

February 2018 Heads Up



Better community links

[Sophie and Cheryl](#) spend their Healthwatch hours making links in our communities, signing up new clubs; organisations and local groups to our It Starts with You Network. Through this network we're able to create good community based communication for sharing experiences, receiving feedback on the insight they have shared and for gathering local peoples' views on specific health and care topics. As well as this, individuals can benefit as we heard from one local leader, following Cheryl's recent visit:

Talk to us...

Jane has held onto this anger about a consultant's behaviour towards her in 2006. She just didn't know who to tell but did not want other people to have the same experience. She is being supported by us and I (a member of staff) suggested she spoke to Healthwatch. Having held onto this for so many years, she has left today and seems to have had a huge weight lifted.

Cheryl has also been appointed to the Healthwatch West Sussex Board Community Partnership Coordinator role and will be supporting the team to develop the strategic relationships and partnerships between Healthwatch West Sussex and Community and Voluntary sector organisations whose work touches on aspects of health and social care.

Cheryl will be supporting Community organisations in amplifying their members' voices and strengthen the insight and evidence available to us.



Needing urgent care but not A&E

NHS England state, "Patients all know where to go when life is in danger - A&E, or ring 999 as a route to A&E. But when a patient needs urgent treatment or care and A&E isn't the right place then there is a confusing range of places a patient can go - Walk-in Centres, Urgent Care Centres, Minor Injury Units and others with local names and all with differing levels of service."

Having recognised this, NHS England has told Clinical Commissioning Groups (CCGs) they must simplify things and new arrangements must be in place by April 2019. You can read more about this in a top level [paper](#) (from page 7).

We're talking to those who are planning for these new arrangements and have visited the Minor Injury Unit at Bognor War Memorial Hospital to listen to local peoples' experience of using this service and how they came to be there, to help inform these discussions. The CCGs will be out talking to people about the changes to urgent care services over the coming months.

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



What should we be working on during 2018/19?

We've a simple ambition here at Healthwatch West Sussex ... to make health and social care services better for the people that use them. We're here to listen, take action and influence positive change.

As a local Healthwatch our work has the potential to span the whole of health and social care for children and adults. To work as effectively as we can for local people, within our limited resources, we focus our planned projects and time in the community around a few key areas, which we call our priorities.

In the last 12 months these have been:

1. Primary care
2. Adults community mental health services
3. Older people needing support
4. Adult social care

We also have a priority we call *Hot Topics*, which gives us the space to respond to issues affecting local people. It is important we have this ability to respond when local people tell us there is an issue. For this reason we will be keeping *Hot Topics* as one of our priorities.

We're proposing to keep the following priority area and have some suggested projects to work on:

1. Primary care
2. Adult social care

To change our mental health priority to focus on *young peoples' mental health and wellbeing*.

We want to make sure our proposed priorities for 2018/19, and the work we think we could carry out, are right.

You can help us by complete this short [survey](#) which closes on 14 March 2018.

In this survey we're asking for your views on:

- Do you agree with our priorities for the period April 2018 to September 2019?
- Are there issues you would like to have seen included?
- How might we work together to deliver on these priorities?

Three articles you might have missed

- [Re-imagining Community Services](#) , The Kings Fund, 23 January 2018
- [Painkillers best option sore throats say new NHS Guidelines](#), NHS Choices, 26 January 2018
- [Most Women Report Better Experiences- of Maternity Care](#), Care Quality Commission report, 30 January 2018

Our CCGs have produced a useful [podcast](#) to help us take control of our health and wellbeing.

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