figure and there has been a significant drop in social media coverage but not the quality of posts, this was due to changes within the team. We continue to improve our followers through social media and have received very positive feedback on the updated design and content of social media posts and designs.

We have plans to address the volume of social media posts in future quarters to ensure we are reaching more people.

In addition to the direct publications we have increased awareness of Healthwatch through featuring in the Health and Wellbeing Board newsletter (which published a Healthwatch article) and this would have gone to a large number of recipients. Our newsletters were also featured in the e-news from all the Clinical Commissioning Groups and CVS in West Sussex.

During this quarter:

- 1170+ people were engaged with face-to-face or through personal contact. 70+ events/activities attended or held
- 2981 receipts through heads-up.
- Social media posts:
 - Facebook - 62 posts reached 19,848 (compared to 72 posts reached 31,274 people) plus postings in response to others. 238 Facebook followers (up from 235).
 - Twitter 20 posts 4,907 impressions (compared to 100 posts 42,397) and 1545 followers (up from 1469).
- Website:
 - 10 news articles posted. 1128 visitors to our website. Weekly average number of visitors to website is 94.

	Raising Awareness				
	Oct - Dec 2016	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017
Total number of Healthwatchers	575	785	940	994	990

	Volunteer activity				
	Oct - Dec 2016	Jan - March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017
Volunteers	53	55	61	36 #	38
Roles covered by volunteers	73	77	85	93	95
Volunteering interactions (meetings, events)	121	143	251 ^ PLACE	153	56
Volunteer support hours	256	299	511 ^ PLACE	315	270
Healthwatch Board Independent Directors*	274	226	222	246	262
Estimated value of volunteers **	£18,820	£17,280	£21,320	£18,600	£18500

We carried out an annual review of our volunteer database and have only included individuals who have been able to actively volunteer for Healthwatch in the last 12 months. We are now starting to build up the number of proactive volunteers support the Healthwatch West Sussex work.

* Three new board directors were recruited in November and will join the board in January.

** Estimate based on £20 per hour for volunteers who usually work at a high level and £50 per hour for Independent Director volunteers.

The volunteer team has carried out a number of *Enter and View* projects during the quarter and supported our surveying work for 111 and non-emergency Patient Transport Services and Worthing Hospital. We visited one care home and reported on this:

[Enter and View Report - Woodbine Manor Care Home](#)

	Independent Advocacy (IHCAS)				
	Oct - Dec 2016*	Jan- March 2017	April - June 2017	July - Sep 2017	Oct - Dec 2017
One off acts of assistance	65	39	43	30	42
New enquiries	128	79	51	58	49
Cases resolved	65	64	20	53	20
Cases ongoing	63	78	86	91	98

*Figures given are as of the start of the new contract on 1 October 2016 when 65 cases transferred from Citizens Advice to Help & Care.

During this quarter:

- Second advocate has continued her introduction training throughout the quarter and now has her own caseload.
- The team are working on a number of service documents to improve our self-help offer to local people.
- As a result of raising concerns about a particular service to Sussex Partnership Foundation NHS Trust we plan to work with them on a Task and Finish Project and will produce a report to show the impact of amplifying local voices.
- As part of our improving complaints support, our team took part in a Care Quality Commission (CQC) inspection during the quarter to support understand the inspection process and to talk to people using the service. We have given feedback to the regional CQC team to support the improvement of local inspections.
- As part of our improving complaints support, our team took part in a NHS England regional complaints audit and have made some recommendations which are being taken forward.

Reports and Publications

We have published the following reports:

[Horsham District Insight on Hospital Admissions Report \(October-2017\)](#)

[Insight and Evidence Report - July to September-2017 \(Q3\)](#)

[Crawley Social Care Project - Healthwatch Report \(November-2017\)](#)

[Enter & View Report - Horsham Hospital](#)

[Local Peoples Perspective of Health and Social Care in West Sussex \(November-2017\)](#)

[Enter & View Report - Crawley Hospital](#)

We have also produced the following case study:

[Case Study - Medicines Management \(November-2017\)](#) This has been circulated to Clinical Commissioning Groups along with an insight briefing for medicines and prescriptions to support the project teams looking at services changes around medicines management. We have also critically reviewed the Equalities Impact Assessments and given feedback.

We are currently in the process of scoping follow up activity to reports produced during 2017, including GP website complaints information and the Littlehampton tour.

We are also finalising a Listening Tour Toolkit, to influence nationally by supporting other local Healthwatch with information and practical tools for engaging with local people.

Communications

“Heads up” briefings and the more general newsletter are sent on second Wednesday of each month:

- [Heads Up - October 2017](#)
- [Heads up - November 2017](#)
- [Heads Up - December 2017](#)

Events

We worked on some additional projects during this quarter:

- 1) A collaborative project looking a **hospital stays for older residents in Horsham District** which had previously included two workshops and a survey to engage local people, had a workshop for commissioners and local providers to look at how to address some of the concerns raised by local people on 19 December. There is now a collaborative action plan that is being coordinated by Horsham District Council.
- 2) **Non-emergency Patient Transport Service** re-surveying across Sussex of local passengers took place in December 2017 to identify, from a passenger perspective, if the improvement to the service is being sustained and continued. The report on this work is expected in February 2018.
- 3) We had a good variety of local engagement, through a diverse range of activities and events, whilst on our listening tour of **Rural West Sussex**.
- 4) We led on the Sussex-wide additional engagement on behalf of the **Transformational Project Team looking at the development of 111 and Out of Hours** looking to capture more voices from the under-represented groups within our communities. The report is due shortly.

Finance

Core contracts and social enterprise contracts continue to be delivered to plan and budget.

PLE Mental Health Alliance contract has been extended until March 2018 when it will complete.

2016/17 End of Year Finances were approved by the Board at the November Board meeting and submitted to Companies House.

The VAT issue has now been resolved with receipt of retrospective payment from WSCC and onward payment to suppliers.



Looking forward:

Local Service Development

The CIC have appointed a part time Community Partnership Coordinator for an initial period of 12 months to continue to develop the relationships of Healthwatch West Sussex with other Community and Voluntary Sector organisations with a view to raising awareness, gathering more insight and ensuring the voice of seldom heard patients and carers are heard by developing collaborative projects. The post begins in February.

Jeremy Gardner and Sally Dartnell are talking with Coastal Care about a proposal from Healthwatch West Sussex to support LCNs by helping co-design an engagement framework to include public representation.

We have provided feedback on the plans for engaging with parents across Sussex to inform the work of the *Better Births Programme* and are discussing with the project team how we can support this engagement.

We have provided feedback on the medicines management service development plans and provided briefings and a case study to support our feedback. We will continue to monitor the development of these plans.

Issues and Concerns

Through our work with local people who have the need to raise a health complaint we have identified there is a gap in support for people who find themselves having to attend a coroners hearing. There is support for bereavement and specialist workers but not in helping people to prepare for the hearing.

As reported in the national media there are significant concerns over the quality and safety of residents living in homes owned and managed by Sussex Healthcare. Our chair has remained close to this raising concerns with West Sussex County Council, Clinical Commissioning Groups via the, Quality Committee and we have used our position on the Safeguarding Adult Board to raise concern over the safety of existing residents and the transparency of information to the public.

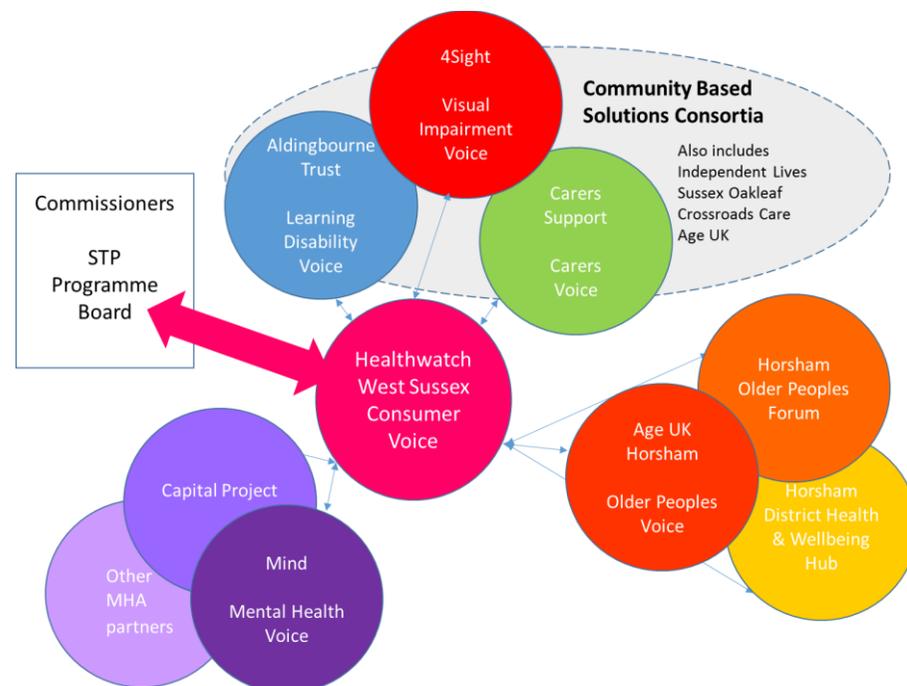
We have raised two separate concerns over quality and safety concerns relating to respite care and will be providing a case study to look at issues relating to temporary residential care.

Volunteer Vacancies –[vacancies currently available, details on the website.](#)

Community Partnerships

Healthwatch CIC is proactively exploring ways of working more closely in partnership with other relevant organisations with a view to increasing awareness, gathering more usable stories for our insight, evidence and influencing work and developing social enterprise opportunities to increase the impact and sustainability of Healthwatch West Sussex. We welcome partnership working with any other groups who can help amplify local voices in relation to Health and Care.

- **Aldingbourne Trust** - a short film has been released to raise awareness of the Health and Care issues facing people with Learning Disabilities, their families and carers with the aim of gathering more evidence and insight from this part of the community who are seldom heard. We encourage this film to be used with any relevant community networks and providers to raise awareness and help tackle inequalities. A follow up project is being planned
- **Age UK Horsham** - following publication of our report Insight into Hospital Admissions for older people in the Horsham District (resulting from a collaborative partnership with **Horsham Older Peoples Forum**, **Horsham District Health & Wellbeing Hub** and **West Sussex County Council**), the Horsham Council Wellbeing Committee held a workshop in December to identify and take action for next steps.



- **Community Based Solutions Consortia** - Healthwatch West Sussex are part of a consortia of Community Organisation Chief Execs (including Aldingbourne Trust, 4Sight, Independent Lives, Age UK, Carers Support, Sussex Oakleaf, Independent Lives and Crossroad Care). The consortia were invited by Nathan Elvery, WSCC Chief Exec to present at the WSCC Cabinet meeting on 31 October. Follow ups are now being planned.
- **Carers Support West Sussex (Jennie Musgrove, CEO)** - we continue to work collaboratively on several topics including our listening tours. This is having a positive impact on the number and quality of stories we collect.

- **West Sussex 4Sight (Nik Demetriades, CEO)** -we are partway through a collaborative project with a Chichester University Intern to study of the quality of patient experiences as they journey through the Eye Clinics in St Richard's and Worthing Hospitals. Recent feedback has indicated that this is an area of concern. The new intern will receive training to act as an authorised Healthwatch West Sussex Representative. The project will result in a collaborative report of findings on completion.
- **Pathfinder West Sussex (Mental Health Alliances)** continues to develop with all People with Lived Experience (PLEs) contributing to the work. A short extension to the original 12 month contract is now in place to take the project to March 2018, with a report due in February 2018. Our PLE team, Service Manager and the PLE Supervisor contributed to a workshop in November led by Pathfinder to look at the future of co-production beyond the current contract and this is one of the key areas the PLE team will be focusing on until the contract ends. We have also provided Pathfinder's leaders with formal, written feedback on the workshop to further their development, which we have been led to believe has been well-received.